



Thursday, March 12, 2020

Dear WWCM Clients,

Western Wake Crisis Ministry is aware of challenges posed by the rising number of confirmed cases of the Coronavirus (COVID-19) in the U.S. and in Wake County. We are sensitive to the growing needs of the neighbors we serve.

Beginning Monday, March 16, 2020, we will implement the contingency plan outlined below. We are asking everyone to please be patient as we work on solutions that will keep us open and serving the community while also practicing social distancing and other measures to reduce the spread of the virus.

Western Wake Crisis Ministry Coronavirus (Covid-19) Contingency Plan

We will limit the number of people in our facility including staff and volunteers. Everyone will be asked to keep appropriate physical distance from one another and to maintain good hygiene and cleaning practices.

Anyone who is showing any signs of illness is asked to stay home and follow CDC recommendations before coming to Western Wake Crisis Ministry. Clients who are showing signs of illness or who have any compromising health conditions, especially seniors, are asked to contact Western Wake Crisis Ministry at 919-362-0657 and speak with a staff member for possible alternative services.

Food Pantry Services

Curbside food pickup will be available Mon – Thurs from 11am - 2pm and on the 2^d and 4th Thursday evenings from 6:30pm - 8:00pm. Choice shopping inside the pantry is suspended temporarily. Requirements: Apex, New Hill, Friendship, Holly Springs, and Fuquay Varina neighbors are welcome to shop once every 30 days. Bring valid picture ID and proof of residence (utility bill or lease). Once you arrive, please follow the directions given by Western Wake Crisis Ministry staff and volunteers.

We ask that you plan your trip to WWCM throughout the morning rather than lining up at 11am. Consider coming at noon or later to reduce long lines, wait times, and traffic in the parking lot. If the parking lot becomes full, some people will be asked to leave and come back later. Please do not arrive before 11 am. As we bring food back and forth to cars, please also, be extra careful and watch for people when entering and leaving the parking lot.

Resource Assistance Including Financial Aid

Resource assistance will be managed remotely via email and phone or teleconference meetings. **To request resource assistance, call 919-362-0657 between 11 am and 2 pm Monday through Thursday.** If you must leave a message, please keep it short, speak slowly and clearly, and leave a call back number. A Support Volunteer will return the call. If you have not heard from us in 2 business days, please call again. All required documentation will need to be provided by email to complete the request. The Support Volunteer will walk you through this process. If you are eligible for Wake County Emergency Assistance, please use that resource before contacting Western Wake Crisis Ministry and have documentation showing their decision. The Southern Regional Center is located at 130 N Judd Pkwy NE, Fuquay-Varina, NC 27526 and can be reached at (919) 557-2501. NOTE: Resource Assistance is available to residents of Apex, New Hill, Friendship and Holly Springs. Residents of Fuquay-Varina and Willow Springs may qualify for assistance only with a referral from [FACES](#).

Duration of the Coronavirus (Covid-19) Contingency Plan

This contingency plan will be in place until further notice. Western Wake Crisis Ministry will evaluate weekly and update it as necessary following guidance from the CDC as well as state and local public health officials (NC DHHS and Wake County Government). See below links:

- <http://www.wakegov.com/covid19/Pages/default.aspx>
- <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response->

All contingency plans are subject to capacity based on volunteers, food and financial resources. Check our website for updates at www.wwcm.org

Other tips to consider as you prepare for these uncertain times

- **Do all that you can to reduce the spread of the virus**– see the links above (CDC, Wake County and NC Health and Human Services) for accurate information about the virus and what you can do.
- **Plan ahead for childcare** in the event that schools close for an extended period of time. Consider sharing childcare with neighbors or friends so that each of you can minimize the number of workdays missed.
- **Save money as much as possible.** If you get a tax refund, don't spend it. If you can save even \$10 a week or month, save whatever you can. Use a notebook to track your spending. This can help increase awareness of extra spending that could be saved instead.
- **Keep documentation from your employer regarding your loss of time and income,** especially if you lose work related to Coronavirus closures or layoffs. Negotiate with the utility company, landlord, and others for payment plans or extensions if possible. Some companies will be trying to reduce the hardships due to Coronavirus.
- **Conserve food.** The amount that you get from Western Wake Crisis Ministry and other pantries will be dependent on supply and demand. If we have a significant increase in need while there is a decrease in donations, we may be required to reduce the monthly amount that we can provide. We will do our best to keep up our standards regarding the amount of food received. **However, don't hesitate to use us as a resource to access food if you need it!**
- **Share food.** While we are providing pre-packaged food rather than choice shopping, we know you will receive some items that are not to your liking. Please do not waste any food. Give it to a neighbor or return it to WWCM so that we can redistribute. This is not ideal. Thank you for your patience.
- **Stay connected with friends and family.** Being socially isolated can be hard on us because we need each other. One way to keep your spirits up during this time when churches are closed and group gatherings are canceled, is to simply keep having fun and staying connected with your friends and family. Share the love and support one another.

Be safe. We appreciate you and we wish you well.

In peace,

Beth Bordeaux
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wwcm.org
919-362-0657

