

Changes to Services with Partner Agencies due to COVID-19

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
ADULT & CHILD DAYCARE		
Valley Program for Aging Services	540-949-7141/ 800-868-8727	Due to the coronavirus pandemic, all VPAS offices and senior centers are closed to the public until further notice. Additionally, all current and scheduled VPAS programs, including health and wellness workshops, are being held in a virtual format. Please check back for updates, stay safe and visit their webpage for guidelines on coronavirus and older adults. 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 they serve. ***UPDATE: While many non-essential businesses are beginning to open, VPAS senior centers will remain closed to ensure the health and safety of our members. Senior Centers While senior centers are closed, VPAS is contacting members by phone to determine if they need meals delivered to their homes. They are also mailing information to members which includes education about older adults and coronavirus, and they are delivering hygiene and activity kits. Meals on Wheels Meals and other critical supplies 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. They are also conducting safety checks by phone to these individuals. Senior Transportation VPAS is continuing to provide transportation to life-necessary destinations for eligible riders. They are enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers. Case management and Medicare Consulting No in-home assessments are being made at this time. VPAS case managers will be available to respond to questions and conduct client reassessments by phone. Medicare consultation will continue by phone. Health and Wellness Workshops All health and wellness workshops are being held online. Caregiver Support Confident Caregiver Circles are being held online and online summer mini retreats for caregivers are underway. UPDATED: 12/17/2020
YMCA – Staunton, Waynesboro	540-885-8089/ 540-943-9622	<i>All details subject to change as needed to accommodate the needs of the community within the guidelines set by Licensing, the Governor of Virginia, and the Department of Health.</i> Staunton/Augusta YMCA Pre-K and Elementary Programs Y-Clubhouse Fall 2020 Due to the 100% virtual program put in place by Staunton City Schools, on 8/10/20, they are altering their entire plan for the fall. They will be offering a 5 full day program starting August 24th.

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YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	Space is EXTREMELY LIMITED. If they have space after enrolling current families, they will provide the link for additional families to register. They know that many families are struggling during this time. They are available to support you and will do their best to find alternative sources of care if they cannot provide it. They know that Waynesboro YMCA and Boys and Girls Club in Staunton/Waynesboro are also running 5 day full day program. If you have questions, please reach out to Ashley Cole, Youth and Family Director, ashley@saymca.org. This is an active document and will change as needed to accommodate the needs of the community within the guidelines set by Licensing, the Governor of Virginia, and the Department of Health. Location: YMCA Afterschool Room 708 North Coalter St, Staunton, VA 24401 Start Date: August 24th End Date: December 18th Middle and High School Programs Middle School Student Support Program Please register here: https://saymcacamp.campmanagement.com/p/request_for_info_m.php?action=enroll Middle School only 8am-6pm (Drop off 8-8:15am, Pick up before 6pm) Fees: Financial Assistance available thanks to the Community Foundation. Please apply at the front desk at the YMCA. \$140 per week Member \$150 per week Non-Member Lunch and afternoon snack provided. Students and staff required to wear masks at all times. Students will receive mentoring and academic support during the school day. They will be supported in meeting their class requirements and meeting with teachers on Zoom. Contact Eddie Santiago for more information esantiago@saymca.org. Homeschool P.E. Ages 5-12 Both age groups will include a fun fitness section, a skill-building portion and finish with a sports period. Fees: \$45 Member \$60 Non-Member Dates: Due to COVID-19 Homeschool P.E. dates are currently TBD. Times: Ages 5-8, Wednesdays, 10:00am-11:30am Ages 9-12, Wednesdays, 1:00pm – 2:30pm *(Swimming Week) Ages 5-8, Wednesdays, 11:45am – 1:00pm (Swimming Week) Ages 9-12, Wednesdays, 1:15pm – 2:30pm

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YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	*\$10 discount will be given if child is registered by the Friday before each session begins. Please wear athletic shoes. Teen Center As of July 2020, we are still waiting to re-open our Teen Center due to COVID-19 precautions. Ages 12-17 Community Youth can experience a safe and fun environment under the care of Teen Center Supervisor Eddie Santiago and his youth development staff. The renovated Teen Center is equipped with a game room, a lounge area and a homework area. Optional programs offered for teens as well. For middle school and high school students. Times: M-F 2:30 pm – 8:00 pm Weekends: 2:00 pm – 7:00 pm Hours subject to change. For more information, please contact Eddie Santiago at esantiago@saymca.org Middle School Mayhem (Grades 6-8) 6th – 8th graders This event is for middle school students to be kids, have fun with their friends and make new ones in a fun and safe place. Middle School Mayhem features basketball games, dodgeball, music, a game area, swimming and more. Parents must pick up kids by 9:45 pm. The price includes pizza and drinks. Fees: \$1 for Members and \$3 for Non-Member (CASH ONLY) Dates: Due to COVID-19 Middle School Mayhem dates are currently TBD. Time: 7:15 pm – 9:45 pm Contact: Eddie Santiago esantiago@saymca.org Media Club Ages 12-17 The Media Club is designed to give students an overview into storytelling and visual media. In the six-week session, students will be introduced to photojournalism, videography, print journalism, storytelling and graphic design. For students ages 12-17. Fees: \$30 Members \$40 Non-Members Dates: Due to COVID-19 Media Club dates are currently TBD. Time: Wednesdays, 4:00 pm – 5:00 pm Tools for Achieving Success The Tools for Achieving Success program helps prepare students ages 11-16 for the entire process of securing and keeping a job. Topics include: presentability, resume & cover letter, job interviews, job performance and other related skills. Meetings will be in the multi-purpose room.

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YMCA – Staunton, Waynesboro (cont.)	540-885-8089/ 540-943-9622	Time: Wednesdays 4:00 pm – 5:00 pm Fees: \$20 Members \$30 Non-Members Dates: Due to COVID-19 Tools for Achieving Success dates are currently TBD. Staunton-Augusta-Waynesboro Tutoring Network Free, online group tutoring for K-12 students. Help with the following subject areas: Language Arts; Social Studies; Biology; Chemistry; Latin; Spanish; French; General Math; Algebra; Algebra 2; Geometry; Precalculus; Calculus. Tutors are ready to meet with students – virtually! They have sessions scheduled each day weekly in a variety of subjects and for a variety of grade levels. To sign up, click here: https://forms.gle/hVMzQSp6ugUmNmIC6 Waynesboro YMCA Childcare: The Creative Collaborative Coalition for Childcare (C4) is a grassroots effort to address and respond to the childcare needs of the Staunton, Augusta County and Waynesboro community during the COVID-19 pandemic. Primary coalition partners are the United Way of Staunton, Augusta County & Waynesboro, the Staunton-Augusta Family YMCA and the Waynesboro Family YMCA with additional support coming from a host of private and public individuals and organizations. Call: 540-885-1229 Email: childcare@unitedwaysaw.org. Please visit https://sawchildcare.org/ for more details. UPDATED: 12/17/2020
ALCOHOL/SUBSTANCE USE		
Alcoholics Anonymous Valley Intergroup	540-885-6912/ 866-281-8456	Valley Intergroup meets on the last Wednesday of each month (except December) at 6:15 PM. The meeting is held at the Staunton Group located at 304 North Central Ave. in Downtown Staunton. There are a variety of A.A. meetings accessible via http://www.aavalleyintergroup.org/where-and-when-meeting-list . UPDATED: 12/17/2020
Blue Ridge Area Narcotics Anonymous	800-777-1515	Due to public health concerns regarding coronavirus and recommendations to limit public gatherings, consider these alternatives to face-to-face meetings: check out https://brana.org/home/meetings/ to locate phone and online meetings. You can also call the 24-hour hotline at 1-800-777-1515 to find a meeting near you. UPDATED: 12/17/2020
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. At this time, VCSB does not have a reopen date for the Sanger's Lane location. Genoa Pharmacy remains open. EXISTING CLIENTS: Your Provider will contact you to set up Telehealth. If you are a NEW or FORMER CLIENT, please call 540-887-3200 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: 12/17/2020
COUNSELING & EMOTIONAL SUPPORT SERVICES		
Augusta Health Behavioral Health Services	540-213-2525/ 540-941-2525	Outpatient Behavior Health has resumed in-person visits. The hours are: Monday – Thursday from 8 am – 6 pm, Friday from 9 am – 3 pm. The Intensive Outpatient Program resumed on Monday, June 15, 2020. UPDATED: 12/17/2020

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COUNSELING & EMOTIONAL SUPPORT SERVICES (continued)		
Compass Youth & Family Services	540-949-7045/ 540-480-2050	Compass is closely following state, federal, and licensing agency guidelines and recommendations to promote the health and safety of their clients, families, and staff. Compass remains committed to the provision of care for the mental and behavioral healthcare needs of the community during this crisis. Please call to inquire about services. UPDATED: 12/17/2020
FairField Center (Mediation)	540-434-0059/ 800-653-0019	The FairField Center offers a broad range of conflict resolution services and training for individuals, businesses, and organizations with one goal in mind: SOLUTIONS. Don't let COVID-19 escalate existing disagreements. FairField Center can provide mediation, coaching, and training services online. Call them today for your options. UPDATED: 12/17/2020
VCE Augusta Financial Counseling	540-245-5750	Virginia Cooperative Extension is open Monday through Friday from 8 AM-5 PM. Face masks are recommended. Please contact the office to schedule an appointment or find out what opportunities are available at this time. UPDATED: 12/17/2020
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. At this time, VCSB does not have a reopen date for the Sanger's Lane location. Genoa Pharmacy remains open. EXISTING CLIENTS: Your Provider will contact you to set up Telehealth. If you are a NEW or FORMER CLIENT , please call 540-887-3200 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: 12/17/2020
Valley Hope Counseling Center	540-941-8933	Valley Hope Counseling Center is happy to once again be offering in-person counseling, with appropriate precautions, as well as continuing their tele-health options. Contact them for more information. UPDATED: 12/17/2020
Valley Pastoral Counseling Center	540-943-8722/ 540-886-5757	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. Some therapists are doing occasional office visits. 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, and your therapist can provide you the necessary information to get started. New Clients: You may leave a voicemail for Stephanie Sterling, Clinical Coordinator, if you wish to make an initial appointment as they are currently accepting new clients. 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. UPDATED: 12/17/2020
Virginia Center for Family Relations	540-885-3481	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 HIPPA compliant. Since this health crisis began, most insurances do cover video conferencing (also called telehealth) for mental health counseling. For some people, they would like to keep the insurance out of their personal business and they are more comfortable with

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Virginia Center for Family Relations (continued)	540-885-3481	self-pay. VCFR is a provider with most major insurance companies. Call your insurance company to verify that VCFR is indeed a provider with your particular insurance coverage. UPDATED: 12/17/2020
FOOD/CLOTHING/FUEL		
Blue Ridge Area Food Bank	540-248-3663/ 800-296-3663	BRAFB suggests that people in need of food assistance call their local food pantry or meal program before visiting to confirm hours of operation. Distribution plans may change quickly and without much warning. To find a food pantry, use their website tool: www.brafb.org/find-help . The Governor is requiring the use of face coverings in public spaces; at the Food Bank they ask all volunteers and visitors to wear face coverings in our facilities. They can provide a mask when needed. UPDATED: 12/17/2020
Goodwill Thrift Stores	Staunton: 540-886-8910 Waynesboro: 540-941-8526 Verona: 540-248-0547	Most Goodwill retail stores have returned to normal operating hours of Monday – Saturday 8 am to 8 pm & Sunday 12 pm to 6 pm. The Staunton Outlet will not be reopening in its current location. Goodwill is looking for another location for the Outlet and will update its customers when a decision is made. Customers may continue to shop online at https://www.shopgoodwill.com/roanoke . Donation Centers in stores will operate the same hours as store hours. Many Mission Services Offices and Jobs Campuses have reopened. 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. Tours of the Goodwill facilities and mission services will be cancelled until further notice, including The Real Goodwill Tour. Upon reopening, the following measures are in place to ensure the safety of our employees, shoppers, and donors: • Social distancing is a top priority. New signage provides guidance for customers and employees. • Stores will abide by the Governor’s requirements for the number of patrons. During peak times it may be necessary to set time limits to ensure everyone has an opportunity to shop. • Masks are required following CDC and VDH guidelines for proper usage, including being worn by store employees as required by Forward Virginia guidelines. • Employees are wearing gloves in the donation area and sometimes on the sales floor. • Dressing rooms are closed. • Water fountains are closed. UPDATED: 12/17/2020
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: 12/17/2020
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. UPDATED: 12/17/2020
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. “Grab and Go” lunch is available on

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Salvation Army-Waynesboro/Augusta (continued)	540-943-7591	Fridays from 11:30 AM-12:15 PM. The Salvation Army Social Services office is open (Mon.-Fri.: 9:30-11:30 a.m. & 1:30-3:30 p.m.) to assist people with applying for assistance. UPDATED: 12/17/2020
FOOD/CLOTHING/FUEL (continued)		
Salvation Army-Staunton/Augusta	540-885-8157	During this time of the COVID-19 pandemic, SA-Staunton is still helping with rent, utilities, and mortgages, baby supplies, and food pantry assistance. Please contact them if you need assistance or have any questions at 540-885-8157. The Salvation Army of Staunton has resumed its 11:00 AM Worship Service in their chapel. The Salvation Army's Family Store is open Tuesday-Saturday 9am-4pm and pickups are on a Thursdays by appointment by calling (540) 886-9830. Their Online Boutique sales on Mondays every week via The Salvation Army Staunton- Facebook. UPDATED: 12/17/2020
Salvation Army-Harrisonburg	540-434-4854	SA-Harrisonburg is still open! However, there are modifications in place. The food pantry is open each morning except for Wednesday. They are following CDC guidelines for the workplace and shelter in regards to sanitation and hygiene. You must wear a mask upon entry into the facility. The shelter is operating as normal while taking precautions and following CDC guidelines. They are asking all visitors who have fever, coughing, and other COVID symptoms to please refrain from visiting. UPDATED: 12/17/2020
Valley Program for Aging Services	540-949-7141/ 800-868-8727	Meals on Wheels Meals and other critical supplies 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. They are also conducting safety checks by phone to these individuals. UPDATED: 12/17/2020
WIC – Staunton/Augusta Health Dept.	540-332-7830	Due to COVID-19 (Coronavirus), most WIC clinics in Virginia are temporarily closed to visitors. However, staff are available to help you by phone. Call your local WIC Office or 1-888-942-3663 for assistance with your benefits. Contact them by phone or e-mail (https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/) with questions. UPDATED: 12/17/2020
WIC – Waynesboro Health Dept.	540-949-0137	Due to COVID-19 (Coronavirus), most WIC clinics in Virginia are temporarily closed to visitors. However, staff are available to help you by phone. Call your local WIC Office or 1-888-942-3663 for assistance with your benefits. Contact them by phone or e-mail (https://www.vdh.virginia.gov/wic-participants/sample-page/contact-us/) with questions. UPDATED: 12/17/2020
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: 12/14/2020
ERMA Food Pantry	540-249-5893	Pantry is open on Monday's beginning at 6:30 p.m. (closed on the 5 th Monday). 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: 12/14/2020

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FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
Bethany UMC	540-234-8880	The Bethany Food Pantry is open every Monday from 4:00-5:30 p.m. unless Augusta Co. schools are closed due to inclement weather. They will be operating on a drive-thru basis for the foreseeable future. UPDATED: 12/14/2020
Craigsville 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: 12/14/2020
Fishersville UMC	540-779-0640	The FUMC Food Pantry is open each Tuesday from 12:00-2:00 p.m. Bring your photo I.D. People will drive up, indicate what food is needed, and food is brought to the vehicle. UPDATED: 12/14/2020
Kingsway Help Center	540-377-5708	Kingsway Help Center is open the third Wednesday of each month from 9:30-11:30 a.m. and 1:30-4:30 p.m. for distribution of food. Distribution will be drive-thru only. UPDATED: 12/14/2020
Mint Springs UMC	540-337-3507	The Helping Hands Food Pantry will be open on the 4 th Thursday from 4:00-6:00 p.m. It will be drive-thru only. UPDATED: 12/14/2020
Calvary UMC	540-337-2980	The food pantry is open on Mondays and Thursdays at 2:00-5:00 p.m. UPDATED: 12/14/2020
Rejoicing Life Church	540-337-2447	The food pantry is operating on its normal schedule of the 1 st and 3 rd Saturdays from 11 AM-1 PM. Pull up to the sidewalk and volunteers will load a box of food into your car. If you need food outside of these scheduled hours, please contact Nancy at 540-337-2447. UPDATED: 12/14/2020
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 6:00-8:00 p.m. Please bring a photo ID and proof of address. Call 540-248-7777 for guidelines on qualifying for food assistance. UPDATED: 12/14/2020
Verona Community Food Pantry	540-430-2844	VCFP is open on Mondays, Wednesdays, and Thursdays from 9-11 a.m. and on Tuesdays from 4:30-5:45 p.m. You must arrive by quarter till the hour in order to have time to pick up your food. To obtain food, please 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 and then drive around. Two pre-packed boxes will be placed in your car. Please make sure you have room for them before coming to the VCFP. Closed 12/25/2020 and 12/31/2020. UPDATED: 12/14/2020
Blue Ridge Area Food Bank	540-248-3663	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. Before visiting the Food Bank or a local food pantry or meal program: BRAFB suggests 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. To find a food pantry, use their website tool: www.brafb.org/find-help . The Governor is requiring the use of face coverings in public spaces. The Food Bank now asks all volunteers and visitors to wear face coverings in their facilities. They can provide a mask when needed. UPDATED: 12/14/2020
Lyndhurst UMC	540-943-8057	The food pantry is open the second Thursday of each month. The hours are from 5:00-6:30 p.m. The food pantry is drive thru at this time. Please call the church prior to showing up. The food pantry serves mainly the Lyndhurst community. UPDATED: 12/14/2020

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FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
Valley Mission	540-886-4673	Valley Mission is open for meals. Monday through Friday, walk in clients are served breakfast at 6:45 a.m.; lunch at 12:00 p.m.; and dinner at 5:00 p.m. On Saturday and Sunday, brunch is served at 9:30 a.m. and dinner is at 4:00 p.m. UPDATED: 12/14/2020
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. UPDATED: 12/14/2020
Central UMC	540-886-3441	The food pantry is available on Wednesdays and Saturdays from 10:00 to 11:30 a.m. Noon Lunch has re-opened! Tuesday through Friday from 11:30 AM-12:00 PM, Central UMC will offer lunch. Drive-in or walk up to Central Curbside (Beverly Street where they had the soup ministry). <i>Please observe social distancing and wear a face mask.</i> UPDATED: 12/14/2020
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: 12/14/2020
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: 12/14/2020
Linden Heights Baptist Church	540-886-1138	The food pantry is not available until further notice. People needing assistance may contact the church Monday-Thursday from 8 AM to 1 PM. UPDATED: 12/14/2020
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: 12/14/2020
First Baptist Church – Staunton	540-886-8333	The food pantry is open the 3 rd and 4 th Thursdays every month from 9:00-11:00 a.m. CDC guidelines will be posted and practiced to ensure safety for neighbors and workers. UPDATED: 12/14/2020
Calvary Baptist Church	540-885-5512	The food pantry is the 1 st and 3 rd Wednesdays of each month at 6:00-7:00 p.m. Curb side pick-up only. Drive up to the Mission House and people will come out to you at a safe distance. Provide your name and the number of people in your family and food will be brought out to you. UPDATED: 12/14/2020
First Presbyterian Church – Staunton	540-886-0704	First Presbyterian Church's Food Pantry will remain open Monday and Thursday of each week from 9:00 a.m.-12:00 p.m. To stay in the loop, everyone is encouraged to sign up to receive emails at stauntonfirst@gmail.com . UPDATED: 12/14/2020
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: 12/14/2020
Second Presbyterian Church	540-943-3211	Disciples Kitchen is offering <i>Grab and Go Lunches</i> on Mondays, Tuesdays, and Thursdays from 11:30 a.m.-12:00 p.m. <i>Grab and Go Dinner</i> is offered on Sundays from 4:00-4:30 p.m. Please call the church office (540-943-3211) for updates. UPDATED: 12/14/2020
Glen Kirk Presbyterian Church	540-943-2896	The food pantry will be distributing food on the first Monday of every month from 4:30-6:00 PM. To reserve a box of food, please contact Carol at 540-430-5331. UPDATED: 12/14/2020

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FOOD PANTRIES (continued) – Food pantries may change their distribution schedule. Please call the pantry before going to pick up food.		
First Presbyterian Church – Waynesboro	540-949-8366	Clients are presented with a shopping list of fresh produce and frozen food from which to choose which are delivered to the cars. 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. UPDATED: 12/14/2020
Main Street UMC	540-942-1179	The Pantry is operating Monday through Thursday from 9:30 to 11:00 a.m. UPDATED: 12/14/2020
Basic UMC	540-949-8947	Grab and Go Groceries is on Wednesdays from 6:00-6:30 p.m. On Saturdays, <i>Grab and Go Breakfast</i> is from 10:00-10:30 a.m. UPDATED: 12/14/2020
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: 12/14/2020
FARMER'S MARKETS		
 <i>All Farmer's Markets will match (double) SNAP benefits and there is no limit this year A customer can spend \$50 and get \$100 worth of fresh local foods. P-EBT also accepted!</i> 		
Staunton Farmers' Market	540-448-1937	Regular Hours: Saturdays, 7am-12 noon, APR-SEPT *NEW* FALL HOURS: Saturdays, 8am-12 noon, OCT-NOV 21st *NEW* WINTER MARKET: Saturdays, 10am-2pm, DEC 5th, 12th, 19th Farm, Food and Artisan Products from local vendors The Market is OPEN for browsing. SFM asks that you follow these rules: Stay home if you have any COVID-19 symptoms; maintain physical distancing of at least 6 feet; wear a mask/face-covering; avoid touching items, unless you intend to purchase; keep pets at home, no dogs permitted inside the market tents. As a reminder, SFM is accepting SNAP/WIC cards, as well as SNP coupons. SNAP/WIC participants, please see John Oakes to get your tokens. Location: the Wharf Parking Lot on Johnson St. in historic downtown Staunton. Please visit https://www.stauntonfarmersmarket.org/ for a list of participating vendors. UPDATED: 12/17/2020
FOOD – MISCELLANEOUS		
Kroger		To use Kroger Pickup, SNAP recipients select their preferred store location on Kroger.com or the Kroger app, shop for their groceries, choose a pickup date and time, and pick SNAP/EBT as the payment method. A store associate then picks and packs the order. Once notified that their groceries are ready, customers go to the store, look for the pickup signs in the parking lot, and pull into the designated spot and call the number on the sign. An associate then brings out the order and loads it into the customer's car. Those using an EBT card for payment present it at the time of pickup. Currently, EBT card customers can complete their transaction via a mobile point-of-sale system and pay for ineligible EBT purchases or any remaining balance with their debit or credit card. UPDATED: 12/17/2020
Walmart		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.

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Walmart (continued)		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. UPDATED: 12/17/2020
FOOD – MISCELLANEOUS (continued)		
VDSS is pleased to announce that effective May 29, 2020, SNAP recipients in Virginia may purchase food from approved online retailers using their EBT card! Currently, the approved online retailers are Amazon and Walmart. Both retailers provide information on their website about using EBT for online purchases. SNAP benefits may only be used to purchase eligible food. Delivery fees and other associated charges may not be paid for with SNAP benefits. UPDATED: 06/02/2020		
HOUSING – SHELTER		
Habitat for Humanity ReStore	540-886-1944	Due to the recent fire at the Staunton ReStore, this location will be closed until further notice. The Waynesboro ReStore at 252 Arch Avenue is open Thursday-Saturday 10 AM-4 PM (masks and social distancing required). UPDATED: 12/17/2020
Open Doors Shelter – Harrisonburg	540-578-3869/ 540-705-1908	Beginning November 4, 2020 Open Doors will provide low barrier overnight shelter services for those experiencing homelessness at the former Red Front Supermarket. The building, located at 677 Chicago Ave. in Harrisonburg allows Open Doors to provide shelter services through April of 2021. Beds are for adults 18+ on a first come, first served basis. Guest registration and health checks start at 6:30 PM. Open Doors is a shelter of last resort for anyone experiencing homelessness who may not qualify to stay at other shelters. For questions about shelter, call 705-1908 or e-mail office@valleyopendoors.org . UPDATED: 12/17/2020
Ruth's WARM House	540-324-8166	The shelter is open and accepting applications as residents move out. You can obtain an application at https://www.warmwaynesboro.org/get-help/ . UPDATED: 12/17/2020
SACRA (Staunton Augusta Church Relief Association)	540-886-3957	SACRA is open on Tuesdays and Wednesdays from 9:00-11:30 AM. They are assisting clients with food, cleaning products, and utility bills. If you need assistance with rent and/or housing, please contact Valley Homeless Connection at 540-213-7347. UPDATED: 12/17/2020
Salvation Army Shelter – Harrisonburg	540-433-2785	The shelter is accepting new residents as space becomes available. Call for details. UPDATED: 12/17/2020
Staunton Redevelopment & Housing Authority	540-886-3413	SRHA is currently closed to public but is available over the phone. Due to COVID-19, SRHA will be implementing the following effective immediately: • The office will be completely closed to the public. Applications will be posted on the door but there will be no doorbell and staff will not be letting anyone enter for any reason. They will conduct business by phone as efficiently as possible. • Anything they have 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 will be a black lock box installed to the right of the entrance door at the main office. DO NOT PUT MONEY IN THIS, it is only for paperwork. Staff will be checking the box daily. Your paperwork must be placed in an envelope with your name and address on it. If you have make a payment for any reason, it must be mailed to the main office. UPDATED: 12/14/2020

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
HOUSING – SHELTER (continued)		
StayHomeVirginia.com		Virginia Housing Development Authority has partnered with Governor Northam to create StayHomeVirginia.com, a website for housing-centered information about programs, services and resources to help Virginians who have experienced job or income loss and other impacts due to the COVID-19 crisis. It includes guidance on how to work with landlords, financial institutions, and others to sustainably utilize temporary eviction and foreclosure protections during this crisis. UPDATED: 12/17/2020
Valley Homeless Connection	540-213-7347	If you are in danger of, or experiencing, homelessness in Waynesboro, Staunton, or Augusta County, please call the Valley Housing Crisis Hotline at 540-213-7347 for universal intake. UPDATED: 12/17/2020
Valley Mission	540-886-4673	Valley Mission is open for meals. Individuals needing to stay at Valley Mission must call Valley Community Services Board's Housing Crisis Line at 540-213-7347 . UPDATED: 12/17/2020
WARM (Winter Shelter)	540-943-2190	Referrals/requests for shelter will continue to be managed through Valley Community Services Board's Housing Crisis Line at 540-213-7347 . UPDATED: 12/17/2020
Waynesboro Redevelopment & Housing Authority	540-946-9230/ 800-788-9742	The Waynesboro Redevelopment and Housing Authority is accepting applications for the Public Housing Program. Please contact them by phone to submit an application. Housing for the Housing Choice Voucher Program is currently closed. UPDATED: 12/17/2020
HOUSING – SHELTER – MISCELLANEOUS		
Virginia Rent and Mortgage Relief Program (RMRP) – Governor Ralph Northam today launched the Virginia Rent and Mortgage Relief Program (RMRP), which will provide \$50 million in federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding for households facing eviction or foreclosure due to COVID-19. RMRP will provide short-term financial assistance on behalf of households in the form of rent and mortgage payments. To identify the local RMRP administering organization for a household and to conduct a self-assessment for eligibility, visit dhcd.virginia.gov/eligibility or call 211 VIRGINIA by dialing 2-1-1 from your phone. Tenants and homeowners are encouraged to know their rights and responsibilities and pay their rent and mortgages on time if they are able. Visit StayHomeVirginia.com for additional information and resources. UPDATED: 12/17/2020		
MEDICAL AND DENTAL SERVICES		
Augusta Health	540-332-4000/ 540-932-4000	<u>Patient & Visitor Guidelines during COVID-19 Closings</u> The Business Office Building is now closed to the public. The Health Information/Release of Medical Information office on the second floor of the Cancer Center is also closed to the public. Augusta Health has implemented Restricted Visitation due to rising community COVID-19 infections. The purpose of this Restricted Visitation policy is to maximize infection prevention for patients and healthcare workers at the hospital and all Augusta Health locations. During Restricted Visitation, there will be no visitation for all inpatient and outpatient areas, except under the following conditions: Pediatric Patients: All patients under the age of 18 are allowed one parent/guardian for the duration of their visit. Labor & Delivery: One support person will be allowed for the duration of the patient's stay. Once they have been admitted to the unit they need to remain there with the patient and should arrive with all

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Augusta Health (continued)	540-332-4000/ 540-932-4000	necessities for the duration of their stay. If the support person leaves the premises, they will not be granted reentry. End of Life: Patients admitted for end of life evaluation or hospice care are allowed one visitor at a time. End of life is defined as anticipated death with a do not resuscitate order and/or planned withdrawal of life-sustaining interventions. If families are in the process of end of life decision making, up to two support persons will be allowed on the day of the meeting with providers. Adults with Cognitive, Behavioral, or Special Needs: One visitor for the duration of the patient's visit, for the patient's safety and well-being. Adults with High Illness Acuity or High Emotional Need: At the discretion of the front-line care team, one visitor per day for cases where the patient's severity of illness or emotional needs are such that loved ones are needed as part of the care team. Day of Hospital Discharge: One visitor in the final hours of the patient's hospital stay to facilitate informed and safe hospital discharge. Emergency Department: One support person for the duration of the visit when needed to safely provide care, including those patients with cognitive, behavioral, special needs, or high emotional need. A second support person will be considered on a case-by-case basis. Augusta Medical Group/Urgent Care/Outpatient Visit: One support person, essential caregiver for the duration of the office visit when needed to safely provide care. Visitor Requirements All Visitors Will: Be screened at hospital or practice entrance and not have symptoms of Covid-19 or influenza infection. Have their temperature checked (<100°F) and perform hand hygiene at entry. Wear a mask during the duration of their visit. Practice social distancing during their visit. Perform hand hygiene when entering or leaving a patient's room. Be at least 16 years of age. Restrict their movements in the hospital to the patient's room, restrooms, and entrance/exit paths. The cafeteria will not be open to visitors during Restricted Visitation. All support persons and visitors should wait in their vehicles during patient procedures, and will be contacted for patient pick-up at time of discharge. What are other options for visitation during this time? Augusta Health knows it's hard to not be with your loved ones when they are sick or receiving care. During this time they have dedicated Family Liaisons who can assist and help you stay in touch with the patient and their provider. You or your family may request involvement with a Liaison by calling (540) 332-4569. If you are sick and think you have been exposed, call the Augusta Health COVID Care Call Center: (540) 332-5122. There are a team of nurses answering calls Monday–Friday from 8 am–4:30 pm.

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Augusta Health (continued)	540-332-4000/ 540-932-4000	Augusta Health's COVID-19 Assessment Center is located at the Waynesboro Urgent Care at 201 Lew Dewitt Boulevard in Waynesboro. The COVID-19 Assessment Center is open seven days a week from 8 am until 7 pm. At the Assessment Center, patients can be evaluated, treated and educated about respiratory illness and tested for COVID if the test is indicated. The COVID Care Call Center and COVID-19 Assessment Center work together to see patients effectively while reducing possible exposure of others to COVID-19. UPDATED: 12/17/2020
MEDICAL AND DENTAL SERVICES (continued)		
Augusta Regional Clinic (Medical and Dental Services)	540-221-6723- Medical 540-221-6635 Dental	Augusta Regional Medical clinic permanently closed on July 1, 2020. The Dental Clinic remains open. Dental: open for emergency dental visits. If you are having a severe tooth ache or think you have an infection and/or swelling, please call so staff can triage you over the phone and try to fit you in. Pharmacy: the pharmacy permanently closed on April 23, 2020. UPDATED: 12/17/2020
Dept. of Health – Staunton/Augusta	540-332-7830	Please call ahead before seeking medical care. UPDATED: 12/17/2020
Dept. of Health – Waynesboro/Augusta	540-949-0137	Please call ahead before seeking medical care. UPDATED: 12/17/2020
Wilson Workforce & Rehab. Center	540-332-7000/ 800-345-9972	WWRC Staff are currently working, however the majority of staff are teleworking until 4pm on Friday, December 18th when the Center will close for Holiday Break. Staff will return to work on Monday, January 4, 2021. They will be providing limited in person services, by appointment only. WWRC hopes to open up residential services until they return in 2021, but this will be determined when they have enough data related to the COVID-19 health crisis. The exact date(s) and individual consumers have not been determined yet. If you are a DARS/WWRC consumer and have questions, please contact your DARS Field Counselor for attention while the Center is closed. Along with the rest of the Commonwealth of Virginia, WWRC is following CDC and VDH data and guidelines, as well guidance from the Governor's advisory team and the Virginia Department of Education. UPDATED: 12/14/2020
Western State Hospital	540-332-8000	Patient visitation is suspended until further notice. Please call (540) 332-8101 for updated information. UPDATED: 12/17/2020
PAYEE / MONEY MANAGEMENT ASSISTANCE		
Social Security Administration	888-632-6896/ 800-772-1213	<u>Changes in Operations of Social Security Offices</u> For the safety of our community, local Social Security offices will only be able to provide services over the phone or online. The Social Security Administration recommends that you first try to use their online services before calling (https://www.ssa.gov/onlineservices/) for quicker results. To find your local Social Security office's phone number, please go to https://secure.ssa.gov/ICON/main.jsp . If you are unable to utilize the zip code look up feature online, you can also call their national number toll-free at 1-800-772-1213. <u>Online Services</u> Social Security offices offer secure and convenient online services. These include: • Filing a claim for retirement, disability, or Medicare benefits; • Requesting a replacement Social Security card (includes Virginia); • Requesting a replacement Medicare card; • And more!

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Social Security Administration (continued)	888-632-6896/ 800-772-1213	The Social Security Administration has a comprehensive FAQ webpage at https://faq.ssa.gov/en-US/ to answer most of your Social Security questions online, without having to speak with a Social Security representative. It contains a wide range of topics, such as Medicare, Social Security Payments, Supplemental Security Income (SSI), and many others! <u>Replacement Card Requests</u> You may be able to request a replacement card online with your personal my Social Security account at www.ssa.gov/myaccount. Visit the Social Security Number and Card page at https://www.ssa.gov/ssnumber/ to learn how. If you cannot request a replacement card online, call your local office and request to have one mailed. <u>Will SSA extend their deadlines to provide documentation and other information?</u> Yes. Due to the COVID-19 pandemic, SSA is working to extend deadlines. • If SSA asked you to contact them by a certain date, please do not come to their office. You can contact them once their offices reopen to the public or you can mail your documents to them. They will follow up with you once the COVID-19 pandemic subsides. 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. Disability Determination Services (DDS) Operating Status: State DDSs have experienced periodic closures related to the COVID-19 pandemic. If you have a question about the operating status for a specific state DDS, we recommend calling the DDS. If your attempt to reach a DDS by telephone is unsuccessful (e.g., no answer, no returned call within 24 hours of leaving a message), we recommend contacting the Social Security Regional Communications Director (see list at https://www.ssa.gov/agency/rcds.html) for that specific state DDS. UPDATED: 12/17/2020
TRANSPORTATION		
BRCC Shuttle	540-943-9302	The BRCC Shuttle is operating according to schedule. Please see their web site (https://www.brcc.edu/services/shuttle) for route information. UPDATED: 12/17/2020
BRITE Bus Transit Services	540-943-9302	BRITE Bus provides fixed-route and ADA-Compliant Paratransit service. If utilizing BRITE Access, paratransit service, be sure to call in advance, at least the day prior, to request your trip. For more info on BRITE Bus routes and times visit the website or connect on Facebook. Customer and employee safety remain top of mind, and as part of safety measures, those passengers able to safely do so will be required to wear face coverings on the bus. December: 250 Connector Detour (Staunton Mall) Due to paving, the 250 Connector can't always access the Dollar Tree in Staunton (Staunton Mall). The 250 Connector is detouring onto Barterbrook Road to the rear entrance of the Mall and Gazebo. Please call 540-943-9302 with any questions.

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
Brite Bus Transit Services (continued)	540-943-9302	C Street (Staunton) Reroute Due to safety, effective Monday, December 7, 2020, and going forward, the Staunton North Loop and Saturday Night Trolley will no longer travel the entirety of C Street. The routes will now travel Grubert Street and Hickory Street to access Gypsy Hill House. If you have further questions, please call the customer service number 540-943-9302. FACE MASKS REQUIRED Effective Friday, May 29, 2020, Virginia Executive Order 63 requires everyone to wear a face covering on the bus to limit the spread of COVID-19. UPDATED: 12/17/2020
TRANSPORTATION (continued)		
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. They are enhancing sanitization practices of transport vehicles and implementing health screenings of all staff and volunteers. UPDATED: 12/17/2020
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. 14th Street-18th Floor, Richmond, VA 23219. Her e-mail address is: carol.berg@dvs.virginia.gov. ADDED: 04/21/2020
Virginia Dept. of Veterans Services	540-332-8900	Their Staunton offices are open for face-to-face appointments Tuesday-Thursday and continue to provide assistance, virtually, on Mondays and Fridays. Please call for an appointment; currently not seeing walk-in clients and there is no lobby or waiting room available. All persons entering VDVS offices must wear face masks or face coverings and are asked to not bring along guests to their appointment unless necessary. Telephone and e-mail services will continue to remain available for veterans and family members. For Virginia Veteran and Family support, call 540-684-7822. UPDATED: 11/16/2020
MISCELLANEOUS		
Augusta Health's COVID Care Call Center	540-332-5122	If you are sick and think you have been exposed, call the Augusta Health COVID Care Call Center: (540) 332-5122. There are a team of nurses answering calls Monday–Friday from 8 am–4:30 pm. Augusta Health's COVID-19 Assessment Center is located at the Waynesboro Urgent Care at 201 Lew Dewitt Boulevard in Waynesboro. The COVID-19 Assessment Center is open seven days a week from 8 am until 7 pm. At the Assessment Center, patients can be evaluated, treated and educated about respiratory illness and tested for COVID if the test is indicated. The Assessment Center is open 9 am-5 pm on December 24th and is closed on December 25th. The COVID Care Call Center and COVID-19 Assessment Center work together to see patients effectively while reducing possible exposure of others to COVID-19. UPDATED: 12/17/2020

AGENCY	PHONE #	CHANGES IN SERVICES DUE TO COVID-19
MISCELLANEOUS (continued)		
COVID-19 Virginia Resources		In efforts to be a direct resource to Virginians facing challenges related to COVID-19, VDSS has spearheaded the launch of a brand new COVID-19 Virginia Resources (https://covid.virginia.gov/) website and COVID VA mobile app (available today for iOS users in the App Store and Android users at Google Play). Designed as a “one-stop” resource for individuals, families and businesses to access benefits, services and critical information, the website and app aim to connect an essential need - whether food, child care, healthcare, housing, unemployment insurance, or more - with an immediate and actionable resource. UPDATED: 12/17/2020
Shenandoah Valley Social Services	<u>Phone:</u> Verona Office: 540-245-5800/ W’boro Office: 540-942-6646 <u>Fax:</u> Verona Fax: 540-245-5804/ W’boro Fax: 540-942-6569	Effective <u>Monday, July 6, 2020</u>, Shenandoah Valley Social Services is open to the public from 8:00 a.m.-5:00 p.m. Monday through Friday. <i>People are still encouraged to apply online or via telephone and to contact their Eligibility Workers via phone, fax, or e-mail, if possible.</i> 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.) EBT Cards EBT cards can be issued via the mail or during office hours. If possible, please inform your worker if you plan on picking up your EBT card during office hours prior to coming to the office. 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. After business hours, please call the following hotlines, which are open 24 hours a day: • Virginia Child Protective Services hotline: 1-800-552-7096 • Virginia Adult Protective Services hotline: 1-888-832-3858 UPDATED: 12/17/2020
United Way	540-885-1229	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. Also, there are helpful resource lists, school updates, food bank information, rental/mortgage assistance resources, and child care information. A good place to start looking if you need details about local agencies/services. UPDATED: 12/17/2020