

Changes to Services with Partner Agencies due to COVID-19

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
ADULT & CHILD DAYCARE		
Daily Living Center	540-949-4151	Permanently closed as of February 28, 2020. Please contact dailylivingcenter@gmail.com if you need additional details.
Valley Program for Aging Services	540-949-7141/ 800-868-8727	<p>Due to the coronavirus pandemic, all VPAS offices and senior centers are closed to the public through April 24th. VPAS will re-evaluate re-opening at that time. Additionally, all current and scheduled VPAS programs, including health and wellness workshops, have been postponed. VPAS services including Meals on Wheels, case management, senior transportation, and Medicare counseling will continue with modifications for the health and safety of staff, volunteers, and the older adults VPAS serves.</p> <p>Senior Centers While senior centers are closed, VPAS is contacting members by phone to determine if they need meals delivered to their homes. VPAS is also mailing information to members which includes education about older adults and coronavirus.</p> <p>Meals on Wheels Meals are being delivered to homebound residents. VPAS is adding health screenings of all staff and volunteers preparing and delivering these meals, and reducing physical contact during delivery to prevent spread of the virus. VPAS is also conducting safety checks by phone to these individuals. The delivery schedule has changed and residents have been notified.</p> <p>Senior Transportation VPAS is continuing to provide transportation to life-necessary destinations for eligible riders. VPAS is enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers.</p> <p>Case management and Medicare Consulting No in-home assessments will be made until April 1. Visits at that time will be modified to include health screening of the client and household members and will support new clients only. VPAS case managers will be available to respond to questions and conduct client reassessments by phone. Medicare consultation will continue by phone.</p> <p>Health and Wellness Workshops All health and wellness workshops have been postponed until April 1 and will be re-evaluated at that time.</p> <p>Caregiver Support Caregivers Community Network has stopped all student visits due to JMU's transition to distant learning. Confident Caregiver Circles have been postponed. UPDATED: 04/14/2020</p>
YMCA – Staunton, Waynesboro	540-885-8089/ 540-943-9622	<p>YMCA-Staunton/Augusta County is closed through June 10, 2020. This is subject to change. Check online (http://www.saymca.org/covid-19-response/) for updates and links for activities to do at home.</p> <p>The Waynesboro Family YMCA Child Care is open to care for children of essential personnel. UPDATED: 04/17/2020</p>

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ALCOHOL/SUBSTANCE USE		
Alcoholics Anonymous Valley Intergroup	540-885-6912/ 866-281-8456	Many groups have alerted local AA offices or hotlines if they are temporarily not meeting in their regular space. Some groups have shared that they are utilizing digital platforms such as Zoom, Google Hangouts, or conducting conference calls. AA groups are also creating contact lists, keeping in touch by phone, email or social media. Many local AA central/intergroup offices and areas have added information to their websites about how to change a meeting format from “in-person” to a digital platform.
Augusta Health Recovery Choice Program	540-213-2525/ 540-941-2525	All Augusta Health group events, classes, and meetings are cancelled for April.
Blue Ridge Area Narcotics Anonymous	800-777-1515	Per BRANA, most NA meetings are still happening in person. Check with your group before going to make certain.
Valley Community Services Board	540-887-3200/ 540-943-5515	Due to COVID-19, the way VCSB provides services has been altered. Most services are being provided by Telehealth. Genoa Pharmacy remains open. EXISTING CLIENTS: Your Provider will contact you to set up Telehealth. If you are a NEW or PREVIOUS CLIENT, please call 540 213-7317 for further information. OPEN MON, TUES, THURS, FRI 8 AM – 1 PM FOR SAME DAY ACCESS ONLY FOR CLIENTS THAT DO NOT HAVE INTERNET ACCESS TO DO TELEHEALTH. UPDATED: 04/22/2020
COUNSELING SERVICES		
Augusta Health Behavioral Health Services	540-213-2525/ 540-941-2525	Currently, face-to-face counseling is suspended. Augusta Behavioral Health will conduct telehealth appointments using Doxy.me, a confidential and HIPPA-compliant platform. Doxy.me will allow you to have your telehealth audio-visual counseling appointments via cell phone, iPad, laptop, or desktop computer. If you would like a telehealth counseling appointment for Behavioral Health and/or Substance Abuse Services, please call (540) 213-2525. They open Monday–Thursday: 8 am–5 pm and Friday: 9 am–2 pm.
Compass Youth & Family Services	540-949-7045/ 540-480-2050	Compass continues to meet with clients through home visits and through Telehealth. They are accepting new clients who meet eligibility requirements. Please call to inquire about services.
FairField Center (Mediation)	540-434-0059/ 800-653-0019	FairField Center can provide mediation, coaching, and training services online. Please call to discuss options.
VCE Augusta Financial Counseling	540-245-5750	Virginia Cooperative Extension is not hosting any in-person programming until after June 10th, which is the date through which Executive Order Fifty-Five states Virginians must primarily remain in their place of residence. Also, please take into account that any in-person programs planned for the immediate weeks or even months after June 10th may still need to be cancelled, postponed, or converted to an all-digital format, based on the circumstances at that time.
Valley Community Services Board	540-887-3200/ 540-943-5515	Due to COVID-19, the way VCSB provides services has been altered. Most services are being provided by Telehealth. Genoa Pharmacy remains open. EXISTING CLIENTS: your Provider will contact you to set up Telehealth. If you are a NEW or PREVIOUS CLIENT, please call 540 213-7317 for further information. OPEN MON, TUES, THURS, FRI: 8 AM – 1 PM FOR SAME DAY ACCESS ONLY FOR CLIENTS THAT DO NOT HAVE INTERNET ACCESS TO DO TELEHEALTH. UPDATED: 04/22/2020

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COUNSELING SERVICES (continued)		
Valley Hope Counseling Center	540-941-8933	<p>Valley Hope Counseling Center offices are closed. VHCC is able to offer phone or video appointments to current and new clients, as deemed appropriate by the counselors. Anyone interested in scheduling an appointment, please call their office at 540-941-8933 and leave a message, and review the Distance Counseling Informed Consent Form on their website at http://valleyhopec.org. At this time, VHCC is blessed to announce that any fees clients are responsible for will be covered by Community Foundation of the Central Blue Ridge.</p> <p>Staff will continue to check and respond to voice mails during business hours, as schedules allow. VHCC will continue to share updates and resources on their Facebook page.</p>
Valley Pastoral Counseling Center	540-943-8722/ 540-886-5757	<p>VPCC is continuing to see clients via teletherapy using a secure HIPAA compliant technology that is easy to operate and requires no apps or downloads. VPCC is checking office voicemails daily, so please give your therapist a call at 540-943-8722 should you wish to schedule an online session. Your therapist can provide you the necessary information to get started.</p> <p>New Clients: You may leave a voicemail for Stephanie Sterling, Clinical Coordinator, if you wish to make an initial appointment as VPCC is currently accepting new clients.</p> <p>Fees: Most insurance companies have agreed to cover these teletherapy sessions for the duration of the COVID19 crisis and resulting social distancing requirements. If your plan does not or if finances are otherwise an issue, please talk with a therapist to work out a fee that is affordable for you at this time.</p>
Virginia Center for Family Relations	540-885-3481	<p>Regarding the COVID-19, you don't have to wait until we get the "all clear" signal to speak to a counselor. Now is the perfect time to call the Virginia Center for Family Relations. VCFR has counselors available to meet with you and provide the emotional support to get through this tough time. With the use of the latest technology, VCFR counselors can video conference in a strictly confidential system that is fully HIPAA compliant.</p>
FOOD/CLOTHING/FUEL		
Blue Ridge Area Food Bank	540-248-3663/ 800-296-3663	<p>Food Bank staff, volunteers, and partners throughout their network provide essential service to the communities they serve, and they will continue to do so as the COVID-19 public health crisis evolves.</p> <p>Before visiting the Food Bank or a local food pantry or meal program: If you are sick or think you may have been exposed to the coronavirus, they recommend that you call your doctor or the public health department to ask for guidance prior to visiting. People can also check the CDC website for the latest information on the virus. BRAFB also recommends that people in need of food assistance call their local food pantry before visiting, to confirm hours of operation. Distribution plans may change quickly and without much warning. UPDATED: 04/14/2020</p>
Goodwill Thrift Stores	540-886-8910/ 540-941-8526	<p>Until further notice, all Goodwill stores are closed. Customers may continue to shop online at https://www.shopgoodwill.com/roanoke.</p> <p>Donation Centers in Stores will continue to operate Monday – Saturday 9 am – 5 pm and Sunday 12 pm – 5 pm*. Attended Donation Centers will operate Monday – Saturday from 9 am – 5 pm.</p> <p>Goodwill has launched Virtual Services for the public and individuals enrolled in training and employment programs. Additional services include virtual computer classes, a job board of employers currently hiring, resume assistance, one-on-one coaching, live online classes, and more.</p> <p>Employees who are able to are now working from home. This means our offices are closed to the</p>

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Goodwill Thrift Stores (continued)	540-886-8910/ 540-941-8526	public. You may call (540) 581-0620 ext. 1106 for assistance. Goodwill has cancelled all public events, including job fairs, workshops, and computer classes. We are also limiting staff and in-person services to 10 or fewer people in close proximity to one another. Tours of the Goodwill facilities and mission services will be cancelled until further notice, including The Real Goodwill Tour. <i>* Some donation centers may be unmanned at times due to staff availability. These locations will have EDGAR donation bins for collecting small and non-breakable items. Please hold on to larger and breakable items until we are able to return to normal operations. UPDATED: 04/22/2020</i>
FOOD/CLOTHING/FUEL (continued)		
Meals on Wheels-Staunton City only	540-886-1219	Meals are being delivered; however, meals are usually left at the door or left inside the door and deliverers are maintaining a distance from residents. UPDATED: 04/15/2020
SACRA	540-886-3957	The food pantry is open on Wednesdays from 9:00-11:00 a.m. UPDATED: 04/15/2020
Salvation Army-Waynesboro/Augusta	540-943-7591	SA-Waynesboro/Augusta Co. remains open Monday thru Friday 9:00 a.m.-4:00 p.m. (closed 12-1 for lunch) to assist those suffering with layoffs and job interruptions and have implemented procedures to safeguard clients, volunteers, and staff. The Food Pantry is open. Friday Feedings will continue although lunch is “grab and go”. The Salvation Army Social Services office is open to assist people with applying for assistance. UPDATED: 04/15/2020
Salvation Army-Staunton/Augusta	540-885-8157	Service days for the emergency-food pantry have doubled as clients suffer layoffs and job interruptions. They are using a “drive-through food pantry” to maintain sufficient social distancing between clients and staff. The Emergency Food Pantry is open as a drive-through Monday-Friday during normal operation hours instead of “client choice”. In addition, the Salvation Army is delivering food to multiple residents, too. Emergency-utility assistance and rental assistance continues. Resident church services, cancelled for the foreseeable future, have been temporarily replaced by delivering “Blessing Bags” and hosting an online Bible Study, Teen Ministry, and Worship Service via Facebook Live. During this time of the COVID-19 pandemic, we are helping with mortgages, hotel stays, and food deliveries Monday-Friday 8:30 a.m.-4:00 p.m. Please contact us if you need assistance: 540-885-8157. UPDATED: 04/14/2020
Salvation Army-Harrisonburg	540-434-4854	The Food Pantry remains open on Mondays, Tuesdays, Thursdays, and Fridays from 9:00-11:15 a.m. Here is an update to our local operations: 1. We are still open! However, there are modifications in place. The food pantry is open each morning except for Wednesday. After 11:30 a.m., the front door will be locked and those who have appointments will need to knock for entry. 2. For the foreseeable future, there will not be any food donations on the “table” in the lobby. 3. We have suspended receiving in kind donations that are at risk of contamination. For financial assistance, please call to schedule an appointment. UPDATED: 04/14/2020
Valley Program for Aging Services	540-949-7141/ 800-868-8727	Meals on Wheels Meals are being delivered to homebound residents. VPAS is adding health screenings of all staff and volunteers preparing and delivering these meals, and reducing physical contact during delivery to prevent spread of the virus. VPAS is also conducting safety checks by phone to these individuals. The delivery schedule has changed and residents have been notified. UPDATED: 04/22/2020

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FOOD/CLOTHING/FUEL (continued)		
WIC – Staunton/Augusta Health Dept.	540-332-7830	WIC is still operating and offering services. The health department building is closed. Interviews and appointments are completed via telephone. Please call with questions. UPDATED: 04/23/2020
WIC – Waynesboro Health Dept.	540-949-0137	WIC is still operating and offering services. The health department building is closed. Interviews and appointments are completed via telephone. Please call with questions. UPDATED: 04/23/2020
FOOD PANTRIES – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
Churchville Community Food Pantry	540-885-3009	The Food Pantry will be open at its usual time of the 3 rd Tuesday from 7:00-8:30 p.m. Food distribution will be drive thru. Pantry customers should bring a note with their name, telephone number, date of birth, and food bank needs listed. Please remain in your vehicle. Food will be loaded into your vehicle. UPDATED: 04/23/2020
Crimora UMC	540-943-2847	UNABLE TO REACH BY PHONE TO VERIFY AVAILABILITY OF SERVICES. UPDATED: 04/23/2020
Erma Food Pantry	540-249-5893	Pantry is open on Mondays beginning at 6:30 p.m. Please go to the back door of the church, sign in, and food will be set on a table for you to load in to your vehicle. Please ask for assistance with loading if needed. UPDATED: 04/15/2020
Bethany UMC	540-234-8880	Pantry will be open for drive-thru service on Mondays from 4:00-5:30 p.m. UPDATED: 04/14/2020
Craigs ville Area Food Pantry	540-997-5827	Pantry is open the 3 rd Thursday of each month at 9:30 a.m.-1:00 p.m. and 5:30 p.m.-7:00 p.m. Delivery is available on the Tuesday prior to the 3 rd Thursday of each month. Please call for details. Updated: 04/13/2020
Fishersville UMC	540-942-9355	The FUMC Food Pantry is open each Tuesday from 12:00-2:00 p.m. People will drive up, indicate what food is needed, and food is brought to the vehicle. UPDATED: 04/20/2020
Kingsway Help Center	540-377-5708	Kingsway Help Center will be open on Wednesday, May 20, 2020 from 9:30 a.m.-4:30 p.m. for distribution of food. Distribution will be drive-thru only. UPDATED: 04/16/2020
Mint Springs UMC	540-337-3507	The Helping Hands Food Pantry will be open on April 23, 2020 from 4:00-6:00 p.m. It will be drive-thru only.
Calvary UMC	540-337-2980	By order of the Bishop, all church activities have ceased until 04/20/2020, except for the food pantry which will be open on Mondays and Thursdays at 2:00-5:00 p.m. UPDATED: 04/15/2020
Rejoicing Life Baptist Church	540-337-2447	The food pantry is open every Saturday from 11:00 a.m.-1:00 p.m. Pull up to the sidewalk and volunteers will load a box of food into your car.
Verona UMC	540-248-7777	Pantry remains open on Tuesdays at 9:00-11:00 a.m. and the 2 nd and 4 th Thursdays at 6:00-7:00 p.m. Please bring a photo ID and proof of address. UPDATED: 04/15/2020
Verona Community Food Pantry	540-430-2844	The Verona Community Food Pantry has reopened - hopefully for the duration of the present pandemic. To obtain food: Clients will drive up. Keep to the right of the tents. Stop at the registration table. Have your ID and red/orange sticker with you if you have one. Register outside, then drive around and you will have two pre-packed boxes placed in your car. UPDATED: 04/14/2020
Blue Ridge Area Food Bank	540-248-3663	The Blue Ridge Area Food Bank, our partners, and our volunteers are involved in an essential human service and are exempt from meeting size restrictions and closures. While we remain open in order to ensure continuity of our mission, it is important to emphasize that we are closely adhering to experts' health recommendations to protect the safety of our volunteers and staff. UPDATED: 04/15/2020

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FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
Lyndhurst UMC	540-943-8057	UNABLE TO REACH BY PHONE TO VERIFY AVAILABILITY OF SERVICES. UPDATED: 04/23/2020
Valley Mission	540-886-4673	Valley Mission is open for meals: walk in clients are served Monday thru Friday from 12:00-12:30 p.m.; dinner is served Monday thru Friday at 5:00 p.m.; and brunches are served on Saturdays and Sundays at 10:00 a.m. and 4:00 p.m. UPDATED: 04/15/2020
SACRA	540-886-3957	The food pantry is open on Wednesdays from 9:00-11:00 a.m. UPDATED: 04/15/2020
Central UMC	540-886-3441	Food pantry is available on Wednesdays at 10:00-11:30 a.m. UPDATED: 04/16/2020
Seventh Day Adventist Church	540-886-8081	The food pantry is still operating. Call 540-448-2904 on Mondays between 9:00 a.m.-5:00 p.m. to reserve a box of food that you will pick up on Tuesday at 9:30-11:00 a.m. UPDATED: 04/15/2020
Marquis Memorial UMC	540-886-1176	The food pantry will be OPEN on Wednesdays at 9:00-11:00 a.m. In order to protect the safety of volunteers and clients, and in accordance with national and state regulations, MMUMC is modifying their process of food distribution. They will be implementing a drive thru service. They ask that clients pull up to the door, REMAIN in their vehicles, and food will be brought out to you. UPDATED: 04/14/2020
Linden Heights Baptist Church	540-886-1138	The food pantry is not available until further notice.
Allen Chapel AME Church	540-886-2210	UNABLE TO REACH BY PHONE TO VERIFY AVAILABILITY OF SERVICES. UPDATED: 04/15/2020
Trinity Episcopal Church	540-886-9132	Trinity Episcopal Church's noon lunch on weekdays is on hold until further notice. Please check their website (https://trinitystaunton.org/) for updates. UPDATED: 04/16/2020
First Baptist Church - Staunton	540-886-8333	The food pantry is open every Thursday in April 2020 from 9:00-11:00 a.m. Food pantry availability and hours will be re-assessed near the end of April 2020. UPDATED: 04/14/2020
Cornerstone Church of Augusta	540-324-0705	The food pantry at Cornerstone Church of Augusta is no longer in service. UPDATED: 04/15/2020
Calvary Baptist Church	540-885-5512	The food pantry is available every other Wednesday at 7:00 p.m. The next food pantry date is Wednesday, April 29, 2020. UPDATED: 04/17/2020
First Presbyterian Church	540-886-0704	First Presbyterian Church's Food Pantry will remain open Monday and Thursday of each week. To stay in the loop, everyone is encouraged to sign up to receive emails at stauntonfirst@gmail.com . UPDATED: 04/14/2020
Shiloh Baptist Church	540-942-2635	UNABLE TO REACH BY PHONE TO VERIFY AVAILABILITY OF SERVICES. UPDATED: 04/23/2020
West Waynesboro Church of Christ	540-949-8670	The food pantry is available on the 2 nd and 4 th Mondays from 9:30-11:30 a.m. UPDATED: 04/16/2020
Second Presbyterian Church	540-943-3211	Disciples Kitchen is closed; therefore, no meals are being served. However, bagged lunches are available the end of May on Monday and Thursday from 11:00 a.m.-12:00 p.m. Please call the church office (540-943-3211) for updates. UPDATED: 04/17/2020
Glen Kirk Presbyterian Church	540-943-2896	The food pantry will be distributing food on Mondays. To reserve a box of food, please contact Carol at 540-430-5331.
First Presbyterian Church	540-949-8366	The Food Bank is currently being held on its regular schedule of 2:00-4:00 p.m. the second and fourth Thursday of each month throughout the year.
Main Street UMC	540-942-1179	The Pantry is operating Monday through Thursday from 9:30 to 11:00 a.m. UPDATED: 04/16/2020

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FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
Basic UMC	540-949-8947	Food distribution is on Wednesdays at 6:00 p.m. On Saturdays, breakfast pick up is at 10:00 a.m. UPDATED: 04/17/2020
St. John Evangelist Catholic Church	540-949-6145	The food pantry has been canceled until further notice. Please contact the church if you need assistance with food. UPDATED: 04/16/2020
FARMERS' MARKETS		
North Augusta Farmer's Market	540-324-3416	2020 Season: Wednesdays, 11:00 a.m.-3:00 p.m., May 6-October 28**, **Dates subject to change in light of COVID-19. Please check https://www.facebook.com/NAFarmMarket/ for updates. UPDATED: 04/16/2020
Staunton Farmers' Market	540-448-1937	Customers can pre-order products from participating vendors and pick them up at the Wharf Parking between 8 and 10 on Saturday mornings starting on April 18th. Check the website (https://stauntonfarmersmarket.org/) for updates. UPDATED: 04/16/2020
Waynesboro Farmers Market	540-324-3416	2020 Season: Saturdays 9 AM-1 PM, May 16-September 26**, **Dates subject to change in light of COVID-19. Please check https://www.facebook.com/WboroFM/ for updates. UPDATED: 04/16/2020
MISCELLANEOUS – FOOD		
Walmart Stores		See: https://www.walmart.com/ideas/discover-grocery-pickup-delivery/walmart-grocery-pickup-accepts-snap-ebt-payments/355540 Walmart Grocery Pickup is rolling out SNAP EBT payment options that allows families using SNAP (Supplemental Nutrition Assistance Program) benefits to pay via EBT card. This is part of Walmart's ongoing commitment to offer a convenient shopping experience for all customers, no matter how they shop or pay. How Walmart Grocery Pickup SNAP/EBT Payments work: 1. Order: Order groceries at walmart.com/grocery or on the Walmart Grocery mobile app 2. Checkout: During checkout, select EBT Card as payment method 3. Pickup: Swipe EBT card with the Walmart associate when you arrive at the pickup location When you get to the Walmart Pickup location, the Walmart Associate will know that you are an EBT customer and will swipe your EBT card to pay for those items that are EBT-eligible. For any items that are not EBT-eligible, the Associate will then take payment with another credit/debit card.
HOUSING – SHELTER		
Habitat for Humanity	540-886-1944	In response to the COVID-19 virus, Habitat for Humanity has decided to close the Habitat Restore beginning Thursday, March 19, 2020. The store will reopen when it is safe to do so. All scheduled donation pickups will continue. If you have questions, please call. UPDATED: 04/22/2020
Open Doors Shelter – Harrisonburg	540-578-3869/ Office: 540-705-1908	Open Doors Shelter is currently located at JMU's Godwin Hall at 261 Bluestone Drive, Harrisonburg, VA. The shelter is open from 6:30 p.m.-7:00 a.m. Since JMU's Godwin Hall is outside of walking distance, transportation is provided to guests at the HDPT East Gay Transfer Hub departing at 6:15 p.m. each evening. You can also call Centralized Housing Intake at 540-271-1701. UPDATED: 04/22/2020
Ruth's Warm House	540-324-8166	The shelter is open but is not accepting new residents.

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HOUSING – SHELTER (continued)		
Salvation Army Shelter – Harrisonburg	540-433-2785	The shelter will start accepting new residents on May 1, 2020. UPDATED: 04/23/2020
Staunton Redevelopment & Housing Authority	540-886-3413	The SRHA office is completely closed to the public. Applications are posted on the door but there is no doorbell and staff is not letting anyone enter for any reason. SRHA are conducting business by phone as efficiently as possible. Anything that SRHA has scheduled with you during this time period will be rescheduled. Maintenance will NOT be completing any work orders unless they are determined to be emergencies. There is a black lock box installed to the right of the entrance door at the SRHA main office. DO NOT PUT MONEY IN THIS. It is only for paperwork. SRHA staff are checking the box daily. Paperwork must be placed in an envelope with your name and address on it. If you have to make a payment for any reason, it must be mailed to the main office. UPDATED: 04/22/2020
Valley Homeless Connection	540-213-7347	If you are in Augusta, Rockbridge, or Highland County, or the cities of Waynesboro or Staunton, call 540-213-7347 for Universal Intake.
Valley Mission	540-886-4673	Valley Mission is not currently taking any new residents. They are open for meals. UPDATED: 04/15/2020
WARM (Winter Shelter)	540-943-2190	The shelter is operating 24/7 and is at capacity. There are no available shelter beds. There is no transportation available.
Waynesboro Redevelopment & Housing	540-946-9230/ 800-788-9742	WRHA is not accepting any applications. Their office is closed to the public. Clients should report changes via telephone. Regarding funding for homeless individuals, please contact the Valley Homeless Connection at 540-213-7347. UPDATED: 04/23/2020
MEDICAL AND DENTAL SERVICES		
Augusta Health	540-332-4000/ 540-932-4000	In order to keep the community as healthy as possible and reduce the spread of COVID-19, AH has the following closing and cancellations: If you plan to visit the Hospital, please review the current Visitation Policy found online at https://www.augustahealth.com/coronavirus/visitor-restrictions . All Augusta Health group events, classes, and meetings are cancelled for April. This includes Cardiac Rehab and Pulmonary Rehab classes. Business/Finance office is closed to the public. They will still be answering phone calls and processing applications, but they will not have any face-to-face interactions with patients. There is a drop off box to the left of the front door for patients to drop off check payments and financial applications. This drop off box is not intended for cash payments, as they not be able confirm the cash amount with you at the time of the deposit. If you would like to make a payment with credit card, please either call them at (540) 332-4600 or make your payment online. If you need to speak with a Financial Advocate, please give them a call at (540) 332-4600. If they are unable to take your call, please leave a message in the secured voicemail and someone will return your call as soon as possible. Behavioral Health is offering telehealth counseling. Face-to-face counseling has been suspended. Telehealth counseling is available through doxy.me.

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Augusta Health (continued)	540-332-4000/ 540-932-4000	<p>Visit Behavioral Health online (https://www.augustahealth.com/mental-health) for details or schedule a session by calling (540) 213-2525.</p> <p>Care Home Medical Effective April 6, 2020, the store is open by appointment only. To protect customers, they are handling most customer needs while the customer waits in their vehicle. Anyone who must enter the building will first be screened. Please call 540-332-4995 to discuss your current needs and to receive instructions. Hours are Monday-Friday: 8 a.m.-4:30 p.m.</p> <p>Fitness Center is closed. They are working on setting up a mass freeze for all accounts so that customers will not be charged for April. Billing has already gone out for March and they are not able to pull the funds transfer back, but they will ensure all members receive a credit of future time for the period in which they are closed. Thank you for understanding!</p> <p>Elective Surgeries Augusta Health is, and has been, in compliance with all CMS guidance for elective and non-essential surgeries. As a result, AH is: limiting all non-essential adult elective surgery and medical/surgical procedures, including all dental procedures. All non-urgent screenings are being rescheduled to May. Radiologic specialty procedures are also limited.</p> <p>Elective Imaging Exams Augusta Health is postponing Elective Imaging exams. Those patients affected by the postponements will be contacted for rescheduling. Elective imaging will be postponed to mid-May. Time-sensitive imaging, where there is potential for an unfavorable outcome if delayed longer than 4-6 weeks, will be evaluated for postponement. Critical Imaging will not be postponed.</p> <p>Outpatient Lab at the Hospital Beginning Saturday, April 11, the Augusta Health Outpatient Laboratory in the main hospital building will be closed on Saturdays.</p> <p style="text-align: right;">UPDATED: 04/22/2020</p>
MEDICAL AND DENTAL SERVICES (continued)		
Augusta Regional Free Clinic (Medical and Dental Services)	540-221-6723- Medical 540-221-6635 Dental	<p>Medical: patients are not being seen face-to-face. The medical clinic is only conducting telephone appointments.</p> <p>Dental: to be seen, it must be a dental emergency and you must have a referral.</p> <p>Pharmacy: the pharmacy will be closing permanently on April 23, 2020.</p>
Dept. of Health – Staunton/Augusta	540-332-7830	Call ahead before seeking medical care.
Dept. of Health – Waynesboro/Augusta	540-949-0137	Call ahead before seeking medical care.
Woodrow Wilson Workforce & Rehab. Center	540-332-7000/ 800-345-9972	WWRC is closed for client services until further notice due to the ongoing COVID-19 Pandemic. WWRC will continue to evaluate the situation and update their website as to when WWRC will reopen. Please contact your WWRC Supervisor or Counselor if you have any questions. UPDATED: 04/22/2020
Western State Hospital	540-332-8000	Patient visitation is suspended until further notice. Please call (540) 332-8101 for updated information. UPDATED: 04/22/2020
PAYEE / MONEY MANAGEMENT ASSISTANCE		
Social Security Administration	888-632-6896/ 800-772-1213	All local Social Security offices will be closed to the public for in-person service starting Tuesday, March 17, 2020. This decision protects the population they serve—older Americans and people

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Social Security Administration (cont.)	888-632-6896/ 800-772-1213	with underlying medical conditions—and their employees during the Coronavirus (COVID-19) pandemic. However, SSA is still able to provide critical services. During the COVID-19 pandemic, SSA is asking the public to first try to use their online services before calling. If you cannot use the online services, you can contact the Staunton office of SSA at 888-632-6896. (Note: if you already had a scheduled appointment with your local office, an employee from that office will attempt to call you at your scheduled appointment time.) Please read SSA's COVID-19 web page (https://www.ssa.gov/coronavirus/) to learn more, including how to get help from the Social Security Administration by phone and online. UPDATED: 04/22/2020
TRANSPORTATION		
BRCC Shuttle	540-943-9302	Due to the continued and amplified spread of COVID-19 in Virginia, campus buildings are closed to students and non-employees effective March 24 th through at least June 10 th . Please see their web site (https://www.brcc.edu/services/shuttle) for route information. UPDATED: 04/22/2020
Brite Bus Transit Services	540-943-9302	Waynesboro Walmart Hub: Starting 04/10/2020, Waynesboro Walmart will temporarily repurpose the BRITE bus stop area (hub) for employee parking for new COVID-19 precautions and procedures. All passengers will now access the BRITE buses in the parking lot area in front of the garden center in parking lot lanes 11 & 12, near Verizon and Sonic. Please plan accordingly when utilizing this stop until further notice. BRITE is continuing operations so that essential community personnel can get to work and so that residents who must travel within the community for other necessary reasons may do so. Please be cautious and practice social distancing. We must ensure the safety of our riders, as well as our drivers, mechanics, and other staff. Public transit is an essential service to the public, and with your cooperation we can keep those services running. BRITE will offer fare-free services through the duration of the COVID-19 crisis. Up-to-date information regarding any service or operational changes due to COVID-19 will be posted on the website and social media pages (Facebook and Twitter). UPDATED: 04/22/2020
Valley Program for Aging Services	540-949-7141/ 800-868-8727	Senior Transportation VPAS is continuing to provide transportation to life-necessary destinations for eligible riders. We are enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers. UPDATED: 04/22/2020
VETERANS SERVICES		
Carol H. Berg	Office: 804-786-1051 Cell: 804-316-4119	Ms. Berg is the director of Virginia Veteran and Family Support at the Department of Veterans Services (DVS). If you are a veteran and you need housing or financial assistance, please contact Ms. Berg and she can connect you with the appropriate staff at DVS based on your location and needs. Her mailing address is: 101 N. 14 th Street-18 th Floor, Richmond, VA 23219. Her e-mail address is: carol.berg@dvs.virginia.gov . ADDED: 04/21/2020
MISCELLANEOUS		
Augusta Health's COVID Care Call Center	540-332-5122	Open Monday-Friday between the hours of 8:30 a.m. and 4:30 p.m. The call center is staffed by nurses who can answer questions and provide advice in a personal way to members of the community who are seeking guidance.

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
MISCELLANEOUS (continued)		
Shenandoah Valley Social Services	540-245-5800 Verona Office/ 540-942-6646 W'boro Office 540-245-5804 Verona Fax/ 540-942-6569 W'boro Fax	<p>Office doors were closed to the public effective April 13, 2020. However, this does not mean that SVSS is not able to help.</p> <p>Benefits-Apply and Report Changes Apply for benefits (TANF, SNAP, Medicaid, Energy Assistance, and Child Care) and report changes online through CommonHelp at commonhelp.virginia.gov. Apply for TANF, SNAP, and Medicaid by phone with Enterprise Customer Service at 1-855-635-4370. Apply for Medicaid and report changes by phone through Cover Virginia at 1-855-242-8282. Contact your worker by phone, e-mail, or fax to report changes, ask questions, submit verifications, or request a paper application. Submit your application by mail or drop it off at your local office in the outside drop box. <i>Please include your worker's name and your case number when sending information.</i> (If you cannot submit copies or submit the information electronically, you may submit the original via mail or drop box and request that the original be mailed back to you.)</p> <p>EBT Cards EBT cards can be issued via the mail or during walk-in hours on Mondays, Wednesdays, and Fridays from 12:00-1:00 p.m. If possible, please inform your worker if you plan on picking up your EBT card during the walk-in hours prior to coming to the office.</p> <p>Report Abuse and/or Neglect To report child abuse and neglect during business hours, contact the office at 540-245-5800 and ask for the CPS intake worker. To report Adult abuse and neglect during business hours, contact the office intake line at 540-942-6648.</p> <p>After business hours, please call the following hotlines, which are open 24 hours a day:</p> <ul style="list-style-type: none"> • Virginia Child Protective Services hotline: 1-800-552-7096 • Virginia Adult Protective Services hotline: 1-888-832-3858 <p>Please ring doorbell at offices for EBT issuance or emergency assistance. ADDED: 04/23/2020</p>
United Way		<p>Check out https://www.unitedwayga.org/covid-19-updates-and-local-resources for COVID-19 updates and local resources. This site covers a wide array of businesses/services in Staunton, Waynesboro, and Augusta County, as well as information from VDH, Augusta Health, the Greater Augusta Regional Chamber of Commerce, CommonHelp, VDSS, the Community Foundation of the Central Blue Ridge, VEC, and 2-1-1 Virginia. A good place to start looking if you need details about local agencies/services.</p>