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Volunteer & Donation Opportunities

As of 5 p.m. Friday, March 27th, Wake County is a “Stay at Home” County (see [here](#)).

And as of 5 p.m. Monday, March 30th, North Carolina is a “Stay at Home” State (see [here](#)).

Wake County Government has shared these guides for what is and is not allowed according to the County’s Proclamation:

YOU CAN:

- ✔ Get groceries
- ✔ Get medications from the pharmacy
- ✔ Get take-out from restaurants
- ✔ Go outside for exercise
- ✔ Spend time with your family within your household
- ✔ Walk your pets
- ✔ Take your pet to the vet if necessary
- ✔ Receive deliveries

COVID-19 • STAY AT HOME

DO NOT:

- ⊗ Go to work (unless you’re providing defined essential services)
- ⊗ Visit friends
- ⊗ Participate in or hold any public or private gatherings
- ⊗ Visit long-term living facilities
- ⊗ Travel

COVID-19 • STAY AT HOME

Follow [Wake County Government](#) and [NC DHHS](#) on Facebook for updates.

When State and County guidelines differ, follow the more restrictive requirements.

COMMUNITY RESOURCES

of Particular Interest to Older Adults, Adults with Disabilities, and their Families during COVID-19 (Coronavirus)

Activities/leisure

Organization / Program	Details	Notes
Dance for PD	<p>Free live-streamed dance classes for people with Parkinson's disease. Click here to tune in on the dates and times listed (scroll down to "Live classes and meetups"). During COVID-19 the organization is also providing free access to their full archive of previous classes (available on the same webpage).</p> <ul style="list-style-type: none"> Friday 4/3/2020: 11 a.m. to 12 p.m. (Dance for PD®) Friday 4/3/2020: 3 to 4 p.m. (Wellness Practices) Saturday 4/4/2020: 11 a.m. to 12 p.m. (Pilates) Sunday 4/5/2020: 11 a.m. to 12 p.m. (Yoga) 	
Go4Life	<p>Website from the National Institute on Aging with online workout videos for older adults. Topics include flexibility, balance, and strength. Videos range from 10 minutes to 60 minutes.</p>	
NC Museum of History	<p>Free online "History at Home" offerings, including digital tours of exhibits, films, and podcasts.</p>	<p>Follow the museum on Facebook for future updates.</p>
NW & EW Senior Centers YouTube channel	<p>Check out online content from the Northern Wake and Eastern Wake Senior Centers, here.</p>	<p>Subscribe to be notified about future videos.</p>

Food (free)

Organization / Program	Details	Notes
Community of Hope Ministries	Drive-thru food pantry and counseling. See here for more information. 601 St. Mary's Street, Garner 27529 Tuesdays and Thursdays, 11 a.m. to 12 p.m. and 3 rd Thursday of every month, 6 to 7 p.m.	For all ages. Households are eligible once per month. No sign-up required.
Food Bank of Central & Eastern NC "Food Finder" Search	Online search database to find food banks near you.	
Inter-Faith Food Shuttle and Food Bank of Central & Eastern NC Meal Distribution Sites	Emergency food boxes for families are available for pick-up at the following sites on Friday 4/3/2020 , 11 a.m. to 1 p.m. Cary: Reedy Creek Elementary, 930 Reedy Creek Rd., 27513 Fuquay-Varina: Pine Acres Community Center, 402 McLean St., 27526 Garner: Creech Road Elementary, 450 Creech Rd., 27529 Knightdale: Knightdale Elementary, 109 Ridge St., 27545 Raleigh: <ul style="list-style-type: none"> • Millbrook Elementary, 1520 E. Millbrook Rd., 27609 • Rogers Lane Elementary, 201 N. Rogers Ln., 27610 • Fuller Elementary, 806 Calloway Dr., 27610 • Poe Elementary, 400 Peyton St., 27610 • Bugg Elementary, 825 Cooper Rd., 27610 • Southeast Raleigh Elementary, 1436 Rock Quarry Rd., 27610 • Baileywick Elementary, 9425 Baileywick Rd., 27615 Wake Forest: Northern Regional Center, 350 E. Holding Ave., 27587 Zebulon: Zebulon Elementary, 700 Proctor St., 27597	First-come, first-served. No ID is required to pick up a box. Boxes will contain shelf-stable foods (dry goods and canned goods).

Wake County, NC Resources during COVID-19 (Coronavirus)

RFS internal location: Shared Drive > Intake

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Inter-Faith Food Shuttle Mobile Markets	Free food is available for pick-up (via drive-thru) at the following locations during the dates/times listed: Abundant Life Cathedral, 4 th Saturday (4/25/2020) 10 a.m. to 11:30 a.m., 4400 Old Poole Rd., Raleigh 27610 Bread for Life Mobile Market, 3 rd Saturday (4/18/2020) 10 to 11 a.m., Zebulon Boys & Girls Club, 1320 Shepard School Rd., 27597 Community Collaboration Mobile Market, 3 rd Saturday (4/18/2020) 10:30 a.m. to 12:30 p.m., location TBD Martin Street Baptist Church, 2 nd Saturday (4/11/2020) 10 to 11 a.m., 1001 East Martin St., Raleigh 27601 Praise Temple Mobile Market, 4 th Saturday (4/25/2020) 10 to 11 a.m., 1329 US 70 Hwy, Garner 27529 Wake Forest Baptist Church, 3 rd Tuesday (4/21/2020) 4:30 p.m. to 6:15 p.m., 107 E. South Ave., Wake Forest 27587	Open to all community members. Mixture of fresh produce and shelf-stable items. All Mobile Markets are currently drive-thru only. See here for more information.
North Raleigh Ministries Food Pantry	Free food for North Raleigh residents. Park in lot during hours listed, and call 919-844-6676, ext. 1, for curbside pick-up assistance. When: Mondays, Tuesdays, and Thursdays: 10:30 a.m. to 2 p.m.; Wednesdays: 4 to 7:30 p.m. Where: 9650 Strickland Rd., Suite 175, Raleigh 27615	NRM services are open to residents of zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616.
Wake County Food Pantries List	Regularly updated list of Wake County food pantries operating during COVID-19. See here for complete list. Check back regularly for updates.	Passage Home has posted a collection of many other local resources, here .
Western Wake Crisis Ministry Food Pantry Services	Free food for Western Wake County residents, via curbside pick-up. When: Monday-Thursday from 11 a.m. to 2 p.m. (please do not arrive before 11 a.m.), and 2 nd and 4 th Thursdays from 6:30 to 8 p.m. Where: 1600 Olive Chapel Rd., Suite 408 (in the "540 Flex" Complex), Apex 27502	WWCM food pantry services are available to residents of Apex, New Hill, Friendship, Holly Springs, and Fuquay-Varina. Shopping inside the pantry is temporarily suspended.

Food (specialized)

Organization / Program	Details	Notes
Friends of Wake County Animal Center	Online form to request temporary assistance with pet food , for people who have lost a job or have reduced income due to coronavirus-related closures. Application does not guarantee assistance, but they will do their best to help as many pets as possible.	Applicants must live in Wake County. Email FWCACpetfood@gmail.com with questions.
Mom's Meals	Home-delivered prepared meals. Self-pay rate is \$6.99/meal + \$14.95 shipping. Available in quantities of 7, 10, 14, or 21 meals. Breakfast, lunch, and dinner options.	Call 877-508-6667 or see website for more information.

Healthcare

Organization / Program	Details	Notes
Doctors Making Housecalls	Primary care practice offering home visits to patients through the Triangle. Now offering virtual visits as well. Comprehensive care and urgent care appointments are available 7 days per week, often with same-day or next-day appointments. Lab work and many imaging studies are also provided in the patient's home, as needed. Call 919-932-5700 or 844-932-5700. See here for more information.	A trip fee of \$105 is charged for home visits to private residences. Accepts Medicare and many Medicare Advantage Plans, as well as Tricare, Medicaid, and private insurance. Will file insurance paperwork.
Lilly Diabetes Solution Center	Providing emergency assistance with insulin for individuals with diabetes who are in urgent need during the COVID-19 pandemic. Call 833-808-1234.	
Medicare (Centers for Medicare & Medicaid Services)	Expanded coverage for telehealth services, effective 3/6/2020. All beneficiaries may now request telehealth services, as available, from a health care provider they have previously seen (or a provider in the same practice as a provider they have previously seen). Coinsurance (typically 20%) and deductibles apply.	See here for answers to Frequently-Asked Questions, and here for the service listing on Medicare.gov.
WakeMed	Co-pay for virtual urgent care appointments is now \$15, through 4/30/2020 (was \$45).	Go here for more information and to schedule a Virtual appointment. Enter code CARENOW on payment screen.

Information

Organization / Program	Details	Notes
AARP Tele-Town Halls	Weekly, Thursdays at 1 PM. Call-in by dialing 855-274-9507 or listen to the live stream here . Experts share information about COVID-19 and how to protect yourself and your family.	4/9/2020 topic: TBD
Benefits.gov article	Article: "Finding the Right Help During the COVID-19 (coronavirus) Outbreak." Online, here . Includes basic information on unemployment benefits and healthcare coverage options.	
Centers for Disease Control and Prevention (CDC) online information	Specialized information available online for older adults and their caregivers, and for cancer patients and survivors and their caregivers.	Check back regularly for updates.
Coronavirus.gov website and screening tool	Joint website from the White House, the CDC, and FEMA. Provides information and a screening tool .	
Duke Today article	Article: "How to Support Older Relatives During the COVID-19 Outbreak." Online, here . Tips from Cathleen Colón-Emeric, Chief of the Division of Geriatrics at the Duke School of Medicine, and Bobbi Matchar, Director of the Duke Dementia Family Support Program.	
GoodRx Coronavirus Screening Service	Free COVID-19 symptom screening via 15-question online chat based on CDC guidelines. Go here to get screened.	Staffed by US-based doctors and nurses.
Hearing Loss Association of America (HLAA) articles	Article: "How Do I Communicate with Doctors, Nurses, and Staff at the Hospital During COVID-19?" Online, here . Article (collaboration with The Hearing Journal): "7 Tips to Maintain Hearing Health Care Amid COVID-19." Online, here .	
IRS (COVID-19 Stimulus Checks)	Social security recipients, including those who are not typically required to file tax returns, do not need to file taxes or do anything in order to receive COVID-19 stimulus checks (see IRS press release from 4/1/2020 here , and additional news coverage here). The benefit will arrive automatically.	See here for news coverage about low-income Americans who are not social security recipients.



<p>Justice in Aging webinar</p>	<p>Webinar: "Nursing Facilities and Assisted Living During the COVID-19 Emergency." 4/3/2020, 2:15 p.m. 3 p.m. Register here (free). Presenter: Eric Carlson, Directing Attorney of Health Care, Justice in Aging.</p>	<p>For family caregivers, aging and health advocates, and others wanting to learn more about how policy changes related to COVID-19 impact residents of nursing homes, assisted living facilities, and their families.</p>
<p>NC 211 Information Line</p>	<p>Call 2-1-1, or 888-892-1162, 24/7, for information and referral services for help related to the COVID-19 pandemic. For all NC residents.</p>	<p>Free, confidential, and available in many languages. Can also search for resources on their website.</p>
<p>NC Dept. of Health and Human Services COVID-19 Text Updates</p>	<p>Text COVIDNC to 898211 to get regular COVID-19 (Coronavirus) updates via text.</p>	
<p>NC Poison Control & NC Dept. of Health and Human Services COVID-19 Call Center</p>	<p>Call 866-462-3821, 24/7, if you have questions about COVID-19 symptoms, how to assess and reduce your risk of catching the virus, and/or what to do if you suspect you have it. Staffed by NC Poison Control officials.</p>	<p>Press 1 for English or to ask for a language interpreter. Press 2 for Spanish. Online chat option also available. Go here and select "Chat."</p>
<p>New York Times article</p>	<p>Article: "Medicare Is Updating Coverage to Help in the Coronavirus Crisis." Online, here. Helpful breakdown of what Medicare covers relating to COVID-19.</p>	
<p>Social Security Administration COVID-19 Information</p>	<p>Subscribe to COVID-19 updates from the SSA, via email or text, here. BE AWARE OF FRAUDULENT LETTERS, TEXTS, OR PHONE CALLS THREATENING SUSPENSION OR DISCONTINUATION OF BENEFITS. Social Security benefits will NOT be suspended or discontinued due to COVID-19. If you receive any communication stating otherwise, DO NOT share personal information, and you are encouraged to report such communications here.</p>	
<p>Wake County Human Services COVID-19 Information</p>	<p>Call 919-856-7044 or email covid19.questions@wakegov.com if you have specific questions about COVID-19 and your risk. Inquiries are responded to by the Public Health Team within one business day.</p>	<p>Online information also available, in English and Spanish.</p>

Prescription drug delivery (no delivery fee)

Organization / Program	Details	Notes
Ashworth Drugs	Free prescription drug delivery within Cary town limits. Call 919-467-1877 for details.	
CVS	Waiving prescription delivery fees for current customers, 3/9/2020 to 5/1/2020 . See here for details. Other items can be added to a prescription delivery at no additional cost when ordering through the mobile app.	CVS also offers delivery of their storewide products, via Instacart (delivery fees apply).
Falls River Pharmacy	Free prescription drug delivery to the Raleigh area. Can include over-the-counter items. Call 919-844-2055 or go to their website for details.	
Hayes Barton Pharmacy	Free prescription drug delivery to the Raleigh area (within a 5-mile radius, inside the beltline) for adults ages 65 and older. Can include over-the-counter items. Call 919-832-4641 or go to their website details.	For those under age 65, delivery is free for 3 or more prescriptions (otherwise charge is \$5).
Health Park Pharmacy	Free prescription drug delivery to the Raleigh area. Can include over-the-counter items. Call 919-847-7645 or go to their website for details.	
HealthSmart Pharmacy of Garner	Free prescription drug delivery throughout Wake County. Call 919-772-6902 or go to their website for details.	
HealthSmart Pharmacy of Wake Forest	Free prescription drug delivery to the Wake Forest area. Call 919-569-0550 or go to their website for details.	
Holly Park Pharmacy	Free prescription drug delivery throughout Wake County. Call 919-865-9993 or go to their website for details.	
Josefs Pharmacy	Free prescription drug delivery to the Raleigh area. Call 919-212-2555 or go to their website for details.	
Person Street Pharmacy	Free prescription drug delivery to the Raleigh area. Call 919-832-6432 or go to their website for details.	
Village Pharmacy of Wake Forest	Free prescription drug delivery to the Wake Forest area. Call 919-556-2757 or go to their website for details.	
Walgreens	Free shipping on prescription refills through Walgreens Express. See here for details. Restrictions apply.	Walgreens also offers free shipping on storewide products, with no minimum order. Shop here .

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Wendell Drug	Free prescription drug delivery to the Wendell area. Call 919-365-8800 or go to their website for details.	
Zebulon Drug	Free prescription drug delivery to the Zebulon area. Call 919-269-7481 or go to their website for details.	

Shopping (designated hours)

Organization / Program	Details	Notes
Big Lots	First hour of each day is reserved for 'senior citizens and those most vulnerable.'	Big Lots is also offering curbside pickup (for no extra fee). See more information here .
BJ's Wholesale Club	8 a.m. to 9 a.m., daily, is reserved for members age 60 and older. See their Facebook page for more information (effective 3/22/2020).	
Carlie C's IGA	Sundays from 7 a.m. to 8 a.m. is reserved for seniors age 60 and older.	Carlie C's also offers online shopping via their website . Customers who order online can pick up at the store, or, if they live within a 5-mile radius of a store, get their groceries delivered (those over age 65 can use promo code love65 at checkout to get delivery fee waived on orders over \$100, through 6/30/2020).
Dollar General	They are 'strongly encouraging' that the first hour of operation, daily, be reserved for senior shoppers (starting 3/16/2020). See here for more information.	Stores will also be closing 1 hour early, for extra cleaning/stocking.
Fresh Market	8 a.m. to 9 a.m., Monday-Friday, is designated for 'seniors and other individuals most at risk (those with chronic health conditions such as heart disease or diabetes).' See here for more information.	



<p>Harris Teeter</p>	<p>Mondays and Thursdays from 6 a.m. to 7 a.m., in-store shopping will be reserved for seniors ages 60 and older (starting 3/23/2020).</p> <p>Every Thursday from 9 a.m. to 2 p.m., ExpressLane Online Shopping pick-up times will be reserved for seniors, and Harris Teeter will waive the \$4.95 fee and offer \$5 delivery for seniors during these times.</p> <p>Read more here.</p>	<p>Every Thursday, ages 60 and older receive a 5% discount.</p> <p>Effective 3/19/2020, all stores will operate from 7 a.m. to 8 p.m. for extra cleaning/stocking.</p>
<p>Publix</p>	<p>On Tuesdays and Wednesdays from 7 a.m. to 8 a.m., stores and pharmacies will be open for customers ages 65 and older.</p>	<p>Publix stores are also offering delivery and curbside pickup options, with ordering via Instacart.</p>
<p>Roses</p>	<p>They are strongly encouraging that the first hour of shopping each day will be for 'seniors and at-risk customers' (starting 3/19/2020). See their Facebook page for more information.</p>	
<p>Target</p>	<p>The first hour of operation on Wednesdays will be designated for 'vulnerable populations' (starting 3/18/2020). See here for more information.</p>	<p>Stores will also be closing early, for extra cleaning/stocking.</p>
<p>Trader Joe's</p>	<p>9 a.m. to 10 a.m., daily, there will be an additional line outside the front door for senior customers to 'ensure that those customers in need will have an expedited entrance to the store to help make their experience a more positive one' (starting 3/23/2020). Read more here.</p>	<p>Stores will operate from 9 a.m. to 7 p.m. for extra cleaning/stocking.</p>
<p>Walmart</p>	<p>Every Tuesday, ages 60 and older can shop one hour before stores open (6 a.m. to 7 a.m. for most stores but check your local store's hours to confirm) (from 3/24/2020 to 4/28/2020). Pharmacies and Vision Centers will be open during this time. See here for more information.</p>	<p>Stores will also be adjusting operating hours to allow for extra cleaning/stocking.</p>
<p>Whole Foods</p>	<p>The first hour of operation is designated for 'seniors age 60 and older' (starting 3/18/2020).</p>	<p>Stores will also close up to 2 hours early for extra cleaning/stocking.</p>

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Shopping delivery or curbside pick-up (no extra fee)

Organization / Program	Details	Notes
ALDI	Free delivery on your first 3 online orders of \$35 or more, through Instacart , when you use the coupon code SHOPALDI20 at checkout.	
Big Lots	Curbside pick-up for no extra fee. See more information here .	
Carlie C's	Free delivery to customers over the age of 65 who live within a 5-mile radius of a store, ONLY for orders \$100 or more and must use promo code love65 at checkout to have the delivery fee waived. Effective through 6/30/2020 .	
Walgreens	Free shipping on online orders of all store items, with no minimum order.	Restrictions may apply.
Walmart	Curbside pick-up for no extra fee. Order here and select the store closest to you in the "Pickup from" section.	

Support

Organization / Program	Details	Notes
AARP Community Connections	Informal online organizing tool that enables seniors to find and start virtual "mutual aid" groups to help stay connected, share ideas, and help those most affected by the Coronavirus. See here .	
ABC11 Caregivers Corner	News, information, and tips for caregivers. Go here to see the latest content.	
Dementia Alliance	3-part video series, "Managing Life With Dementia During COVID-19," available on their YouTube channel. Subscribe to be notified about future videos. Register here to sign up for a virtual caregiver support group.	Call 919-832-3732 with further questions.
Guiding Lights Caregiver Support Center	Support and information about resources for family caregivers. Call 919-371-2062 or email info@guidinglightsnc.org .	See their website for more information.
Home care resources	See here for a resource list of Home Care Services in Wake County, and here for a Guide to Choosing a Home Care Agency.	

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<p>NAMI Wake County Virtual Support Groups</p>	<p>National Alliance on Mental Illness (NAMI) of Wake County is offering virtual support groups.</p> <p>Virtual NAMI Connections Support Groups for Recovery (Wednesdays from 7 to 8:30 p.m.) For diagnosed adults age 18 and older who have concerns and want to explore options for change and recovery. Register here.</p> <p>Virtual NAMI Family Support Group (Tuesdays from 7 to 8:30 p.m.) For adults age 18 and older who are caring for a diagnosed family member. Register here.</p> <p>Virtual Support Group for Stress and Anxiety (Mondays from 6 to 7 p.m.) For those who experience a mental health condition and for family members. Register here.</p>	<p>Registration is required.</p>
<p>NC Baptist Aging Ministry "Hope Line"</p>	<p>Call 866-578-4673 (866-578-HOPE) to chat with trained staff and volunteers. Available Monday-Friday, 9 AM to 9 PM.</p>	<p>Especially for older adults experiencing isolation due to social distancing.</p>
<p>NC Dept. of Commerce (Unemployment Benefits)</p>	<p>Apply for unemployment benefits online, here (24/7) or contact the Customer Call Center at 888-737-0259 (Monday-Friday, 8 a.m. to 4:30 p.m.). **Call Center is experiencing an extremely high call volume. The fastest and most efficient way to file a claim is online.**</p> <p>If you are temporarily out of work due to COVID-19, or if your working hours have been reduced due to COVID-19, choose 'coronavirus' as your reason for separation when filing your claim.</p>	<p>See here for a tip sheet on Filing for Unemployment Insurance Benefits Due to COVID-19.</p> <p>Once you file a claim, it will take about 14 days to receive your first payment.</p>
<p>Right at Home Social Connection Program</p>	<p>Daily reassurance calls to individuals who live alone. Call the Wake & Johnston County office, at 919-783-5633, for more information or to share the name and contact information of a friend, relative, neighbor, or someone you are concerned about.</p>	
<p>SAMHSA Disaster Distress Helpline</p>	<p>Offers crisis counseling and emotional support for stress, anxiety, depression, and depression-like symptoms. Call 800-985-5990, or text TalkWithUs to 66746, 24/7. See here for more information.</p>	<p>Multilingual and confidential. Available to residents of all United States and territories.</p>

CHANGES & CLOSURES to Existing Programs and Services

A-B

Provider	Date Notified	Change	Notes
AARP Tax-Aide Program	3/16/2020	Service suspended at all sites until further notice.	<p>Possible alternatives:</p> <p>The IRS Free File program offers free federal tax returns depending on income (fees for state returns may still apply). Go here for more information.</p> <p>Some VITA sites may still be open; search here and call to confirm.</p> <p>The State Employees Credit Union offers a low-cost tax preparation option FOR MEMBERS ONLY. See here for more information.</p>
Anne Gordon Center for Active Adults	3/15/2020	Closed for at least two weeks.	
AT&T	3/18/2020	<p>Suspending terminations of wireless, home phone, and broadband service. If you need help, call and ask.</p> <p>Waiving late fees. If you need help, call and ask.</p>	AT&T is also providing free access to its public WiFi hot spots.

C-D

Provider	Date Notified	Change	Notes
Campbell Senior Law Clinic	3/26/2020	Not taking new cases at this time.	
Cary Senior Center	3/11/2020	Closed until further notice.	
Cary Total Life Center	3/16/2020	Closed until further notice, effective 5 PM 3/17/2020.	

Catholic Parish Outreach	3/17/2020; 3/25/2020	All food pantry operations temporarily suspended. Services that can be provided remotely will continue.	See here for more information.
Center for Volunteer Caregiving, The	3/19/2020	Modified registration process to make it easier for individuals to receive help right now. Requests are being taken for telecare check-in phone calls, grocery shopping services, pharmacy pick-ups, etc. Call 919-460-0567 if you know of someone who is isolated and in need of help. Hold on in-home assessments for a few weeks. Volunteers are continuing to help current clients, and requests to help are still being received.	Services are designated for seniors (age 60 or older) and adults with disabilities who are Wake County residents and who are unable to leave their homes or do not want to leave their homes at this time.
Comcast	3/18/2020	Suspending internet disconnections and late fees. If you need help, call and ask.	Comcast is also offering free access to its Xfinity WiFi hot spots, for everyone (including non-subscribers), for the next 60 days.
Dementia Alliance	3/12/2020; 3/29/2020	Office closed. Phone lines remain open , Monday-Friday, to provide resources to caregivers of people with dementia. 'Charting the Course' gala postponed To August 1.	See the Support section for additional resources.
Dominion Energy	3/23/2020	Suspending disconnections. Will also work with customers whose services were recently shut off, to restore services. If you are facing financial difficulties, please call 866-366-4357, Monday-Friday 8 a.m. to 5 p.m.	Customers who typically pay bills in person are being asked to pay online, by mail, by credit card or debit card payment, or via automatic bank draft.
Dorcus Ministries	3/12/2020; 3/23/2020; 3/26/2020	Client services continues to serve residents of Cary and Morrisville with food and/or financial assistance. Online applications are encouraged. See here . Thrift shop is closed until further notice, effective 3/17/2020. Donation drop-off area is closed until further notice, effective 3/26/2020 at 3 PM. (Food donations are still accepted, see the Volunteer & Donation opportunities section, here for details).	Check here for information on further updates.

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Duke Energy and Piedmont Natural Gas	3/17/2020	<p>Suspending disconnections, effective 3/13/2020.</p> <p>Waiving late payment fees and fees for returned payments, effective 3/21/2020 and lasting until the State of Emergency is lifted. Also waiving fees for payments via credit or debit card.</p>	Applies to all home and business accounts in NC. They will continue to read meters and send bills. Customers should continue to pay what they can. See here for more info.
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E-F

Provider	Date notified	Change	Notes
Eastern Wake Senior Center	3/17/2020; 3/27/2020	<p>Building is closed, effective 3/18/2020.</p> <p>Streaming programming online on Facebook ('Follow' to stay tuned), and on the new NW & EW Senior Centers YouTube channel. Subscribe to be notified about future videos.</p>	
Eastern Wake Total Life Center	3/16/2020	Closed until further notice, effective 5 PM 3/17/2020.	
Evergreen Adult Day Services	3/16/2020	Closed until further notice, effective 3/17/2020.	
Five Points Center for Active Adults	3/15/2020	Closed for at least two weeks.	
Food Assistance Program (Food Stamps; SNAP)	3/31/2020	Benefits for current recipients will increase in April to the maximum entitlement for the household size. Beneficiaries don't need to do anything to receive this benefit, and they will notice the increase by mid-April.	

G-H

Provider	Date Notified	Change	Notes
Garner Senior Center	3/13/2020	Closed until further notice.	
Garner Total Life Center	3/16/2020	Closed until further notice.	

Glade Adult Day Center, The	3/16/2020	Closed for at least two weeks.	Directory Mary Arthur is available via phone or email if you have questions: 919-447-4494, marthur@glenaire.org .
GoCary Door to Door	3/22/2020; 3/24/2020; 3/25/2020	Tier 1 Door to Door trips continuing, with fares suspended , effective 3/23/2020. Tier 2 and Tier 3 Door to Door trips continuing with some limitations. Reservations for medical appointments, grocery store, pharmacy, and work trips are eligible. Trips will be single occupancy whenever possible. Reservation requests may be made for next day service and up to 7 days in advance.	Those interested in applying for GoCary Door to Door (new applications) can download the application here . Print and mail completed applications to the P.O. Box listed on the application (not the Cary Senior Center), or scan and email to YourRideMatters@townofcary.org . (If you do not have internet access, leave a message for Brittany Goode, Transportation Program Coordinator, at 919-653-7141 for assistance).
GoRaleigh	3/23/2020; 3/30/2020	Fares waived , effective 3/23/2020, until further notice. Rear boarding only , except for those with ADA needs, effective 3/23/2020. Some adjusted services: most routes will run on a weekend schedule on weekdays (routes serving hospitals and other essential facilities will continue to operate on a regular schedule), effective 3/30/2020. See here for more information and follow on Facebook for updates. Go here to sign up for email alerts about specific routes.	Only essential trips should be made right now (accessing necessities such as food and medical care; getting to essential sector jobs). Call the Regional Information Center, 919-485-7433, with any questions.
GoRaleigh Access UPDATED 4/2/2020	3/24/2020; 3/31/2020; 4/2/2020	Fares waived. Adjusted service: Starting 3/25/2020, GoRaleigh Access service will be limited to life-sustaining trips such as medical appointments, trips to the grocery store, and other essential errands. Follow GoRaleigh on Facebook for updates. Recertification paperwork is still being mailed out to current riders. Those who receive this should fill out and return the paperwork; recertifications are being conducted via phone. If they are not able to reach their physician (for Part B), they should submit the paperwork regardless. No one's services will be discontinued.	GoRaleigh Access provides transportation for persons with disabilities who have completed the application and evaluation process. Those interested in applying for GoRaleigh Access (new applications) are advised to hold off until the Stay at Home order ends and City of Raleigh offices reopen.



GoTriangle	3/30/2020	<p>Fares waived.</p> <p>Rear boarding only, except for those with ADA needs.</p> <p>Adjusted service: starting 3/30/2020, all routes will run on Saturday-level service on weekdays and Sunday-level service on weekends. See here for more information and follow on Facebook for updates. Go here to sign up for email alerts about specific routes.</p>	<p>Only essential trips should be made right now (accessing necessities such as food and medical care; getting to essential sector jobs).</p> <p>Call the Regional Information Center, 919-485-7433, with any questions.</p>
GoWake Access	3/30/2020	<p>Fares waived through 4/30/2020. Running 6 a.m. to 6 p.m.</p>	<p>Reserve a ride 24 hours in advance by calling 919-212-7005 (call Monday-Friday 7 a.m. to 2 p.m.).</p> <p>Only essential trips should be made right now (accessing necessities such as food and medical care; getting to essential sector jobs).</p> <p>Call the Regional Information Center, 919-485-7433, with any questions.</p>

I-J

Provider	Date Notified	Change	Notes
Inter-Faith Food Shuttle Grocery Bags for Seniors Program	3/17/2020; 3/25/2020	<p>Some changes. Monthly deliveries are continuing to current buildings according to building manager approval.</p> <p>Volunteers are no longer delivering bags (staff only).</p>	
IRS (federal taxes)	3/21/2020	<p>Federal tax filing deadline now July 15. You do not have to file your federal tax return, or make payments, until July 15th.</p>	<p>If you already filed a federal return and scheduled a payment for April 15th, you can call the IRS, at 888-353-4537, and cancel it.</p>

M-N

Provider	Date Notified	Change	Notes
Meals on Wheels of Wake County	3/18/2020; 3/21/2020; 3/24/2020; 3/30/2020	For current clients, service has shifted to frozen meal delivery , effective 3/31/2020. Deliveries of 5 frozen meals will take place once per week. No new being clients added right now. Applications still being accepted online, here . They will hold your application and a staff member will contact you, once the COVID-19 crisis is over, to discuss your application. In the meantime, please see the Food (free) resources for other local resources for meals, and call Resources for Seniors if needs are not met elsewhere.	Call 919-833-1749 with questions.
NC Dept. of Revenue (state taxes)	3/21/2020	State tax filing deadline now July 15. You do not have to file your state tax return, or make payments, until July 15 th . Go here for more information.	Taxpayers are encouraged to use online services to file their taxes this year. See options for filing for free, online, here . For more information call NCDOR at 877-252-3052.
NC Electric Cooperatives (Wake Electric)	3/20/2020	Suspending disconnections for late or non-payments. Will work with members with other concerns on a case-by-case basis.	For more information call 919-872-0800, press "0", and ask for Kyle.
Northern Wake Senior Center	3/17/2020; 3/27/2020	Building is closed. Streaming programming online on Facebook ('Follow' to stay tuned), and on the new NW & EW Senior Centers YouTube channel . Subscribe to be notified about future videos.	
North Raleigh Ministries (Financial Assistance)	3/24/2020	Financial assistance not available at this time, and office is closed to the general public until further notice. See food (free) section for updated information on North Raleigh Ministries Food Pantry.	NRM services are open to residents of zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616.



Q-R

Provider	Date Notified	Change	Notes
Raleigh Housing Authority	3/17/2020	Office locations closed to the public until further notice. Payments and paperwork can be mailed in or dropped in office drop boxes. Residents wishing to set up a new account for online rent payment can contact their Property Manager for an account number. Temporary procedural changes. Inspections and home visits are reduced and/or postponed. Section 8 Annual Inspections and Recertification Appointments, originally scheduled for 3/16-3/31, have been postponed.	For general information and public housing inquiries, contact 919-831-8300 or info@rhaonline.com . Section 8 Department can be reached at 919-508-1105 or housinginfo@rhaonline.com . Check for future updates here .
Raleigh Parks, Recreation and Cultural Resources	3/20/2020; 3/23/2020; 3/27/2020' 3/29/2020	All facilities and amenities, including athletic courts and fields, dog parks, lakes, and restrooms, are temporarily closed , effective 3/12/2020 and lasting through at least 4/30/2020 . Use of open park areas and greenways (with social distancing guidelines in place; please remain at least 6 feet away from others) is still permissible.	Registration for Summer programs is available via email (RBO.Registration@Raleighnc.gov), phone (919-996-4800), and online at reclink.raleighnc.gov .
Raleigh Total Life Center	3/16/2020	Closed until further notice, effective 5 PM 3/17/2020.	
Raleigh Water (City of Raleigh Public Utilities Dept.)		Temporarily suspending all disconnections.	Customers are encouraged to pay bills by mail, via online portal , or by phone at 919-996-3245 instead of in-person.
Resources for Seniors Housing and Home Improvement Dept.	3/18/2020	Operating on a limited basis.	Still accepting referrals/intakes.
Resources for Seniors Main Office	3/18/2020	Closed to the public effective 5 PM 3/19/2020. Any paperwork for RFS staff can be dropped off in the black dropbox located in the grassy area near the back drive, labeled "RFS" in green. Contents will be picked up at 8:30 a.m. and 3 p.m. each business day.	Front desk (919-872-7933) and Information Line (919-713-1556) remain fully staffed. Please call if you have questions about RFS services or Wake County resources.

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Resources for Seniors Medical Transportation	3/19/2020	No changes yet.	
Resources for Seniors Ramp Program	3/18/2020	On hold until further notice.	Still accepting referrals/intakes.

S-T

Provider	Date Notified	Change	Notes
SarahCare Adult Day Center	3/18/2020	No changes yet. Still operating as usual.	
Senior CommUnity Care of NC (PACE)	3/17/2020	No changes yet. Still operating as usual.	Participants should call 919-425-3000 immediately if they have symptoms or do not feel well, or with any questions.
Seniors' Health Insurance Information Program (SHIIP)	3/19/2020	All in-person counseling appointments postponed. Toll-free Information Line, 855-408-1212, remains fully staffed. Please call if you have any questions about Medicare.	NC DOI office building is closed to the public as of 3/18/2020.
Social Security Administration	3/16/2020; 3/20/2020	Offices closed, effective 3/17/2020. Local office will continue to provide critical services via phone (877-803-6311), and many services are available via website . Some changes to processes, e.g. continuing disability reviews are suspended until further notice, and most processing and collection of overpayments is also suspended.	Subscribe to COVID-19 updates from the SSA, via email or text, here .
Southeastern Wake Adult Day Center	3/16/2020; 3/31/2020	Adult Day Center is closed until further notice. Overnight Respite facility is closed until further notice.	
SPCA of Wake County AniMeals Program	3/17/2020	No changes yet to monthly delivery schedule for current clients.	
St. Saviour's Congregate Meal Site (Tucker St.)	3/16/2020; 3/19/2020	Closed.	No congregate meal service 3/23/2020 – 3/27/2020.

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Telecommunications Relay Services (TRS)	3/17/2020	Possible delays in service. From the Hearing Loss Association of America (HLAA): "If you use an IP CTS phone, you are probably accustomed to picking up the phone and having an immediate connection. During this emergency... if there are a lot of people calling at the same time, it may take a bit longer to get connected." (Full HLAA post here).	If you spend more than 2 minutes waiting to get connected, or have repeated problems getting connected, let the FCC know: Voice phone: 888-225-5322 TTY: 888-835-5322 Videophone: 844-432-2275
T-Mobile	3/18/2020	Providing unlimited data to all current customers who have plans with data, for the next 60 days. If you need help, call and ask.	
Triangle Family Services	3/23/2020	In-person services suspended , effective 3/17/2020. Financial counseling and some other services are available via telephone. Call 919-821-0790 or email info@tfsnc.org for more information.	
US Dept. of Housing and Urban Development	3/18/2020	Moratorium on foreclosures and evictions , effective 3/18/2020. Mortgages owned by Fannie Mae or Freddie Mac have suspended foreclosures and evictions for at least 60 days. This includes foreclosures that were already in progress. The order also applies to people with loans backed by the Federal Housing Administration (FHA loans).	To find out if your mortgage is owned by Fannie Mae or Freddie Mac you can search using the tools here . Even if your address does not come up, contact your loan servicer if you are in distress. They can double-check for you, or possibly offer other options for relief.

U-V

Provider	Date Notified	Change	Notes
Verizon	3/18/2020	Suspending service terminations. If you need help, call and ask. Waiving late fees. If you need help, call and ask.	

W-X

Wake County Government	3/25/2020	Some services are paused or temporarily closed. Check for updates here .	
Wake County Human Services (Adult Medicaid)	3/25/2020	Not accepting in-person applications. You can apply in the following ways: <ol style="list-style-type: none"> 1. Online, at epass.nc.gov 2. Via mail (Wake County Human Services, P.O. Box 46833, Raleigh, NC 27620) 3. Via fax (919-212-7028) 4. Via phone, at 919-212-7000 	Medicaid questions can be emailed to FCMAintake@wakegov.com . Check for updates here .
Wake County Human Services (Energy Assistance Programs)	3/25/2020	No in-person appointments. Check for updates here . Applications for Energy Assistance are available online here or can be requested by calling 919-212-7000. Please note that most utility providers are not disconnecting services during the COVID-19 outbreak.	Deadline for Low-Income Energy Assistance Program (LIEAP) has passed (3/31/2020).
Wake County Human Services (Food and Nutrition Services)	3/25/2020	Not accepting in-person applications. You can apply in the following ways: <ol style="list-style-type: none"> 1. Online, at epass.nc.gov 2. Via mail (Wake County Human Services, P.O. Box 46833, Raleigh, NC 27620) 3. Via fax (919-212-7028) Certification periods extended for about 2 months.	Questions related to Food and Nutrition Services can be emailed to foodandnutrition@wakegov.com . If you are a current FNS client and need to speak to your caseworker, call 919-212-7000. Check for updates here .
Wake County Parks, Recreation & Cultural Resources	3/18/2020; 3/29/2020	Several state parks are fully closed until further notice , including Umstead Park . Check park webpages for updates. All park offices, visitor centers, and restrooms are closed. All public programs and events are canceled or postponed until further notice.	
Wake County Public Libraries	3/18/2020	Closed to the public.	Effective 3/19/2020, book returns will be closed, and libraries will no longer accept book donations.

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<p>Wake County Veterans Services Office</p>	<p>3/25/2020</p>	<p>Restricted hours. Only open to the public on Tuesdays and Thursdays, 10 a.m. to 2 p.m. at the Falstaff location only. Appointments are strongly recommended.</p>	<p>Many services are available online at the Veterans Services website, here. Follow on Facebook for updates. Call 919-212-8387 with additional questions.</p>
<p>Weatherization Assistance Program</p>	<p>3/18/2020</p>	<p>Continuing in a limited capacity. Still accepting applications.</p>	<p>Following guidance from NC WAP.</p>
<p>Western Wake Crisis Ministry</p>	<p>3/19/2020</p>	<p>Resource Assistance will be managed remotely, via email and phone. To request assistance, call 919-362-0657 between 11 a.m. and 2 p.m., Monday through Thursday. If leaving a message keep it short, speak slowly and clearly, and leave a call-back number. A Support Volunteer will return the call. If you do not hear back within 2 business days, please call again. See the food (free) section for information on Western Wake Crisis Ministry Food Pantry. See here for more information.</p>	<p>Resource assistance is available to residents of Apex, New Hill, Friendship, and Holly Springs.</p>
<p>With Love from Jesus Ministries</p>	<p>3/25/2020; 3/27/2020</p>	<p>Closing at 1 p.m. each day. Only accepting certain donations: food, paper products, hygiene products, and cleaning products.</p>	<p>Additional updates will be posted at the top of their website as they become available (here).</p>

VOLUNTEER & DONATION OPPORTUNITIES

Organization	What	Notes
Activate Good	<p>Search online for volunteer opportunities, or join their email list or follow them on Facebook to receive updates. Specific to volunteer opportunities in the Triangle area.</p> <p>Remote Volunteer Needs that could be fulfilled by those who are staying home right now include making “Kindness Calls” to seniors, “Courage Cards” for children’s hospital patients, and at-home sewing projects. See here for all options.</p>	<p>Organizations needing help can fill out this form to request volunteer help.</p> <p>Organizations offering help can fill out this form to spread the word about volunteer efforts.</p>
Advancing States	<p>Submit creative ideas on how to help older adults and other vulnerable individuals stay socially engaged during COVID-19. Specifically looking for:</p> <ol style="list-style-type: none"> 1. ‘Creative ideas on how to address social isolation for residents in nursing homes who are likely going to have to forgo visitations for the next several months.’ 2. ‘Creative ideas on how to address social isolation for older individuals in communities who will also have limited or no interaction for the next several months.’ 3. ‘Ideas for how older adults can volunteer during this time without leaving their homes.’ <p>‘Bonus points if your idea isn’t tied to the internet’! Send any and all ideas to April Young at ayoung@advancingstates.org.</p>	<p>OK to submit things that you hear of in the news or in your community (doesn’t have to be something you come up with on your own).</p>
Center for Volunteer Caregiving, The	<p>Volunteer to do grocery shopping, prescription pick-ups, and/or telecare check-in phone calls for older adults and adults with disabilities who are homebound and isolated. Complete the sign-up box on the volunteer page on their website, here, if interested.</p>	<p>URGENT REQUEST FOR VOLUNTEERS.</p>
Dementia Alliance	<p>Donate online. A gift of any amount will allow their team to continue to provide critical services and resources for families caring for people with dementia.</p>	

VOLUNTEER & DONATION OPPORTUNITIUES (continued)		
Organization	What	Notes
Dorcas Ministries	<p>Donate, financially or with food drop-offs, to restock their food pantry.</p> <p>Financial donations allow them to purchase food at wholesale prices, making your donation go further.</p> <p>Food donations can be dropped off at the Food Pantry Receiving Door (in the front of the building at 187 High House Road, Cary 27511), Monday-Saturday, 9 AM to 3 PM.</p>	URGENT REQUEST FOR DONATIONS.
Food Bank of Central & Eastern North Carolina	<p>Donate online.</p> <p>Organize a Virtual Food Drive! Learn more here. See their infographic about what donation items are most needed right now.</p> <p>Volunteer at a distribution center. Learn more here.</p> <p>Follow on Facebook for updates.</p>	URGENT REQUEST FOR FINANCIAL DONATIONS.
Inter-Faith Food Shuttle	<p>Donate online or via mail (1001 Blair Dr., Suite 120, Raleigh 27603).</p> <p>Follow on Facebook for updates.</p>	<p>URGENT REQUEST FOR DONATIONS.</p> <p>Effective 3/23/2020, most volunteer activities are suspended. Exceptions are the outdoor volunteer opportunities like the Food Shuttle Farm. Go here to find out more and to volunteer at this site.</p>
Knights of Columbus, Council 11234	<p>Knights of Columbus, Council 11234, at St. Catherine of Siena in Wake Forest are partnering with Resources for Seniors to provide non-perishable groceries and personal hygiene items to seniors in need while the Stay at Home directive is in effect.</p> <p>Drop off food and supplies to the Northern Wake Senior Center, 235 E. Holding Ave., Wake Forest 27587, on Wednesdays between 10 a.m. and noon (see here for what's needed).</p> <p>Donate online, here.</p>	

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VOLUNTEER & DONATION OPPORTUNITIUES (continued)		
Organization	Organization	Organization
Lynn's Care Village Wake County Food and Supply Drive for Family Care Homes	Donate supplies. The following supplies are especially needed: gloves of any size; incontinence supplies (adult briefs, pull ups, pads); toilet paper; bleach; liquid soap; bar soap; Lysol; hand sanitizer; alcohol pads and lancets for diabetic patients; baby wipes; paper towels; N95 masks; canned goods and nonperishable foods. Drop off at ReDrive Automotive, 7409 Louisburg Road, Raleigh 27616, 9 a.m. to 5 p.m.	Donated supplies will be distributed to family care homes throughout Raleigh.
Meals on Wheels of Wake County	Donate online or via mail (1001 Blair Drive, Suite 100, Raleigh 27603). Follow on Facebook for updates.	
Raleigh Water	Donate to Project Share, an initiative where utility customers can donate any amount of money to help other customers who are unable to pay their bills. See here for more information.	
Resources for Seniors	Over 94% of the funds we receive go directly to programs to support older adults, adults with disabilities, and their caregivers in Wake County. Click here to see where our dollars are spent, and here to make a contribution.	
Shepherd's Table Soup Kitchen	Extra hands are needed. Sign-up here .	
United Way Rapid Response Fund	Donate online or via mail (United Way of the Greater Triangle, "Rapid Response Fund", PO Box 110583, Durham 27709-0962).	Funds will be distributed to Triangle-area nonprofits providing emergency support to Wake, Durham, Orange, and Johnston County residents needing access to resources including food, hygiene, childcare, and housing assistance.