

# SPECIAL EDITION December 4, 2020

## Community Resource Updates due to COVID-19

RVA Community Cares recognizes that availability of community resources is changing rapidly during this time due to COVID-19. This supplement to our regular Community Resource Inventory (CRI) will keep you updated on the most recent information available. This document will be updated and redistributed frequently (every other week), so check the date to make sure you have the most recent version. If you would like to report new resources or changes/corrections to the information below, please contact Brenna Pevato ([bpevato@hqi.solutions](mailto:bpevato@hqi.solutions)) at HQI.

**Virginia Governor announced new statewide measures to contain COVID-19. Read announcement [here](#).**

**Benefits.gov:** Visit the [website](#) for information and resources on COVID-19, unemployment, healthcare, loans/businesses, stimulus checks, hotlines and more.

**CommonHelp:** Call 1.855.635.4370 or visit <https://www.commonhelp.virginia.gov/> to apply for assistance with food, child care, heating/cooling bills, health care and cash assistance. Offices may be closed but clients can call for assistance.

**Medicaid Beneficiaries:** Questions about your coverage during COVID-19? Answers to Frequently Asked Questions (FAQs) for Medicaid Members from the Department of Medical Assistance Services (DMAS) [here](#). The Cover Virginia website also has resources on improving access during COVID-19 [here](#).

**Central Virginia Public COVID-19 Information:** Click [here](#).

**ReEstablish Richmond:** COVID-19 Resources [here](#). May refer clients through link at bottom of page.

**Richmond City Residents:** Visit [RVA Strong](#) or [Help1RVA](#) to learn more about the COVID-19 response and resources. **Public Schools:** Summer Hours for the Family Support Hotline – questions (in English or Spanish) about food, technology, or anything COVID-19 related, call hotline at 804.780.6195. Summer hours are 8:30 a.m. – 2:00 p.m., Monday through Thursday. If you leave a voicemail, you will be called back within 48 hours.

**211:** Individuals can call 211 or visit <http://211.org/> for additional information on resources.

**Información en Español:** 804.646.0145



## COVID-19 (Coronavirus) INFORMATION

### Hotlines and Testing

- Hanover, Charles City, Goochland, New Kent Counties call 804.365.3341.
- Henrico County and Richmond City Monday-Friday 8:00 a.m. to 6:00 p.m. and Saturday-Sunday 9:00 a.m. to 1:00 p.m. call 804.205.3501.
- Henrico County operations and services call 804.501.5655 Monday-Friday 7:00 a.m. – 7:00 p.m.
- Chesterfield County Monday-Friday 7:00 a.m. – 7:00 p.m.: 804-751-2EOC (804-751-2362)
- Virginia Department of Health Hotline: 1.877.ASK.VDH3.
- Disaster Distress Helpline: SAMHSA's Disaster Distress Helpline provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters: 1.800.985.5990

### Center for Disease Control and Prevention (CDC)

- Main website [bit.ly/2UIhRnh](https://bit.ly/2UIhRnh)
- Preventing spread in communities [bit.ly/2U4ATzk](https://bit.ly/2U4ATzk)
- Information for travelers [bit.ly/3dg4yxd](https://bit.ly/3dg4yxd)

### City/County COVID-19 Information

- [Richmond City](#)
- [Richmond City Face Mask Distribution](#): Free face masks for individuals in many locations throughout the city. Visit [website](#) for information and search for location near you.
- [Henrico County](#)
- [Hanover County](#)
- [Chesterfield County](#)

### Statewide Resources

- [COVID-19 Virginia Resources](#): Search for assistance with food, childcare, finances, mental health, safety. Also available as App for Apple phones (coming soon for Android).
- COVIDWISE App: Used to notify users who have likely been exposed to COVID so you can reduce the risk of infection for friends and family. See [website](#) for downloading and additional information.

### Virginia Department of Health (VDH)

- [www.vdh.virginia.gov/coronavirus](https://www.vdh.virginia.gov/coronavirus)

### World Health Organization (WHO)

- Advice for the public [bit.ly/2WqTHdB](https://bit.ly/2WqTHdB)



## CORRECTIONAL FACILITIES

- Inmate Early Release Plans: See [here](#) for state correctional facilities and [here](#) for local correctional facilities. See [webpage](#) for updates.
- Virginia Department of Corrections (VADOC) canceled offender visitation at all facilities until further notice. Off-site video visitation is still available.
- Restricting transfer of inmates between facilities unless necessary for security reasons or a pending court appearance.
- Dedicated COVID-19 public information line 804.887.8484.
- DOC has implemented a screening protocol for offenders coming into state facilities from local jails.
- Virginia provided detailed guidance to correctional facilities and other work locations regarding approved hand washing, sanitizing, and disinfectant products, and instructions for the proper use of those products to provide protection from COVID-19.

## COURTS

- Declaration of judicial emergency extended through December 13, 2020. See [document](#) for details.
- Use of remote access by each court is by the discretion of the Chief or Presiding Judge.
- All courts may hear in-person non-emergency matters if they determine safe to do so (provided they comply with guidance for safety measures put in place to reduce the spread of COVID-19). Courts will continue to prioritize emergency matters.
- Chesterfield County: All courts have plan in place. Please do not visit courthouses unless you absolutely have to. Visit [website](#) for more information. Email Linda Moore (Clerk) at [lmoore@vacourts.gov](mailto:lmoore@vacourts.gov) or call the main number at 804.748.1231 during business hours with questions.
- Hanover County: Office offering limited services during this time. Call 804.365.6201 for information.
- Henrico County: Circuit Court Clerks office remains open to the public. All civil juries are continued. Circuit Court Plan to start criminal and civil jury trials commencing September 14, 2020. See [website](#).
- Richmond City: Most court cases have been continued. Circuit Court Clerk's office continues to be open to the public during normal business hours Monday – Friday 8:30 a.m. – 4:30 p.m. All regular services continue. See [document](#) for more information or call 804.646.6505.
- See state [website](#) for updates.



## EMPLOYMENT

### Office of Community Wealth Building

- Career Station buildings closed. Workforce services provided to the public virtually.
- Residents who need services but do not yet have a career advisor can call 804.646.6464.
- Offering [virtual workforce sessions](#).

### The Rebound

- [Website](#) offering resources on making ends meet and getting back to work.

### VA Ready

- Helping Virginians get back to work who are unemployed due to COVID-19. Website [here](#).

### Virginia Employment Commission (VEC)/Workforce Development

- Customer Contact Center 1.866.832.2363 Monday through Friday 8:30 a.m. – 5:00 p.m.
- The best way to contact the unemployment office is through your local office. Find your local office [here](#).
- Call 804.646.4646 to get set up with a career counselor or to ask about the Family Crisis Fund if you have kids.
- **Important Update:** The Virginia Employment Commission has been informed by the U. S. Department of Labor that payment of extended benefits (EB) will no longer be authorized after the claim for week ending Saturday, November 21, 2020. You may have a balance of EB weeks remaining on your monetary determination, but no EB benefits can be paid after the week ending November 21, 2020. See [website](#) for additional information.

## FOOD

See our guide dedicated specifically to food resources.

## GENERAL SERVICES

### Aging and Persons with Disabilities (Richmond City Only)

Use the following helpline for Older Adults 60 + and those 18+ with physical and sensory disabilities: 804.646.1082. Hours are Monday – Friday, 8:30 a.m. - 5:00 p.m. The office provides the following services:

- Information and Referral
- Financial Assistance i.e., Mortgage, Rent and Utilities
- Social Services benefits SNAP, Medicaid, Adult Protective Services, Adult Services
- Well-check calls to those who may be socially isolated. If you know of someone or you could benefit from a well-check call, please provide individuals contact information by calling the Aging and Disability Helpline 804.646.3054.

### Alzheimer's Association

- Online services to continue to offer help and support community caregivers who are sheltering at home and still require care and support, plus information to help them during this time.
- Continue to offer virtual support groups, virtual educational seminars, and a 24-hour hotline 800.272.3900



## GENERAL SERVICES

### American Heart Association

- COVID-19 resource page available in English and Spanish. Information includes: maintaining a healthy lifestyle, workout tips, healthy meals, precautions for high risk individuals, allergies and heart health.
- [Website](#) for more information. Offering a live chat line, 1.800.242.8721.

### Ashland Christian Emergency Services (A.C.E.S.) – Hanover County

- Due to the coronavirus pandemic, beginning April 13, 2020 and until further notice, ACES will be open only on Mondays from 8:30 a.m. until 11:30 a.m.
- Visit [website](#) for services. Provides emergency services (i.e. utilities, rent payments) and senior rides.
- Open to give out clothing. Only 1 person allowed in adult and children's section at a time. Call 804.798.2784 to set up appointment.

### CAPUP

- Senior Center closed. Direct services done via phone or fax.
- Individuals interested in financial assistance need to email documentation to Dora Hall directly ([dhall@capup.org](mailto:dhall@capup.org)).

### Central Virginia Legal Aid Society

- Phone intakes only.
- For information about COVID resources and tenant rights, click [here](#).
- Visit the [Virginia Poverty Law Center](#) for information on the COVID-19 civil legal response in Virginia, including unemployment, housing, and public benefits.

### Child Care

- See the Department of Social Services [updates and resources](#) for child care in Virginia.
- More information for families can be found at the [Child Care Aware website](#).

### Church Hill Wellness Center

- Hours vary due to COVID. Financial assistance and DMV services suspended until further notice.

### Circles RVA

- Virtual meetings only.
- See [website](#) for additional information, application, and referral.

### Consumer Financial Protection Bureau

- [Resources](#) to help protect your finances and make financial decision.

### Daycare

- Peter Paul Development Center is offering childcare at MLK MS for 2nd-8th grade RPS students. The full-day option goes from 9:00 a.m. until 6:00 p.m. and is completely free for low-income families. To learn more, click [here](#).
- The YMCA is offering childcare at Miles Jones ES, Holton ES, and Huguenot HS for K-8th grade RPS students. The full-day option goes from 7:30 a.m. until 6:00 p.m. and is completely free for low-income families. To learn more, click [here](#).
- There are also many other childcare centers not housed in RPS schools across the city. To learn more, click [here](#).



## GENERAL SERVICES

### Diaper Bank

- Call the Regional Diaper Bank at 833.782.2229 ext. 801 for information on free diapers.

### Distance Learning and Instructional Resources (Fall 2020)

- Chesterfield County Public Schools [Project Restart](#)
- Hanover County Public Schools [Return to Learn](#)
- Henrico County Public Schools [Mission Forward](#)
- Richmond City Public Schools [Reopen with Love](#)

### Faith Landmark Ministries

- Open regular hours Monday-Friday 9:00 a.m. – 5:00 p.m.
- Clients still welcome to apply for other assistance (process takes 1-3 weeks). Not set up to provide rapid response. If request approved for assistance, organization can offer \$50. Apply in person (unless cannot leave home for special circumstances, i.e. bed rest). Need to bring copy of bill (will not make copy for client). Offer assistance with utility, rent, or mortgage payments.
- If facing imminent eviction, will give a list of referral numbers.

### Guardians/Caregivers

- [FAQ](#) sheet created by guardianship experts, including the National Guardianship Association, ABA Commission on Law and Aging, and the National Center for State Courts.
- FAQ document has answers, actionable tips, and links to resources.
- Aimed at family guardians, professional guardians, public guardians, attorneys, judges, court personnel, and all other affected. Document will be regularly updated.

### Medicaid Services

- See website for members [here](#). Text COVID19 to 268-782 to keep up with the latest Medicaid news.
- Ensure current Medicaid members do not inadvertently lose coverage due to lapses in paperwork or a change in circumstances.
- No co-pays for any Medicaid or FAMIS covered services.
- No pre-approvals needed and automatic approval extensions for many critical medical services.
- Outreach to higher risk and older members to review critical needs.
- 90-day supply of many routine prescriptions.
- Encourage use of telehealth resources.
- Medicaid will cover all COVID-19 testing and treatment.
- For additional questions about the March 19 memo or other COVID-19 issues, you can submit questions [here](#).

### Medicare Beneficiaries

- Important flexibilities for enrollment during COVID-19.
- See [website](#) for additional information.

### Offender Aid and Restoration

- Phones available 8:30 a.m. – 12:00 p.m. and 1:00 p.m. – 4:00 p.m. Call the hotline at 804.643.2746 for more information, intake, or to reach a case manager.
- To be eligible for intake, individuals must have an adult criminal conviction and have been released within the last year.



## GENERAL SERVICES

- See website for details [here](#).

### **Peter Paul Development Center**

- Weekly staff check-in calls with students and families.
- No in person after school programs through rest of the year
- [Virtual enrichment lessons](#) focused on yoga, mindfulness/meditation, dance and step, STEM, and art.
- [Weekly virtual hangouts](#) for parents and caregivers.
- Regular communication and resource dissemination through Promise Family Network Facebook group.

### **REAL LIFE**

- To schedule an intake or inquire about services call 804.322.3311. Leave a message if someone doesn't answer and you will be called back right away.
- Appointment with Pathway Navigators for existing Lifers: call their cell directly or use video messenger.
- Classes will be held on our [REAL LIFE Class Facebook](#) page.
- 12-Step and recovery meetings held on our [REAL LIFE Class Facebook](#) page.
- Recovery houses operating at 100% capacity, but with waiting lists.
- Look for information sessions on their Facebook page.

### **Resources for families who have children that are blind, visually impaired, or deaf-blind**

- From the Partnership for People with Disabilities, Center for Family Involvement, and VCU School of Education.
- Google document [here](#).

### **Richmond Health and Wellness Program**

- Weekly telephonic wellness visits to established participants at the Dominion Place clinic and the VCU Health Hub. Calls focus on individual health during the pandemic, while providing information and referrals as necessary. Also donating 1 face mask (cloth) to participants at the Hope Pharmacy for the East End. [Website](#) for more information.

### **Richmond Mutual Aid**

- Can deliver medical, food, and cleaning supplies to homes. Call or text hotline number and a driver will be sent within 24 hours. 804.404.2346.

### **Sacred Heart Center**

- Implementing educational programs remotely.

### **Social Security Administration**

- Due to COVID-19, you must have a scheduled appointment to enter an office. Effective July 20, 2020, everyone must complete a self-assessment checklist before allowed entry. See checklist [here](#). Face-to-face service still suspended.
- Please first try to use [online services](#) before calling your local office. Find your local office information [here](#).
- See a complete list of COVID-19 FAQs [here](#).

### **United Way**



## GENERAL SERVICES

- Leading the Coronavirus Response Hotline (757.858.7777) to provide non-medical assistance.
- Connecting clients to available resources using the Unite Us care coordination platform.
- Administering the Coronavirus Recovery Fund to raise funds to support recovery efforts.
- Working with frontline nonprofit partners to identify their needs and help fill gaps.
- Publishing up-to-date data, verified services and resources on GHRconnects.
- People can find their local United Way by visiting: <https://www.unitedway.org/local/united-states/#> and entering their Zip Code.

## LIVING SITUATION

**New:** Additional \$2.6 million in funding to help with emergency housing in Central Virginia (Henrico and Chesterfield Counties). See [article](#) for details. Updates will be posted here.

### **Stay Home Virginia** [website](#)

- Assistance with renters and homeowners who are unable to make their monthly payments due to COVID-19. Also resources for property owners and the homeless.

### **Individuals that are homeless or within 3 days of losing housing:**

- Call the Homeless Crisis Line at 804.972.0813. Please leave a voice message. Individuals not experiencing a housing crisis can also call this hotline for information on resources available to them. Hotline extended hours to 9:00 p.m. and weekends.
- See below for Connection Points in the City of Richmond (physical locations for a safe, welcoming indoor space and access to the pipeline of care through the Homeless Crisis Line or case worker):
- [RVA Light](#) – 504 W. Broad Street, [REAL LIFE](#) – 406 E. Main Street, [OAR](#) – 3111 W. Clay Street, [Main Branch of Richmond Public Library](#) – 101 E. Franklin Street, [Southside Plaza](#) – 4100 Hull Street Road.
- [Cold weather shelter](#): Call the Homeless Crisis Line (above) to register for a bed and get directions to a hotel on Midlothian Turnpike (on the GRTC bus route, transportation can also be arranged on a case-by-case basis).

### **Better Housing Coalition**

- Cleaning common areas, greater sanitizing of high-touch surfaces, and posting virus prevention posters in all bathrooms, kitchens, and community rooms. Installed a supply of tissues, hand sanitizers and disinfectant wipes in the main office reception area, and all leasing offices.
- Limiting in-person contact, residents and visitors encouraged to call first.

### **CARITAS**

- Women's shelter guests are being housed.
- The Healing Place for Men and Men's Shelter remain open with limitations.
- Continue to support the clients of essential community partners with limited shopping.
- Monitoring the temperatures of all essential staff and incoming residents.
- Testing residents with the help of Daily Planet Health Services, which has extended its hours. If a resident tests positive for COVID-19, the participant will go to a hotel for monitoring.
- Limiting in-person recovery group gatherings in our programs to residents only and participating in all other groups virtually.
- Adjusting sleeping arrangements in the residential recovery program.





## LIVING SITUATION

- Offering the Family Education Program online via Zoom. [Learn more.](#)

### Commonwealth Catholic Charities

- Encouraging clients to access services by phone for ongoing case management.
- Homeless Services: Housing Resource Center and Youth Hub offering shelter and restroom facilities during regular business hours. Not taking walk-in clients. Call 804.648.4177 for more details.
- Income and Asset Building Services: Encouraged to contact for assistance. Richmond Office: 804.285.5986.

### EMS of Virginia

- Meeting with clients again in-person, with both the counselor and client wearing a mask.
- Educating clients on hand-washing procedures, risk reduction strategies, and asking that clients monitor their own health as well as staff.
- Since many places remain closed, transportation efforts remain primarily for food and medication, but as medical offices reopen, they expect more transportation support for clients. Following social distancing as much as possible and will usually ask that clients sit in the back seat of the counselor's car for safety precautions until further notice. Limiting transportation to urgent needs as much as possible for the foreseeable future.
- Still have near-immediate admission into Skill Building and Intensive In-Home Services and still have several assessment slots open next week. Contact 804.332.5696 for housing assistance.

### Evictions

- CDC order to temporarily halt residential evictions through December 31, 2020 for non-payment of rent. Document [here](#). See specific details about what tenants should do in this [article](#).
- **Your landlord cannot legally force you out of your home without an eviction.** If your landlord is threatening to do so, call Legal Aid at 1.866.534.5243 for legal help or the Eviction Helpline at 1.833.663.8428.
- **Richmond City:** Dedicated \$6 million in CARES Act funding to rent relief and eviction diversion (with other local funds). Call 804.644.2401 for eligibility.
- **Henrico County:** COVID-19 Emergency Rental Assistance (COVID-19-ERA) available to income-eligible households financially/economically impacted by COVID-19. See [website](#) for details.

### HomeAgain

- Ensuring shelters are clean and regularly sanitized. Increased cleaning supplies and hand sanitizer. Working to keep an active cleaning schedule, limiting access to shelters from outside individuals, and implementing protocols to ensure proper hand cleaning hygiene. Administrative offices temporarily closed.

### Housing Opportunities Made Equal (HOME) of Virginia

- Eviction Diversion Program: providing financial service to those who need it.
- Eviction Diversion Information: 1.833.663.8428 #4 or [www.rvaevictions.org](http://www.rvaevictions.org)
- Housing Choice Vouchers: HUD has issued COVID-19 FAQs for Housing Choice Voucher (HCV), Public Housing and Native American Programs. According to HUD, families receiving assistance under HCV and public housing programs should report decreases in income. A Public Housing



## LIVING SITUATION

Authority (PHA), in turn, should adjust the family share of the rent. A PHA should also grant hardship exemptions consistent with the PHA's policies and applicable regulations. HUD also emphasizes that a decrease in family income should not be the basis for a termination of tenancy action (HCV program) or eviction from public housing. HUD has directed PHAs and property owners to prevent displacing families through evictions, as evictions significantly increase the risk of homelessness and overcrowding.

### Housing Resource Line (Partnership for Housing Affordability)

- Can help you gain access to essential housing services. Individuals may call 804.422.5061 or submit a request [online](#). See [website](#) for details.

### Mortgages

- Federally backed mortgage assistance from the CARES Act. There is a foreclosure moratorium and forbearance until at least December 31, 2020.

### Project:HOMES

- Office closed. All staff contact information is listed [here](#). If you have a question regarding a specific program, below are the primary contacts:
- Home Repair: [Matt Morgan](#), 804.525.7651; Lead Hazard Control: [Zack Miller](#), 804.612.3352; New Construction: [Marion Cake](#), 804.233.0911; Ramps and Volunteering: [Brad Burnum](#), 804.612.3353; Weatherization: [Kerri Walker](#), 804.525.7663; Utilities: [Bryan Burris](#), 804.525.7664; General Questions: [Madeline Petrie](#), 804.335.1547.

### Rebuilding Together Richmond

- Beginning some volunteer projects on October 24 in Oak Grove neighborhood of Richmond.
- For remainder of year, focusing on providing critical home repair services using contractors.
- Goal to re-enter new office space in a phased approach.
- Visit [website](#) for details.

### Rent and Mortgage Relief Program

- The Virginia Rent and Mortgage Relief Program (RMRP) is designed to support and ensure housing stability across the commonwealth during the coronavirus pandemic. Depending on availability of funds and household need, the RMRP may provide financial assistance for rent or mortgage payments for eligible households. This includes financial assistance for rent or mortgage payments past due beginning April 1, 2020 and onward. Financial assistance is a one-time payment with opportunity for renewal based on availability of funding and the household's need for additional assistance and continued eligibility.
- See [website](#) for details and eligibility requirements.

### Richmond Public Schools

- Center for Families in Transition (C-FIT): RPS and Housing Families First working together to help 130 families and students move into more stable housing. If you or a family you know is experiencing a housing transition, fill out this [form](#) or call 804.780.6288.
- Virtual learning: New program to connect RPS students with resources they need. Read article [here](#).

### Virginia Housing & Development Authority



## LIVING SITUATION

- Virginia Housing Homeownership Loan customers financially impacted: If you feel like you have been financially impacted by COVID-19, send an email to [care@vhda.com](mailto:care@vhda.com) that includes your contact information. Your account will be placed on a forbearance plan until there is a change in your financial status. Virginia Housing will send you a letter of confirmation once we have processed your request. You can also log into [Customer CareNet](#) to make payments, account updates, and send/receive secure messages. Additional information on resources can be found [here](#).

## MENTAL HEALTH

### **Chesterfield County Prevention Services (Division of Chesterfield County Mental Health Support Services)**

- Launched "Calm, Connected, Caring Chesterfield". Visit their [Facebook](#) page for daily tips and ways to cope during social distancing. See [website](#) for additional family and parent resources.
- Chesterfield County Mental Health Support Services offices remains operational but offices only open for emergency appointments (8:30 a.m. – 5:00 p.m. Monday-Friday). Call the crisis line if you are experiencing a mental health emergency: 804.748.6356.

### **ChildSavers**

- Clinic still open, with measures in place to keep everyone safe and healthy. See [website](#) for details.

### **National Alliance on Mental Illness**

- Coronavirus mental health coping strategies [here](#).

### **National Child Traumatic Stress Network**

- COVID-19 resources for children dealing with trauma (i.e. bullying, community violence, complex trauma, disasters). Click [here](#) for more information.

### **Flagler Youth Services at St. Joseph's Villa**

- Youth ages 18-24 (Richmond City only) can call or text 804.787.0010 to get connected to an outreach worker that can help guide through the city's resources.



## MENTAL HEALTH

### **RBHA (Offices open by appointment only)**

- Richmond City Crisis Response – If you are experiencing a psychiatric emergency, call 804.819.4100.
- Crisis Stabilization Unit (CSU) Services – Operating with limited admissions. Call 804.819.4100.
- REACH Crisis Response – 24/7 CRISIS & REFERRAL LINE – 1.855.282.1006. No face-to-face interventions in hospitals. Utilizing telephone and electronic interventions.
- CReST Crisis Response – Referral Line 844.729.6954 - No face-to-face interventions in hospitals. Utilizing telephone and electronic interventions.
- Rapid Access (Same Day Access) – Rapid Access Monday-Friday 8:00 a.m. -2:00 p.m. Please call 804.241.9621 to start the Rapid Access assessment process and get more information.
- Medication, Psychiatry, and Pharmacy Access (RICH Clinic and OBOT) – Offices open by appointment only. Call your case manager or main line 804.819.4000.
- Case Management and Service Coordination – Implemented a Telehealth protocol. Must call case manager or main line before coming to any facility.
- North Campus Residential Services - Accepting referrals with limited admissions. Please send all referrals through the following link: [North Campus Referrals](#).

### **Teen Line**

- Confidential hotline for teenagers that operates every evening from 6:00 p.m. – 9:00 p.m. Also offers message boards, resources and information. Call 310.855.4673 or text 839863. Website [here](#).

### **Trinity Youth and Family Services**

- Mental Health Skill Building Services, serve ages 18-65.
- Referrals can be done via their [website](#) and should include client phone number (receive permission from client to share phone number first).
- Accept all Medicaid insurance (except Anthem).
- Clients must have mental health diagnosis, prescribed a psychotropic medication, have at least 1 visit to hospital in the past year.

### **VA COPES (Compassionate Optimistic Person-Centered Empowering Support)**

- Available to all Virginia residents who may be struggling with the effects and circumstances such as isolation, fear, grief, and anxiety around COVID-19.
- Crisis counselors available Monday-Friday 9:00 a.m. – 9:00 p.m. and Saturday-Sunday 5:00 p.m. – 9:00 p.m. Reach by phone or text 877.349.6428. Spanish speaking counselors available.
- See their [website](#) for more information and resources.



## PHARMACIES

### Bremo Pharmacy

- Call 804.288.8361 and press 0 for curbside service prescription pick-up. Long Term Care: Call 804.285.7823 and a staff member will assist you at your car. Also offers home delivery.
- Only operating out of Staples Mill Location. Call the pharmacy for any prescription transfers.

### Hope Pharmacy, Inc. (located inside the Market at 25<sup>th</sup>)

- Medication delivery available to seniors from all Capital Area Health Network (CAHN) sites, as well as patients and residents in assisted living. Free delivery to all Church Hill residents.
- [Website](#) for more information.

## RVA COMMUNITY CARES CLINICAL SITES

### Capital Area Health Network

- Capital Area Health Network is implementing recommendations from the CDC and the Virginia Department of Health to care for patients. If you are experiencing cough, fever or shortness of breath or you have come in close contact with someone confirmed to have COVID-19, please call the office at 804.780.0840. Please do NOT come into the center for your safety, and the safety of others.
- COVID testing offered at Northside Medical Center and Vernon J. Harris Medical Center from 9:00 a.m. – 11:00 a.m. Monday through Friday. Testing offered Monday and Wednesday from 9:00 a.m. - 11:00 a.m. at Bermuda Medical Center. No appointment required.
- 60% telehealth visits.

### Daily Planet Health Services

- If you are a current Daily Planet Health Services patient or are currently experiencing homelessness and have any of the [symptoms of COVID-19](#), please [call their office](#).
- If you are experiencing chest pain or shortness of breath, call 911 or go to the emergency room for further evaluation.
- To keep everyone safe, providing some routine visits over the phone or through web portal. If you have an upcoming scheduled visit, expect to hear from them by phone prior to the appointment time. If you have questions about your upcoming appointment please [contact them](#).
- If you need medication or a medication refill, please contact your pharmacy.
- Telehealth appointments available, visit [website](#) for more information.
- Dental clinic operating in person at 50% capacity. Medical and MAT clinics mixture of virtual and in-person.



## RVA COMMUNITY CARES CLINICAL SITES

### Virginia Department of Health (VDH) Richmond City Health District

- Clinical programs OPEN: Southwood, Gilpin, Mosby and Fairfield Resource Centers, Immunization clinics for ages 5 and under, and some clinics will be open on a limited basis (based on criteria). However, we are only seeing patients with urgent needs who have an appointment during this time. To schedule an appointment, please call 804.482.5500.
- Clinical programs CLOSED: The Tuesday evening clinics are closed. Creighton, Whitcomb, Broad Rock and Hillside Resource Centers will also be closed.
- Environmental Health: Please contact 804.205.3912 for more information on phone consultations for food borne illnesses and acute public health related complaints.

## SAFETY

### Staying Safe During COVID-19

- Call 911 if you feel like you are in immediate danger or feel unsafe in your home. (This is an emergency, even if you know them well.) You can still leave your home during this time if you are in danger.
- COVID-19 can affect intimate partner violence survivors.
- Create a safety plan, practice self-care, and reach out for help.
- Additional information can be found [here](#) (from the National Domestic Violence Hotline).

### Safe Harbor

- Continuing to offer virtual counseling appointments and ways to stay connected. Services are free to those who need them.
- Hotline and textline number: 24-hour helpline 804.612.6126 or text HELLO or HOME to 741741. National Domestic Violence Hotline 1.800.799.7233.
- Encourage individuals to stay connected to loved ones (even through the phone).

### YWCA of Richmond

- Assisting clients with creating safety plans. Crisis services still continuing, sheltering clients that need assistance. Most services completed virtually.
- Call 804.612.6126 (Greater Richmond Regional Hotline) if you are experiencing violence in your home. Individuals may also call the hotline for additional resources and case management.



## TRANSPORTATION

### Department of Motor Vehicles

- DMV opened locations in phases for appointment only services. See [website](#) for information, including locations and services. 90 days of appointment slots available at any time.
- Online services will remain available, and anyone needing to renew a license or vehicle registration is encouraged to do so online.
- Driver's licenses, identification cards and learner's permits which display an expiration date between August 1, 2020 and October 31, 2020, are extended for 60 days. Additionally, driver's licenses, identification cards and learner's permits which display an expiration date between November 1, 2020 and November 29, 2020, are extended to November 30, 2020. This extension does not apply to previously extended credentials with original expiration dates between March 15, 2020 and July 31, 2020 as well as commercial driver's licenses. See [website](#) for details.

### GRTC

- GRTC service is operating normally. See [website](#) for COVID-19 updates and details about safety efforts.

### Lyft

- Enter promo code VAFIGHTSFLU for a \$20 credit to use on rides to and from a flu shot appointment. Coupon expires December 31, 2020.

### Senior Connections

- Open, but limiting exposure by scheduling appointments for in-person visits.
- Also offers a helpline (through the Area Agencies on Aging) at 804.343.3000 Monday – Friday 8:30 a.m. - 5:00 p.m.
- Care transitions and coordination occurring remotely. Benefits Enrollment Center connecting individuals to benefits during this time. Ride Connection offering 4 rides to and from medical appointments or grocery stores to those who qualify. Call the hotline at 804.672.4495 and must give 4-7 days advance notice of appointment.

### Shepherd's Center of Chesterfield

- The Shepherd's Center of Chesterfield has identified some volunteers that are willing to continue to provide pickup and delivery of food items from the grocery stores and/or the food pantry. Any Shepherd's Center clients that are in need of this service should call 804.706.9198. Please leave a detailed message and someone will return your call as soon as possible.

### Ways to Work

- Offices open to the public during normal business hours, with some remote work schedules. Do not come in if you are feeling sick.
- Clients may visit their [website](#) or social media posts for more information.

### Lets Go Services

- Open on a case by case basis. Call for information 804.366.0670.

### VanGo

- Providing transportation. If beneficiary has Medicaid, ride must go through broker.



## UTILITIES

**VDSS Fuel Assistance:** Applications have CLOSED.

### **Chesterfield Department of Public Utilities**

- Customer Service building open to the public with regular hours.
- Visit [website](#) for COVID-19 updates to utilities services.
- Phone number: 804.748.1271.
- Behind on your water bill? The Chesterfield CARES Water Assistance Program is utilizing federal CARES Act funding for residents who need help paying past due water bills and wastewater utility bills. Funds will be awarded on a first come, first served basis. Applications are due by Monday, Nov. 30. Residents can apply online at this [link](#). Applicants must live in Chesterfield County and have a past due balance on their account between March 1 – November 30, 2020. Households must show a decrease in income due to COVID-19. See link above for additional eligibility details.

### **Hanover Department of Public Utilities**

- County offices open, but phone or online is primary point of contact. 804.365.6024

### **Henrico Department of Public Utilities**

- Public-use areas and drop-off recycling centers open daily from 7:30 a.m. – 7:00 p.m. for household garbage, vegetation, and recycling.
- Emergency operations plans in place and will continue to respond to emergency calls for service. Non-emergency service calls will be limited.
- Henrico County is taking efforts to ensure that residents can make their utility payments virtually to assist in reducing face-to-face interactions during the COVID-19 crisis. We encourage our residents to make their payments online, using the links below, and will be *waiving all online payment processing fees* during this event. Payment options include:
  - Pay by check: submit by mail or use the drop box at the Henrico Government Center or the Eastern Government Center.
  - Pay online: <https://ipn.paymentus.com/cp/hnro> All processing fees are being waived at this time.
  - Pay by cash at participating retailers (CVS, Family Dollar & 7-11):
    - Utility payments: <https://www.paynearme.com/s/9961/b/ZZ2ihA/edit>
  - Pay by phone: 1.855.748.6015.
- Call center staffing altered to protect employees. To avoid long wait times, leave a message at 804.501.7355 or send an email at [utilities@henrico.us](mailto:utilities@henrico.us). Someone will reach out within 8 business hours. If you still need to speak to a representative, call 804.501.4275 and push #2.
- Curbside refuse and recycling operating on normal schedule.

### **Richmond City Department of Public Utilities**

- Open to customers by appointment only. See [website](#) for how to make payments.
- DPU will continue to respond to utility emergencies. Non-emergencies limited.
- Trash collection will continue.
- Customer Service phone: 804.646.4646 or [dpucustserv@richmondgov.com](mailto:dpucustserv@richmondgov.com).

### **Medicaid Managed Care Organization (MCO) Cell Phone Benefits**

- If minutes are low, beneficiaries must call Member Services (number located on the back of card) to discuss options for potentially increasing minutes.





## UTILITIES

### Dominion Energy

- No shut offs for non-payment. Call 1.866.366.4357. Waiving late or non-payments for time being. Removed shut-off notice as requirement for EnergyShare program. Call 211 to find agency.
- Reconnecting residential customers whose services were shut off. Call 1.866.366.4357.
- Hold off on payment plans for time being.
- Individuals strongly encouraged to continue to pay what they can if they are able.
- More information [bit.ly/2WDExIF](https://bit.ly/2WDExIF)

### Internet Access

- New Internet Essentials customers will receive [60 days free service](#) if you apply by December 31, 2020. 1.855.846.8376 (English) or 1.855.765.6995 (Spanish). Households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this qualification if you apply and are approved by 12/31/20. After 12/31/20, standard eligibility rules apply.
- Xfinity offering [FREE hotspots across the country](#), including to non-Xfinity subscribers. Click the link to view instructions and map of hotspot locations, password: xfinitywifi

### Public Works

- Trash collection will continue.
- Public one on one services are closed.
- Parking enforcement within Richmond City limited to only illegal parking.
- Call 311 for more information.

## KEY DATES AND INFORMATION

- Richmond Public Libraries pausing all in-person services and returning temporarily to curbside pick-up until further notice.
- Student loan 0% interest extended until December 31, 2020.
- Note: Consult with State Attorney General to see specific VA dates

