



Thursday, March 12, 2020

Dear Friends and Neighbors,

We are entering into a time like we've never seen before. The Coronavirus, Covid-19, is threatening our systems and our loved ones. It threatens our neighbors who already face hardships, financial and health related. Hourly-wage service jobs may not accommodate telecommuting so there will be significant loss of income. If or when schools close, families that depend on school breakfast and lunch will face a deeper food insecurity. Our elderly neighbors are already being asked to remain at home making access to basic supports, like food, less accessible. **When our community suffers, our most vulnerable neighbors feel it the most.**

Western Wake Crisis Ministry is joining with those who are able, to meet these challenges head on. Beginning Monday, March 16, 2020, we will implement the contingency plan outlined below. While we are having to retreat to our homes and practice "social distancing," this does not render us helpless or unhelpful! It is exactly in times of community-level crisis like this that we join forces and work to support our most vulnerable neighbors. At the bottom of this message, there is a list of ways that you can help now.

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

Western Wake Crisis Ministry will follow guidance from the CDC as well as state and local public health officials (NC DHHS and Wake County Government). See the following links:

<http://www.wakegov.com/covid19/Pages/default.aspx>

<https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

We will limit the number of people in our facility to no more than 14 (staff, volunteers, and clients). Everyone will be asked to keep appropriate physical distance from one another and to maintain the good hygiene and cleaning practices that are posted around the building.

Volunteers with any compromising health condition (i.e. diabetes, heart or lung disease, immune deficiencies, etc.), especially seniors, will be asked to suspend their service until further notice.

Volunteers and staff who are showing any signs of illness, cold or fever are asked to stay home and follow CDC recommendations for when to return to service.

Food Pantry

Curbside pickup will be available during our regular business hours: Mon – Thurs from 11am - 2pm and on the 2nd and 4th Thursday evenings from 6:30pm - 8:00pm. Choice shopping inside the pantry is suspended temporarily. Requirements: Apex, New Hill, Friendship, Holly Springs, Fuquay Varina and



Willow Springs neighbors are welcome to shop once every 30 days and should bring a valid picture ID and proof of residence (utility bill or lease).

Resource Assistance

Resource assistance will be managed remotely via email and phone or teleconference meetings. To request resource assistance, call 919-362-0657 during regular business hours: Mon – Thurs from 11am - 2pm. A Support Volunteer will return the call. All required documentation will need to be provided by email to complete the request.

Impact Coaching

Impact Coaching is a new program that is just beginning at Western Wake Crisis Ministry. Eleven volunteers have been through 16 hours of coach training with an ICF Certified Professional Coach. They work with clients one on one to make a plan and work towards achieving personal goals that lead to social and economic stability that is sustainable. We will continue to have regular meetings with volunteer coaches by teleconference, however, the launch of the coaching program will be suspended temporarily.

Social Work Services

Our Social Worker provides both brief and intensive case management for clients dealing with complex issues and for those enrolled in the HOME Project. These services will also continue by phone or teleconference.

Duration of the Coronavirus (Covid-19) Contingency Plan

This contingency plan will be in place until further notice. We will evaluate weekly and update it as necessary following the regulations and advise of local, state and federal leaders. All contingency plans are subject to capacity based on volunteers, food and financial resources.

You Can Help Now

First and foremost, we need your financial support. WWCM works on a shoestring budget and we will continue to be diligent stewards of the funding we receive. However, one of the greatest needs we anticipate is financial assistance to keep the lights turned on and prevent eviction in this season when work hours will be compromised. [GIVE HERE](#) or contact Sherry Presnall, Donor Relations Manager (sherry.presnall@wwcm.org) if you would like to transfer stocks or discuss other ways of giving.

Secondly, please donate food. We will not stop providing food for those who need it. Food donations are accepted Mon – Thurs from 9am – 2pm or contact Tammi Greco, Operations/Pantry Manager (tammi.greco@wwcm.org) to make other arrangements for a large drop off. Consider donations of soup, pasta/sauce, canned meat/vegetables, and fast snack foods (crackers or cereal bars).

Finally, if you are healthy and able, consider volunteering. Go [HERE](#) for more information on volunteering.

Keep an eye on our [website](#) for any updates or operational changes.

