


# CONTENTS

 Click on a link below to jump to a specific section. Looking for something specific? Use EDIT > FIND (or Ctrl + F on a PC, Command + F on a Mac/Apple) to find certain words or phrases.

## COMMUNITY RESOURCES for Wake County older adults, adults with disabilities, and their families during Covid-19

**\*\* Click [At-home Covid-19 vaccination resources](#) for information about free COVID-19 tests.**

### Activities, recreation & education

- [Senior centers](#)
- [Other](#)

### Benefits & financial assistance

- [Benefits & financial assistance \(general\)](#) (stimulus checks; unemployment)
- [Housing-related assistance](#) (assistance with rent or utilities; eviction prevention)

### Caregiver resources

### Covid-19 information

- [For all populations](#)
- [For older adults, adults with disabilities, & caregivers](#)

### Covid-19 testing and treatment

### Covid-19 vaccine

- [Vaccine information](#)
- [Vaccination sites](#) (and how to sign up)
- [Transportation to vaccination sites](#)
- [At-home Covid-19 vaccination resources](#)
- [Free at- Home Covid tests](#)

### Emergency preparedness

### Food, groceries & shopping

- [Free food distribution sites](#) (food pantries)
- [Grocery delivery or curbside pick-up](#)
- [Shopping/errand assistance](#)
- [Stores with designated shopping hours for high-risk populations](#)

### Health care resources

- [Medicare & SHIP counseling](#)
- [Pharmacies that offer free delivery of prescriptions](#)
- [Other health care resources](#)

### Mental health, wellness & support

- [Mental health care & counseling](#)
- [Social support & community connections](#)
- [Virtual support groups](#)

### Scams, fraud & consumer protection

### Tax preparation assistance

### Technology assistance

### UPDATES: As of 1/06/22:

#### **Wake County's indoor Mask Mandates:**

**Raleigh, Garner, Knightdale, Morrisville, Rolesville, and Zebulon.**

**Boosters are now available to all North Carolinians 18 and older. If you are over 50 or high-risk, you should get a booster now.**

You are eligible for a booster if:

- You are 18 or older, and
- You received your second/final dose of the Pfizer or Moderna vaccines more than SIX months ago, or
- You received your Johnson & Johnson vaccine more than TWO months ago.
- Pfizer-BioNTech Booster is now available for **12 years and older.**

**\*\*As of 12-1-21, all Covid tests must be done by Appt only in Wake County.**

See [North Carolina's](#) Covid-19 Dashboard [here](#).

See [Wake County's](#) Covid-19 homepage [here](#).

### ACCESSIBILITY ICONS



Resource is accessed **online**



Resource is accessed via **phone call**



Resource is accessed via **text message**

## CHANGES AND CLOSURES to existing programs and services

## [VOLUNTEER & DONATION OPPORTUNITIES](#)

# COMMUNITY RESOURCES

for Wake County older adults, adults with disabilities, and their families during Covid-19

## Activities, recreation & education

[Senior centers](#)




[Other](#)











### Senior centers

<b>Apex Senior Center</b> 63 Hunter Str., Apex, NC 27502	<b>Open Monday-Friday, 8 AM to 5 PM</b> <ul style="list-style-type: none"><li>See <a href="#">Website</a> for more information or call the Center at <b>919-249-3354</b></li><li>Senior activity calendar available on website</li><li><b>Masks are required</b> in public areas at all times while in the building.</li></ul>
<b>Anne Gordon Center</b> (Raleigh) 1901 Spring Forest Rd., 27615	<b>Open Monday-Friday, 9 a.m. to 5 p.m.</b> <ul style="list-style-type: none"><li>See <a href="#">website</a> for more information or call the Center at <b>919-996-4720</b>.</li><li>See the Raleigh Active Adults Program June-August brochure of programs <a href="#">here</a>.</li><li><b>Masks are required</b> in public areas at all times while in the building.</li></ul>
<b>Cary Senior Center</b> 120 Maury O'Dell Pl., 27513	<b>Open Monday- Friday, 9 a.m. to 6 p.m.</b> <ul style="list-style-type: none"><li>See <a href="#">website</a> for information about programs and classes or call the Center at 919-469-4081.</li><li>Masks are not required in public areas at all times while in the building.</li></ul>
<b>Eastern Wake Senior Center</b> (Wendell) 323 Lake Dr., 27591	<b>Open for in-person, hybrid, and virtual classes as of 7/6/2021.</b> Call the Center to be added to the email newsletter list to learn more about new classes as they are announced. <ul style="list-style-type: none"><li>Call the Center at <b>919-365-4248</b> for more information, and/or to be added to the email newsletter list.</li><li>You can also follow <a href="#">Northern &amp; Eastern Wake Senior Centers</a> on Facebook.</li><li><b>Masks are required</b> in public areas at all times while in the building.</li></ul>
<b>Five Points Center</b> (Raleigh) 2000 Noble Rd., 27608	<b>Open Monday-Friday, 9 a.m. to 5 p.m.</b> <ul style="list-style-type: none"><li>See <a href="#">website</a> for more information or call the Center at <b>919-996-4730</b>.</li><li>See the Raleigh Active Adults Program June-August brochure of programs <a href="#">here</a>.</li><li><b>Masks are required</b> in public areas at all times while in the building.</li></ul>

<b>Garner Senior Center</b> 205 E. Garner Rd., 27529	<b>Open for a full schedule of programming starting in June.</b> <ul style="list-style-type: none"> <li>See <a href="#">website</a> for more information and a listing of August 2021 programs, or call the Center at <b>919-779-0122</b>.</li> <li><b>Masks are required</b> in public areas at all times while in the building.</li> </ul>
<b>Morrisville Senior Center</b> 4117 Davis Dr., 27560	<b>Open Monday-Thursday, 9 a.m. to 7 p.m. and Friday 9 a.m. to 6 p.m., Saturday 9 a.m. to 3 p.m.</b> <ul style="list-style-type: none"> <li>See <a href="#">website</a> for more information and a listing of programs, or call the Center at <b>919-463-7140</b>.</li> <li><b>Masks are required</b> in public areas at all times while in the building.</li> </ul>
<b>Northern Wake Senior Center</b> 235 E. Holding Str., <b>(Wake Forest)</b>	<b>Open Monday- Friday, 8 a.m. to 5 p.m. for in-person, hybrid, and virtual classes</b> <ul style="list-style-type: none"> <li>Call the Center at <b>919-554-4111</b> for more information, and/or to be added to the email newsletter list.</li> <li>You can also follow <a href="#">Northern &amp; Eastern Wake Senior Centers</a> on Facebook.</li> <li><b>Masks are required</b> in public areas at all times while in the building.</li> </ul>
<b>Walnut Terrace Center</b> (Raleigh) 1256 McCauley St., Suite 126, 27601	<b>Open Monday-Friday, 9 a.m. to 5 p.m.</b> <ul style="list-style-type: none"> <li>See <a href="#">website</a> for more information or call the Center at <b>919-996-6160</b>.</li> <li>See the Raleigh Active Adults Program June-August brochure of programs <a href="#">here</a>.</li> <li><b>Masks are required</b> in public areas at all times while in the building.</li> </ul>

## Other

<b>Dance for PD</b> 	<b>Live-streamed dance classes for people with Parkinson's</b> , including Dance for PD, Pilates for PD, Sing for PD, and Yoga for PD. See <a href="#">here</a> (scroll down) for dates and times and to tune in to watch. Archive of past classes is also available.  <b>"Dance by Phone" initiative</b> with activities explained via phone, for people without access to internet or digital technology. Call 1-800-957-1046 and follow the prompts to pick an activity of your choice (current offerings include: Sun Salutation; Hand and Foot dance; Broadway number). See <a href="#">here</a> for more information. You can use the <a href="#">Contact Us</a> page on their website to request a postcard about this initiative be sent to someone you think may be interested.
<b>Duke Dementia Family Support Program</b> 	<b>Collection of activity ideas to do at home, especially with loved ones with dementia</b> , on their <a href="#">website</a> . Includes links to exercise classes, musical performances, nature livecams, and craft activities. Follow on <a href="#">Facebook</a> for updates.
<b>Go4Life</b> 	<b>Online workout videos for older adults</b> from the National Institute on Aging on YouTube. Click <a href="#">here</a> to see all NIA YouTube videos, or go to specific "playlists": <a href="#">exercise videos</a> ; <a href="#">workout videos</a> ; <a href="#">balance exercises</a> ; and <a href="#">stretches</a> . Videos range from 10 minutes to 60 minutes.

<b>Lifetime Connections Without Walls</b> 	<b>Telephone activities programs.</b> Register for programs you're interested in, and the system calls you at the time of the sessions (can be a cell phone or landline). \$10 quarterly fee is waived during Covid-19. See <a href="#">website</a> for more information and to download the current catalog of classes and the registration form (or you can enroll by calling 888-500-6472 or emailing <a href="mailto:lcww@familyeldercare.org">lcww@familyeldercare.org</a> ). Classes are organized via Spring, Summer, Fall, and Winter schedules; you may register at any time during the year. Enrollment is open to all U.S. residents.
<b>NC Museum of History</b> 	<b>Online “History at Home” educational content</b> includes digital tours of exhibits, films, and podcasts. Follow the museum on <a href="#">Facebook</a> for updates.
<b>Parkinson’s Foundation</b>  	<b>“PD Health @ Home” weekly online events for the Parkinson’s community</b> to stay engaged while at home, including Mindfulness Mondays, Wellness Wednesdays, and Fitness Fridays. See <a href="#">here</a> for full details and to sign-up for events.
<b>Resources for Seniors</b> 	<b>“E-Learning with RFS”: Website with information on upcoming virtual presentations on a variety of topics</b> that are hosted by Resources for Seniors in collaboration with partner agencies. See <a href="#">website</a> for details about classes and how to attend.
<b>UNC Wellness Centers</b> 	<b>YouTube channel with videos on exercise, healthy eating, guided meditation, and more.</b> See <a href="#">here</a> .
<b>Wake County Public Libraries</b>  	<p>Most library locations are reopened for <b>in-person services</b>. See <a href="#">Website</a> for details.</p> <p>Many library locations continue to offer <b>“Books on the Go” (no-contact pick-up services)</b>. See <a href="#">here</a> for details.</p>
<b>Well Connected</b>  	<b>Conversation and educational groups via phone or computer.</b> Members call in via a toll-free number at a set time each week, or connect via computer, tablet, or mobile device. Most groups last 30-90 minutes and have about 12 participants. See <a href="#">website</a> for more information and to download the current catalog of classes and register (or you can register by calling 877-797-7299 (877-400-5867 for Spanish) or emailing <a href="mailto:coviaconnections@covia.org">coviaconnections@covia.org</a> ).




## Benefits & financial assistance





**\*\*For shopping/errand assistance**, see [here](#).

**\*\*For tax assistance**, see [here](#).

[Benefits](#)      [Housing-related assistance](#)

### Benefits & financial assistance (general)

<b>Benefits.gov</b> 	<b>"Benefit Finder" tool to help you find benefits you may be eligible for.</b> Start <a href="#">here</a> .
<b>Covid-19 Funeral Assistance</b> 	<p><b>Financial assistance with Covid-19-related funeral expenses.</b> Via the Coronavirus Response &amp; Relief Supplemental Appropriations Act of 2021, and American Rescue Plan Act of 2021, FEMA is providing financial assistance for Covid-19-related funeral expenses incurred occurred between Jan. 20 and May 16, 2020. To be eligible:</p> <ul style="list-style-type: none"> <li>• The death must have occurred in the United States.</li> <li>• The death certificate must indicate the death was attributed to COVID-19.</li> <li>• The <i>applicant</i> must be a U.S. citizen, non-citizen national, or qualified alien (there is no requirement for the <i>deceased person</i> to have been a U.S. citizen, non-citizen national, or qualified alien).</li> </ul> <p><b>To apply:</b> Call the COVID-19 Funeral Assistance Line, 844-684-6333 (TTY: 800-462-7585), Monday – Friday, 9 a.m. to 9 p.m.</p> <p><b>For more information:</b> See website, <a href="#">here</a>.</p>
<b>Affordable Connectivity Program</b>  <b>**Emergency Broadband Benefit Program is changing to the Affordable Connectivity Program</b>  	<p><b>The Affordable Connectivity Program</b> is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.</p> <p>The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.</p> <p><b>Emergency Broadband Benefit</b> recipients fully enrolled as of December 31, 2021 will automatically continue to receive their current monthly benefit until March 1, 2022. You can learn more the program transition and steps you may need to take to stay enrolled after March 1st, by visiting <a href="https://www.fcc.gov/broadbandbenefit">fcc.gov/broadbandbenefit</a>.</p> <p>See <a href="#">this page</a> for answers to FAQs about <b>Emergency broadband Benefits</b>.</p> <p><b>**Check the FCC (Federal Communications Commission) website for a full list of eligibility for the Affordable Connectivity Program:</b> <a href="https://www.fcc.gov/acp">www.fcc.gov/acp</a></p>

<b>ePASS</b> 	<b>Website to apply for North Carolina benefits</b> including Medicaid (a.k.a. Medical Assistance), Food and Nutrition Services (a.k.a. Food Stamps; SNAP), and Energy Assistance, <a href="#">here</a> . Recently redesigned to be easier to use. Apply online or download a paper application to mail in.
<b>LIHWAP</b>  (Low-Income Household Water Assistance program)	<b>Low Income Household Water Assistance Program (LIHWAP)</b> is a temporary emergency program that will help eligible households and families afford water and wastewater services, providing a one-time payment for eligible low-income households paid directly to the utility company. LIHWAP runs through September 2023 or until the funds are exhausted. This information is also available in Spanish. See <a href="#">website</a> for more information. (Click on Apply for Energy assistance.)
<b>More In My Basket</b> 	<b>Assistance with filling out Food and Nutrition Services (a.k.a. Food Stamps; SNAP) applications.</b> Currently offering help via phone (then application is sent via mail to the applicant for them to sign and mail to their local social services office). Call 919-515-9568 or 919-513-4565 or contact them via their <a href="#">website</a> . Assistance is available in English and Spanish.
<b>NC Dept. of Commerce</b>  <b>Reminder:</b> Federal pandemic unemployment benefits, including PEUC, PUA, FPUC and MEUC, <b>ended Sept. 4, 2021.</b>	<b>Application for unemployment benefits.</b> Apply <a href="#">online</a> (24/7) or contact the Customer Call Center at 888-737-0259 (Monday-Friday, 8 a.m. to 4:30 p.m.). See <a href="#">here</a> for Covid-19 NC Unemployment Insurance Information. Starting <b>6/6/2021</b> , all Under Executive Order 216, all claimants of unemployment benefits will be required to fulfill work search requirements. The work search requirements apply to all claimants receiving state unemployment benefits, Pandemic Emergency Unemployment Compensation or Pandemic Unemployment Assistance.  The American Rescue Plan Act of 2021 extends the following benefits through <b>9/4/2021</b> . (For more information about how the inclusions in the American Rescue Plan affect older adults, see <a href="#">this summary</a> from Justice in Aging). <ul style="list-style-type: none"> <li>• <b>Federal Pandemic Unemployment Compensation (FPUC)</b>, the additional \$300/week federal benefit that supplements the typical state unemployment benefit.</li> <li>• <b>Pandemic Emergency Unemployment Compensation (PEUC)</b>, so that eligible recipients of unemployment benefits can potentially receive benefits.</li> <li>• <b>Pandemic Unemployment Assistance (PUA)</b>, so that workers eligible for state unemployment compensation (e.g., independent contractors and self-employed workers) can continue to receive benefits.</li> </ul>
<b>US Dept. of the Treasury &amp; the IRS</b>	<b>A third round of Covid-19 Economic Impact Payments (a.k.a. stimulus checks) started being distributed mid-March 2021.</b> One-time payments (\$1400 for most people) will be distributed to individuals who earn less than \$80,000 a year and married couples who earn less than \$160,000. Payments will come from the US Dept. of the Treasury, via direct deposit, paper check, or pre-paid debit card. The form of payment for this round may be different than for earlier stimulus payments. For Social Security and SSI recipients, payments will typically come in the same way that their Social Security or SSI payments arrive; eligible people who have not received a direct deposit should watch their mail carefully during this period. No action is needed by most people to obtain this round of payments. <ul style="list-style-type: none"> <li>• To see if your payment has been scheduled, use the IRS's <a href="#">Get My Payment</a> tool.</li> <li>• For general information, visit <a href="#">IRS.gov/eip</a>.</li> </ul> <b>**Stimulus payments do not affect eligibility for federal means-tested programs like Medicaid, SSI, and SNAP (Food Stamps)</b> Because these payments are treated like tax refunds, they are not counted as income and they are not



counted as resources for a period of 12 months from receipt. For more information about how the inclusions in the American Rescue Plan affects affect older adults, see [this summary](#) from Justice in Aging.

**\*\*Taxpayers can subscribe to three different IRS YouTube channels to get tax information** in a short and easy to understand format and see [community updates](#) from the agency. The IRS YouTube channels are:

- [IRS Videos](#)
- [IRS Videos American Sign Language](#)
- [IRS Videos Multilingual](#)

On **6/14/2021** the IRS launched a [new Non-filer Sign-up tool on its website](#). Although this non-filer portal is labeled as for non-filers claiming advance payments of the child tax credit, it is also available for those who do not typically file taxes and who have not received their stimulus check(s). This tool allows individuals to provide their information to the IRS so that they can receive any of the three stimulus payments that they may be missing. They may use this tool if they:

- Are not required to file a 2020 tax return, didn't file a 2020 tax return, and don't plan to; and
- Want to claim the 2020 Recovery Rebate Credit (which covers the first and second EIPs) and/or get their third EIP.

When using the new non-filer portal, individuals will need to provide:

- Full name;
- Current mailing address;
- Email address;
- Date of birth;
- Valid Social Security number (or other taxpayer ID)
- Bank account number, type, and routing number (optional).

The new Non-filer Sign-up tool is for people who did not file a tax return for 2019 or 2020, and who did not use the IRS Non-filers tool last year to register for Economic Impact Payments.





## Wake County Government




**Overview of the current status of Wake County assistance programs**, including Medicaid, Energy Assistance, Employment Support, Food and Nutrition services (food stamps), and Housing Assistance, including how to apply or access services during Covid-19. See [here](#).

## Housing-related assistance

**\*\*The NC HOPE Program serves certain counties in North Carolina with rent and utility assistance for very low-income renters that are experiencing financial hardship due to Covid-19, but **in Wake County, Covid-related rent and utility assistance is provided by the House Wake! Program** (not NC HOPE). If you live in Wake County, see below for information about the "House Wake! Covid-19 Eviction Prevention Program." If you live outside of Wake County, find out more about the NC HOPE program by calling 888-927-5467 (8 a.m. to 5 p.m. Monday-Friday) or visiting [hope.nc.gov](https://hope.nc.gov).**

<b>Catholic Charities &amp; United Way of NC</b> 	<p><b>Rent payment assistance for residents in the Diocese of Raleigh (54-county area in NC). For households with a minimum of 2 people.</b> Program started <b>5/24/2021</b> and will continue until funds are depleted. Limit of \$1500 per eligible applicant. Funds can be used towards rent or security deposit. Payment goes directly to landlord/property management company.</p> <ul style="list-style-type: none"> <li><b>To apply:</b> Call 2-1-1, or 1-888-892-1162, and request rent assistance (intake is performed by NC 2-1-1).</li> </ul>
<b>Federal Housing Finance Agency (FHFA)</b>	<p>Homeowners and renters can visit <a href="#">this webpage from the Consumer Protection Bureau</a> for up-to-date information on their relief options, protections, and key deadlines.</p> <ul style="list-style-type: none"> <li>You can search <a href="#">here</a> for resources to find out if your mortgage is owned by Fannie Mae or Freddie Mac.</li> </ul> <p>Even if your mortgage is not through Fannie Mae or Freddie Mac, contact your servicer if you are struggling to make mortgage payments – they may still be able to offer options for relief.</p>
<b>House Wake! Access Hub</b> 	<p><b>A central starting point for those <u>experiencing a housing crisis</u>.</b> Call to get help accessing community resources. See <a href="#">website</a> for more information.</p> <ul style="list-style-type: none"> <li><b>To access services:</b> Call the House Wake! Access Hub at 919-443-0096 or email <a href="mailto:HW_AH@partnershipwake.org">HW_AH@partnershipwake.org</a>.</li> </ul>
<b>House Wake! Covid-19 Eviction Prevention Program</b> 	<p><b>Eviction prevention program for Wake County renters <u>impacted financially for Covid-19</u>.</b> Provides rental assistance to households with incomes at or below 80%* of the area median income that have suffered a loss of income as a result of Covid-19, paying a share of rent in exchange for landlords not pursuing eviction and forgiving a portion of rent, for a period of up to three months. See <a href="#">website</a> for details. The administering agency is the <b>Telamon Corporation</b>.</p> <p>*About \$52,750/year for a 1-person household, \$60,250/year for a 2-person household, and \$75,300/year for a 4-person household.</p> <p><b>***COVID-19 Financial Assistance Program will stop accepting applications at 5 p.m. on Jan. 21. Applicants that are approved by then will have rent or utility payments covered through April 30.</b></p> <ul style="list-style-type: none"> <li><b>To access services:</b> Apply online <a href="#">here</a>.</li> <li><b>Questions?</b> Contact Telamon Corporation at 919-899-9911 or <a href="mailto:housing@telamon.org">housing@telamon.org</a>.</li> </ul>
<b>Raleigh CARES Act Mortgage Assistance</b> 	<p><b>Mortgage payment assistance <u>for Raleigh homeowners impacted financially by Covid-19</u>.</b> For eligible applicants, CARES Act funds can be used to help pay mortgage and utility payments on behalf of a homeowner, directly to mortgage and utility providers. To qualify, Raleigh residents must: (1) Have had their income impacted by Covid-19; (2) be at risk of foreclosure; (3) Have household income at or below 50% of the area median income.* See <a href="#">website</a> for details.</p> <p>*About \$33,500/year for a 1-person household, \$38,300/year for a 2-person household, and \$43,100/year for a 3-person household.</p>







	<ul style="list-style-type: none"> <li>• <b>To access services:</b> Contact either of these organizations for more information: <ul style="list-style-type: none"> <li>◦ Telamon Corporation: 919-899-9911 or <a href="mailto:housing@telamon.org">housing@telamon.org</a></li> <li>◦ DHIC: 919-615-3737 or <a href="mailto:caresactinfo@dhic.org">caresactinfo@dhic.org</a></li> </ul> </li> </ul>
<b>Utility Customer Assistance Program (UCAP)</b>	<p><b>Assistance for economically distressed <u>water and sewer utility customers in Raleigh, Garner, and Rolesville</u></b>, to help manage their utility bills. Qualified customers are eligible for up to \$240 per fiscal year, and the assistance funds will be directly applied to their utility account. This assistance is only available to utility customers within the City of Raleigh and the Towns of Garner and Rolesville. Assistance is only available until the funds are exhausted.</p> <ul style="list-style-type: none"> <li>• <b>To apply:</b> Go <a href="#">online</a> to download an application; submit to Wake County Human Services via fax (919-212-7085), email (<a href="mailto:LIEAP@wakegov.com">LIEAP@wakegov.com</a>), or mail (220 Swinburne St. Raleigh, NC 27640).</li> <li>• <b>Questions?</b> Email <a href="mailto:customercare@raleighnc.gov">customercare@raleighnc.gov</a> or call 919-996-3245. See <a href="#">here</a> for more information.</li> </ul>
<b>Wake County Energy Assistance Programs</b> 	<p><b>Crisis Intervention Program (CIP): Heating and cooling bill assistance</b> for households that have received a past due balance or final notice, whose power is already disconnected, or that need assistance to establish new service. See <a href="#">here</a> for more information.</p> <ul style="list-style-type: none"> <li>• <b>To apply:</b> <ul style="list-style-type: none"> <li>◦ <b>Apply online</b> <a href="#">at NC ePASS</a> (click "Apply for Energy Assistance"), OR</li> <li>◦ <b>Download</b> an application <a href="#">here</a>, OR <b>email</b> <a href="mailto:hs.energy@wakegov.com">hs.energy@wakegov.com</a> or <b>call</b> 919-212-7000 to request a copy. (Submit completed applications via email to <a href="mailto:hs.energy@wakegov.com">hs.energy@wakegov.com</a>, via fax to 919-212-7085, or drop off at the <a href="#">Northern Regional Center</a>, <a href="#">Eastern Regional Center</a>, <a href="#">Southern Regional Center</a>, or <a href="#">Swinburne Center</a>).</li> </ul> </li> <li>• <b>Questions?</b> See the <a href="#">Energy Assistance Programs website</a> for details.</li> </ul>

## Caregiver resources

\*\*For **caregiver support group** options see the [Virtual support groups](#) section.

\*\*See [here](#) for information on Covid-19 for older adults, adults with disabilities, and caregivers.

<b>Center for Volunteer Caregiving, The</b> 	<p><b>Virtual programs for caregiver support and wellness</b>, offered virtually due to Covid-19, include:</p> <ul style="list-style-type: none"> <li>• For anyone interested in our recorded caregiver gentle yoga sessions, you can access them here: <a href="#">You Tube video</a></li> <li>• Questions? Contact Lisa Hoskins, Caregiver Support Coordinator, at <a href="mailto:lhoskins@ctrvolcare.org">lhoskins@ctrvolcare.org</a> or 919-460-0567.</li> </ul>
<b>Duke Dementia Family Support Program</b> 	<p><b>Caregiver Connections educational webinars</b> via Zoom.</p> <ul style="list-style-type: none"> <li>• See their <a href="#">website</a> for more information and upcoming sessions.</li> </ul> <p><b>Collection of activity ideas to do at home</b>, especially with loved ones with dementia, on their <a href="#">website</a>.</p> <ul style="list-style-type: none"> <li>• Includes links to exercise classes, musical performances, nature livecams, and craft activities. Follow on <a href="#">Facebook</a> for updates.</li> </ul>

<b>NC Lifespan Respite Voucher Program</b> 	<b>Reimbursement for respite care costs for family caregivers.</b> Application-based program that reimburses eligible family caregivers (caring for individuals of any age) for up to \$500 in respite care services. Applicants must be referred to the program by a local professional organization, which can include doctor's offices, departments of social services, senior centers, and area agencies on aging. The organization (referring agency) must complete the online application on behalf of the family caregiver. <ul style="list-style-type: none"><li>• See <a href="#">website</a> for full eligibility and application details. For additional information contact Pat Guarnieri at 828-265-5434, ext. 139 or <a href="mailto:pguarnieri@hccog.org">pguarnieri@hccog.org</a>.</li><li>• Applications will be accepted while funding lasts. Administered statewide by the High-Country Area Agency on Aging.</li></ul>
<b>Transitions Guiding Lights Caregiver Support</b> 	<b>Support and information for caregivers via phone or email.</b> Call 919-828-0890 or email <a href="mailto:guidinglightsintake@transitionslifecare.org">guidinglightsintake@transitionslifecare.org</a> . See their <a href="#">website</a> for more information.
<b>US Dept. of Veterans Affairs</b>	<b>Expanded access to financial assistance for caregivers of veterans.</b> The <b>Program of Comprehensive Assistance for Family Caregivers (PCAFC)</b> was expanded to allow caregivers of Veterans who incurred or aggravated a serious injury in the line of duty on or before May 7, 1975 to apply for support benefits including a financial stipend. <ul style="list-style-type: none"><li>• See <a href="#">here</a> for more information and how to apply.</li></ul>



## Covid-19 information





**\*\*See [here](#) for Covid-19 vaccine information.**

[For all populations](#)




[For older adults, adults with disabilities & caregivers](#)






### For all populations

<b>American Psychological Association (APA)</b> 	<b>Online articles, videos, podcasts, and webinars on psychology and Covid-19.</b> See their Covid-19 Information and Resources page, <a href="#">here</a> .
<b>Centers for Disease Control and Prevention (CDC)</b> 	<b>Online information about Covid-19,</b> <a href="#">here</a> . Check back regularly for updates.



<b>National Alliance on Mental Illness (NAMI)</b> 	<b>Downloadable <a href="#">resource and information guide</a> regarding Covid-19 for people affected by mental illness and their caregivers and loved ones.</b> Topics include managing anxiety and isolation, and accessing health care and medications. <ul style="list-style-type: none"> <li>• Call the NAMI HelpLine, Monday-Friday, 10 a.m. to 6 p.m., at 800-950-6264 for further information.</li> </ul>
<b>NC 211</b> 	<b>Text updates about Covid-19.</b> Text COVIDNC to 898-211 to sign up for updates via text message. <b>24/7 Information &amp; Referral Line</b> for help related to Covid-19. Call 2-1-1 or 888-892-1192. <ul style="list-style-type: none"> <li>• Free, confidential, and available in many languages.</li> <li>• Can also search for resources on their <a href="#">website</a>.</li> </ul>
<b>NC Covid-19 Information &amp; Referral Line</b> 	Call <b>877-490-6642</b> (toll-free), 7 a.m. to 11 p.m., 7 days/wk. This phone line is staffed by nurse care managers, who can answer questions about Covid-19 and the safety and effectiveness of Covid-19 vaccines.
<b>NC Dept. of Health &amp; Human Services</b> 	<b>Covid-19 “Information Hub”</b> for updated information and resources, online <a href="#">here</a> . <b>Covid-19 “Dashboard”</b> including map of cases in NC searchable by county or zip code, online <a href="#">here</a> . <b>Covid-19 Exposure Notification App: “SlowCOVIDNC.”</b> See <a href="#">here</a> for details. <b>Covid-19 Vaccination Plan:</b> See <a href="#">this section</a> for information on Covid-19 vaccinations in North Carolina. <b>ANSWER THE CALL:</b> If you get a call from 844-628-7223 (“NC OUTREACH”) or your local health department, the Covid-19 Community Team (contact tracers) are calling to help you protect yourself and your loved ones.



## For older adults, adults with disabilities, & caregivers

<b>Alzheimer's Association</b> 	<b>Online information for dementia caregivers</b> during Covid-19, <a href="#">here</a> . <ul style="list-style-type: none"> <li>• Call the Alzheimer's Association 24/7 Helpline, 800-272-3900, with additional questions.</li> </ul>
<b>American Cancer Society</b> 	<b>Information about Covid-19 and cancer</b> via web and phone. <ul style="list-style-type: none"> <li>• Call the 24/7 helpline at 800-227-2345 or access web-based <a href="#">live chat</a> here.</li> <li>• Online information is available <a href="#">here</a>.</li> </ul>
<b>Centers for Disease Control and Prevention (CDC)</b> 	<b>Online information about Covid-19</b> specialized for <a href="#">older adults</a> , <a href="#">people with disabilities</a> , and <a href="#">cancer patients and survivors</a> . Check back regularly for updates.

<b>Dementia Alliance</b> 	<p><b>YouTube videos</b>, including on “<a href="#">Getting the Covid Vaccine</a>.” See <a href="#">here</a> for full library of videos.</p> <ul style="list-style-type: none"> <li>• Call 919-832-3732 with further questions. See their <a href="#">website</a> for a collection of further resources.</li> </ul>
<b>Hearing Loss Association of America (HLAA)</b> 	<p><b>Online articles for hearing-impaired individuals:</b></p> <ul style="list-style-type: none"> <li>• “How Do I Communicate with Doctors, Nurses, and Staff at the Hospital During Covid-19?” <a href="#">Here</a>.</li> <li>• “Video-Based Telehealth Accessibility for Deaf and Hard of Hearing Patients.” <a href="#">Here</a>.</li> </ul>
<b>National Consumer Voice, The</b> 	<p><b>Online information about Covid-19 in long-term care facilities</b>, including changes to facility requirements and recommendations for advocating for residents, <a href="#">here</a>.</p>
<b>NC Division of Services for the Deaf and Hard of Hearing (NCDSDHH)</b> 	<p><b>Online form to request clear masks.</b> The NC DSDHH is providing clear masks to deaf, hard of hearing, and deafblind NC residents that request them, as supplies last. To request clear masks fill out the <a href="#">request form online here</a>.</p> <p>While supplies last, each requestor will receive five ClearMask™ samples. Each ClearMask™ sample will come in an individual, sanitized packet. Requests are taken on a first-come, first-served bases; the request form will be unavailable when supplies run out. Recipients can carry their supply of clear masks and when in a situation where they are unable to understand a provider due to the face being obstructed by a face mask, they can give the provider one of their clear masks to use while communicating. The goal of this initiative is that more providers will become aware of these options and purchase masks to use with their other clients and patients with hearing loss.</p>
<b>Parkinson’s Foundation</b> 	<p><b>Online information on Covid-19 &amp; Parkinson's.</b> See <a href="#">here</a>. Includes a downloadable “<a href="#">PD Hospitalization and Coronavirus Preparedness Fact Sheet</a>” to share with healthcare professionals if you are hospitalized during Covid-19.</p>

## Covid-19 testing and treatment

<b>DispatchHealth</b> 	<p><b>Urgent medical care services via house call. Can test for Covid-19, and treat people with a known positive test</b> (can also treat non-Covid 19 needs, from common to complex injuries and illnesses). For each visit, a physician assistant or nurse practitioner visits along with a medical technician. An on-call physician is also available at all times via phone. Call 919-897-8785 to request care. No referral or appointment required. Accepts most major insurances, including Medicare and Medicaid. See <a href="#">website</a> for more information.</p>
<b>LabCorp</b> 	<p><b>Free at-home Covid-19 tests for eligible North Carolina residents</b> who:</p> <ul style="list-style-type: none"> <li>• have symptoms of COVID-19 or who may have been exposed; AND</li> <li>• are members of the following eligible populations: <ul style="list-style-type: none"> <li>○ Beneficiaries of NC Food and Nutrition Services (a.k.a. Food Stamps / SNAP), who may have difficulty accessing existing state-funded testing sites and resources; or</li> <li>○ Persons with disabilities such as cognitive/intellectual, physical and sensory, substance abuse, mental health and other disabilities that impact their ability to access COVID-19 testing sites.</li> </ul> </li> </ul>

	People who meet the criteria above can request a Pixel by Labcorp™ COVID-19 PCR Test Home Collection Kit be shipped overnight directly to their homes via the <a href="#">LabCorp website here</a> . Results are typically reported back to the individual within 24 to 48 hours from the time the specimen is received at the lab. Once processed by Labcorp, test results are accessed by the customer via the Labcorp website.
<b>NC Dept. of Health &amp; Human Services</b> 	<p><b>“Check My Symptoms” online tool</b> to help you determine if you should be tested for Covid-19. Go <a href="#">here</a> for English and <a href="#">here</a> for Spanish. After you enter your symptoms, if it is recommended that you get tested you will receive a list of nearby testing sites via email or text. This is an informational tool to help you determine if you may need to be tested, but it is not a physician's order. Testing sites may require their own screening.</p> <p><b>Listing of “No-Cost Community Testing Events”</b> to search for free Covid-19 testing sites (statewide) by county or city. Go <a href="#">here</a>. Some sites require an appointment.</p> <p><b>Covid-19 Exposure Notification App: “SlowCOVIDNC.”</b> Download the app from the <a href="#">Apple App Store</a> or <a href="#">Google Play</a>. Users who have been in close contact with someone who has shared a positive Covid-19 test result in the app will be notified. Users who test positive for Covid-19 can anonymously share that information with the app to help protect others. See <a href="#">here</a> for details.</p>
<b>The UNC COVID Recovery Clinic</b> 	<p><b>New clinic within the UNC School of Medicine that aims to provide a central resource for Covid-19 ‘long-haulers’ who have ongoing health effects after their initial infection.</b> Many survivors experience lingering symptoms throughout the body which can last for weeks, months, or longer.</p> <ul style="list-style-type: none"> <li>To make an appointment, call 984-974-9747. For more information see the clinic's <a href="#">website</a>.</li> </ul>
<b>Wake County Covid-19 Testing</b>	<p><b>Free drive-thru Covid-19 testing at locations throughout Wake County.</b> Multiple sites available; All sites <b>Require</b> an appointment (Click <a href="#">here</a> for appts) starting December 1, 2021. <a href="#">See details and sign-up here</a>. Testing is open to anyone who would like to be tested.</p>

## Covid-19 vaccine

[Vaccine/ Booster shot information](#)

[Vaccination sites \(and how to sign up\)](#)

[Transportation to vaccination sites](#)






[At-home Covid-19 vaccination resources](#)

**\*\*Covid-19 vaccinations are FREE** for everyone, regardless of insurance status.

**\*\*Children** ages 5–11 years can now get Pfizer-BioNTech COVID-19 vaccines

**\*\* CDC now recommends booster shots** at 5 months after the completion of the primary series of Pfizer-BioNTech COVID-19 vaccine for those aged 12 and older.





## Vaccine information




<p><b>CDC</b></p> 	<p><b>Website with information about the Covid-19 vaccine for older adults.</b> See <a href="#">here</a>. Information includes:</p> <ul style="list-style-type: none"> <li>• <a href="#">Vaccine considerations for people with allergies</a></li> <li>• <a href="#">Vaccine considerations for people with underlying medical conditions</a></li> </ul> <p><b>**<a href="#">Covid-19 Booster Shot information Link</a></b></p> <ul style="list-style-type: none"> <li>• Pfizer-BioNTech or Moderna (mRNA COVID-19 vaccines) are preferred in most* situations</li> </ul>
<p><b>Disability Information and Access Line (DIAL)</b></p> 	<p><b>National hotline to connect people with disabilities to information and services to improve access to Covid-19 vaccines.</b> Staff assist people with disabilities to: Find vaccination locations in their communities; Make vaccination appointments; Connect to local services (such as accessible transportation) to overcome barriers to vaccination; Answer questions and address concerns about vaccines.</p> <p><b>CALL: 888-677-1199</b>, 9 a.m. to 8 p.m. <b>EMAIL: <a href="mailto:DIAL@n4a.org">DIAL@n4a.org</a></b></p> <p>DIAL is a collaboration between the U.S. Dept of Health &amp; Human Services, the National Association of Area Agencies on Aging, and other organizations serving people with disabilities. For more information see <a href="#">website</a>.</p>
<p><b>NC Dept. of Health and Human Services</b></p> 	<p><b>"You Have a Spot. Take Your Shot."</b> – See <a href="#">NC DHHS's website</a> with information on the Covid-19 vaccine for North Carolinians, including the <a href="#">Find a Vaccine Location</a> tool to search for vaccination sites near you (search by zip code).</p>
<p><b>NC Covid-19 Information &amp; Referral Line</b></p> 	<p>Call <b>877-490-6642</b> (toll-free), 7 a.m. to 11 p.m., 7 days/week. This phone line is staffed by nurse care managers, who can answer questions about Covid-19 and the safety and effectiveness of Covid-19 vaccines.</p>
<p><b>NC Covid-19 Vaccine Help Center</b></p> 	<p>Call <b>888-675-4567</b> (toll-free), 7 a.m. to 7 p.m. Monday-Friday and 8 a.m. to 4 p.m. Saturday and Sunday. Callers can get help with general Covid-19 vaccine questions, information on eligibility groups, clinical questions about the vaccine, and how to find vaccine locations. Callers are able to select call-back assistance instead of waiting in line for an agent.</p> <ul style="list-style-type: none"> <li>• This help center supports English and Spanish calls, and TTY. The language line will be available for all other languages needed.</li> </ul>






## Vaccination sites (and how to sign up)





\*\*The listings below are vaccination providers serving Wake County. For information on all North Carolina Covid-19 vaccination locations, go [here](#).  
 \*\*More and more vaccination appointment options becoming available. In addition to the options listed below, other local pharmacies and medical providers may be offering vaccination events or appointments; check websites, Facebook, or call if you're curious if sites near you may be offering options now or may have plans to in the future.

<b>CVS Pharmacies</b> 	<p>This option is <b>registering for an appointment, or walking-in to get a vaccination</b>. Vaccine appointments will be available at CVS pharmacies in some select cities and towns in North Carolina.</p> <ul style="list-style-type: none"> <li>To <b>sign up for an appointment</b>:             <ul style="list-style-type: none"> <li><b>online only</b>: see <a href="#">here</a> (click "Schedule a COVID-19 vaccine").</li> </ul> </li> <li>To <b>walk-in</b>:             <ul style="list-style-type: none"> <li>Subject to vaccine availability. Contact a location near you for more information.</li> </ul> </li> </ul>
<b>Duke Health</b> 	<p>This option is <b>registering for an appointment, or walking-in to get a vaccination</b>. You do not need to be a current Duke Health patient.</p> <ul style="list-style-type: none"> <li>To <b>sign up for an appointment</b>:             <ul style="list-style-type: none"> <li>via <b>phone</b>: Call <b>919-385-0429 and press 2</b> (8 a.m. to 8 p.m., 7 days/wk). Language assistance is available in Spanish. Expect a high call volume and lengthy wait times.</li> <li><b>online</b>: Go <a href="#">here</a>. (Also available in Spanish).</li> </ul> </li> <li><b>Walk-in clinics</b> include:             <ul style="list-style-type: none"> <li>For walk-in clinic information see <a href="#">here</a>.</li> </ul> </li> <li>For more information see <a href="#">here</a>.</li> </ul>
<b>Harris Teeter Pharmacies</b> 	<p>This option is <b>registering for an appointment</b>. Vaccine appointments will be available at select locations in North Carolina.</p> <ul style="list-style-type: none"> <li>Sign-up is <b>online only</b>: register <a href="#">here</a>.</li> <li>For more information see the Harris Teeter <a href="#">CovidCare website</a>.</li> </ul>
<b>StarMed Healthcare</b> 	<p>This option is <b>registering for an appointment</b>. The vaccination site in Wake County is the Wake Tech Southern Wake Gym – 4609 Winning Way, Raleigh 27603.</p> <ul style="list-style-type: none"> <li>To sign up via <b>phone</b>: Call <b>980-445-9818</b>.</li> <li>To sign up <b>online</b>: Go to the StarMed website <a href="#">here</a> to check for appointment availability (best time to check is on Friday). (Also available in Spanish).</li> </ul>

<p><b>UNC Healthcare</b></p> 	<p>This option is <b>registering for an appointment, or walking-in to get a vaccination</b> (making an appointment is still preferred). You do not need to be a UNC Healthcare patient. Appointments will become available at UNC Healthcare clinics all across North Carolina (pay special attention to the city/location as many locations may not be close to Wake County).</p> <ul style="list-style-type: none"> <li>To <b>sign up for an appointment</b>: <ul style="list-style-type: none"> <li>via <b>phone</b>: Call <b>984-215-5485</b> (8 a.m. to 4:45 p.m., Mon.-Fri.) Expect a high call volume and lengthy wait times; for quickest scheduling, schedule online.</li> <li><b>online</b>: Go <a href="#">here</a> (best time to check is "mid-to-late afternoon Monday through Friday"). (Also available in Spanish).</li> </ul> </li> <li>To <b>walk-in</b>: <ul style="list-style-type: none"> <li>Anyone age 18+ can walk in to a UNC Health vaccine clinic to get vaccinated, including their largest clinic at the Friday Center: 100 Friday Center Drive, Chapel Hill, NC 27517, Monday-Friday, 8:30 a.m. to 4 p.m.</li> </ul> </li> <li>For more information see <a href="#">here</a>.</li> </ul>
<p><b>US Dept. of Veterans Affairs</b> (for veterans and their spouses and caregivers ONLY)</p> 	<p><b>All veterans, their spouses, and their caregivers can get Covid-19 vaccinations from the VA.</b> This option is <b>signing up on a waiting list</b>; once signed up you will be contacted to schedule an appointment as doses become available.</p> <ul style="list-style-type: none"> <li>To sign up <b>online</b>: Go <a href="#">here</a>.</li> <li>To sign up via <b>phone</b>: Call the MyVA411 main information line at <b>800-698-2411</b> (TTY: 711).</li> <li>For more information see <a href="#">this website</a>.</li> </ul> <p>Under the bill, covered individuals are:</p> <ul style="list-style-type: none"> <li>Veterans who are not eligible to enroll in the VA health care system (individuals enrolled in the VA health care system are already prioritized for vaccination by the VA; for more information see <a href="#">here</a>);</li> <li>Family caregivers approved as providers of personal care services for Veterans under the VA's Program of Comprehensive Assistance for Family Caregivers;</li> <li>Caregivers of Veterans participating in the VA's Program of General Caregiver Support Services;</li> <li>Caregivers of Veterans participating in the VA's Medical Foster Home Program, Bowel and Bladder Program, Home Based Primary Care Program, or Veteran Directed Care Program;</li> <li><a href="#">Civilian Health and Medical Programs of the Department of Veterans Affairs</a> recipients; and</li> <li>Veteran spouses.</li> </ul>
<p><b>Wake County Public Health</b></p> 	<p>This option is <b>registering for an appointment or walking-in to get a vaccination</b> (making an appointment is still preferred). All Wake County residents can receive a vaccine through Wake County Public Health.</p> <ul style="list-style-type: none"> <li>To <b>sign up for an appointment</b>: <ul style="list-style-type: none"> <li>via <b>phone</b>: Call <b>919-250-1515</b> (24/7). Expect a high call volume and lengthy wait times.</li> <li><b>online</b>: Go <a href="#">here</a>. Also available in Spanish and additional languages.</li> </ul> </li> <li>To <b>walk-in</b>: <ul style="list-style-type: none"> <li>See <a href="#">website</a> (scroll down to list of locations) for information about clinics open for walk-in appointments.</li> </ul> </li> <li>For more information see <a href="#">here</a>.</li> </ul>






<p><b>WakeMed</b></p> 	<p>This option is <b>registering for an appointment, or walking-in to get a vaccination</b> (making an appointment is still preferred).</p> <ul style="list-style-type: none"> <li>To <b>sign up for an appointment</b>: <ul style="list-style-type: none"> <li><b>via phone</b>: call WakeMed at 919-350-9511.</li> <li><b>online</b>: through WakeMed MyChart. You do not need to be a WakeMed patient to sign up for a WakeMed MyChart account. If you already have a WakeMed MyChart account, log in to schedule an appointment. If you do not have a WakeMed MyChart account, register for one <a href="#">here</a>.</li> </ul> </li> <li>To <b>walk-in</b>: <ul style="list-style-type: none"> <li>Anyone can now walk in to the WakeMed Andrews Center, 3024 New Bern Ave., Raleigh 27610 – see <a href="#">website</a> for details.</li> </ul> </li> <li>For more information see <a href="#">here</a>, or email <a href="mailto:covidvaccine@wakemed.org">covidvaccine@wakemed.org</a> (with questions <i>only</i>; appointment scheduling must be done through WakeMed MyChart).</li> </ul>
<p><b>Walgreens Pharmacies</b></p> 	<p>This option is <b>registering for an appointment</b>. Limited vaccine appointments are now available at Walgreens pharmacies in select areas (including 300 locations in North Carolina). Must have a Walgreens account to sign up (people who don't will be prompted to create one, it's free).</p> <ul style="list-style-type: none"> <li>To sign up <b>online</b>: go <a href="#">here</a> and click "Schedule new appointment" to search for available appointments near you.</li> <li>To sign up via <b>phone</b>: Calling your local Walgreens or 800-925-4733, ext. 1.</li> </ul>
<p><b>VaccineFinder.org</b></p> 	<p><b>Online database of pharmacies and other locations providing Covid-19 vaccination shots.</b> Go to the <a href="#">website</a> and search by your zip code to find locations available in your area. Search results show:</p> <ul style="list-style-type: none"> <li>Which vaccine is used by each site</li> <li>If vaccines are "In Stock" or "Out Of Stock" at each site</li> </ul> <p><b>Note:</b> You will still need to call to confirm availability, and/or sign up via each site's sign-up/appointment booking tool.</p>

## Transportation to vaccination sites




<b>GoWake Access</b> 	<p><b>Free transportation to and from vaccine appointments.</b> If you have a confirmed appointment for a Covid-19 vaccine, and do not have transportation to the site, call <b>GoWake Access</b> at <b>919-212-7005</b> (TTY 800-735-2962) for a free ride to and from your appointment. Call at least 24 hours in advance of your appointment to schedule your trip.</p> <ul style="list-style-type: none"><li>• It may be a shared ride (due to Covid-19 precautions, typically 3 passengers or less).</li><li>• More info can be found on the <a href="#">GoWake Access website</a> (see the "Am I eligible" section for vaccination site transportation information).</li></ul>
<b>Duke Health</b> 	<p><b>Free transportation to and from vaccine appointments.</b> Duke Health has implemented a transportation program that can transport adults ages 65 and older to and from vaccine appointments at any Wake County vaccination sites (does not have to be a Duke Health location).</p> <ul style="list-style-type: none"><li>• If you or someone you know does not have any other way of getting to a vaccine appointment, email Fred Johnson at <a href="mailto:f.johnson@duke.edu">f.johnson@duke.edu</a> with the name, address, and date of birth of the person you are requesting assistance for, and their Duke MRN if they are a Duke patient (but they do not have to be).</li><li>• Please call 1-844-771-RIDE (7433) to schedule a free round-trip Lyft ride.</li></ul>
<b>National Council on Aging (NCOA) and Lyft</b> 	<p><b>Discount codes for Lyft rides to and from Covid-19 vaccine appointments.</b> <i>As of October 19, 2021, the Lyft/NCOA vaccine ride code program successfully redeemed all funding and is no longer active. NCOA will continue to keep the aging services network updated should funding open back up for this important effort.</i></p> <p><b>How to apply the Lyft vaccine ride promo codes:</b></p> <ul style="list-style-type: none"><li>• Open the Lyft app (if you or someone you're helping doesn't already have a Lyft account, see <a href="#">NCOA's website about this program</a> for instructions on how to get one).</li><li>• Tap the 'Menu' icon in the upper left-hand corner.</li><li>• Tap 'Rewards'.</li><li>• Enter the first vaccine appointment promo code: <b>SENIORVAX1</b> (you'd follow this same process for the second appointment, only you'd enter the code <b>SENIORVAX2</b>).</li></ul> <p>See <a href="#">NCOA's website about this program</a> for more information.</p>
<b>Resources for Seniors</b> 	<p>If you can't find transportation through one of the programs above or through other means, contact the Resources for Seniors Information Department (919-713-1556).</p>

## At-home Covid-19 vaccination resources

**\*\*These resources are for those who are homebound to the extent that they cannot safely leave their home to get to a vaccination site.**

<b>Duke Health</b> 	Email Fred Johnson at <a href="mailto:f.johnson@duke.edu">f.johnson@duke.edu</a> with the name, address, and date of birth of the person you are requesting assistance for, and their Duke MRN if they are a Duke patient (but they do not have to be).
<b>Southeastern Healthcare of NC</b> 	Call <b>984-302-7439</b> or <b>919-987-2791</b> .
<b>VaxOn</b> 	Email Eslam Said, RPh, Pharmacist in Charge, at <a href="mailto:esaid@vaxonus.com">esaid@vaxonus.com</a> , or Mariam Fadaly, PSI, Intern Pharmacist, at <a href="mailto:Mfadaly@vaxonus.com">Mfadaly@vaxonus.com</a> . Information that they will need about the person requesting assistance includes: name, date of birth, address, main contact's email address, and main contact's phone number.
<b>NC Dept. of Health and Human Services</b> 	<p><b>Website with a full listing of potential "Homebound Vaccine Providers" in North Carolina, searchable by county.</b> See <a href="#">here</a>.</p> <p>In its effort to provide all with access to safe and effective COVID-19 vaccines, the Division of Aging and Adult Services and the Division of Public Health within the North Carolina Department of Health and Human Services (NCDHHS) are partnering with Piedmont Triad Regional Council Area Agency on Aging (PTRC AAA) to provide free COVID-19 vaccinations to people with limited mobility who cannot leave their home. This new initiative expands PTRC AAA's successful local at-home vaccination program to communities across the state.</p> <p><b>Caregivers, providers, or individuals may access the program by calling the At-Home Vaccination Hotline at 866-303-0026 at any time or by visiting <a href="https://link.edgepilot.com/s/ef19904b/B7WnN50mPUu0CINUiPpJLQ?u=http://www.ptrc.org/covid">https://link.edgepilot.com/s/ef19904b/B7WnN50mPUu0CINUiPpJLQ?u=http://www.ptrc.org/covid</a> and filling out the registration form.</b></p> <p>Within three business days, a PTRC Vaccination Specialist will connect with the individual to schedule their at-home vaccination.</p> <p>There is increasing urgency for people to get vaccinated against COVID-19 as the highly contagious Delta variant is rapidly spreading in North Carolina. Clinical trials among thousands of people have proven that COVID-19 vaccines are safe and effective for anyone age 12 and over.</p>
<b>Free at- home Covid-19 tests</b> 	<p><b>Every home in the U.S. is eligible to order 4 free at-home COVID-19 tests. The tests are completely free. Orders will usually ship in 7-12 days.</b></p> <p>Click <a href="#">here</a> for more information. Click <a href="#">here</a> for website to USPS.com site to order from site.</p> <p><b>Contact Resources for seniors Information Department @ 919-713-1556 if you need assistance with ordering your home tests.</b></p>

## Emergency preparedness

<b>CDC</b> 	Information on <b>emergency preparedness for older adults</b> , <a href="#">here</a> . (Not Covid-specific).
<b>ReadyNC.org</b> 	Information on <b>hurricane preparedness during Covid-19</b> , <a href="#">here</a> . Information on <b>hurricane preparedness for seniors</b> , <a href="#">here</a> . (Not Covid-specific).
<b>ReadyWake.com</b> 	Sign up for <b>local emergency alerts</b> , and view Wake County-specific emergency information, <a href="#">here</a> . (Not Covid-specific).

## Food, groceries & shopping

[Free food distribution sites](#)      [Grocery delivery or curbside pick-up](#)      [Shopping/errand assistance](#)  
[Stores with designated shopping hours for high-risk populations](#)

### Free food distribution sites

\*\*For additional sites see the **Wake County Food Pantries List**, [here](#), or **Food Bank of Central & Eastern NC's "Food Finder" Search**, [here](#).




<b>Catholic Parish Outreach</b>	<b>Raleigh 27604:</b> Free food available via curbside pick-up at 2013 Raleigh Blvd. <b>EVERY WEEK Mondays, Wednesdays, and Fridays</b> , 8:30 to 11:30 a.m. <ul style="list-style-type: none"><li>• Clients may receive groceries once every 30 days. Referrals are not required during Covid-19.</li><li>• Process has changed some due to Covid-19: Upon arrival clients will be directed by a Traffic Monitor, then asked to call a phone number to be connected to an Interviewer (English and Spanish options available). The Interviewer will take information over the phone to create the order and will work with the client to determine if they can load their own groceries or if they need assistance. An Expediter will then deliver the order to the loading area.</li><li>• See <a href="#">website</a> for more information.</li></ul>
<b>Community of Hope Ministries</b>	<b>Garner:</b> Drive-thru food pantry and counseling at 601 St. Mary's Street <b>EVERY WEEK Tuesdays and Thursdays</b> , 11 a.m. to 12 p.m. <b>EVERY MONTH 3rd Thursdays</b> , 6 to 7 p.m.



	<ul style="list-style-type: none"> <li>Households are eligible once per month. No sign-up required, but must bring photo ID.</li> <li>See <a href="#">here</a> for more information.</li> </ul>
<b>Dorcas Ministries</b>	<p><b>Cary:</b> Free food for residents of Cary or Morrisville, by appointment – to make an appointment, fill out <a href="#">this form</a>. Address is 187 High House Road.</p> <p><b>EVERY WEEK Monday-Friday</b>, 9 a.m. to 3 p.m.  <b>EVERY WEEK Saturdays</b>, 10 a.m. to 2 p.m.</p> <ul style="list-style-type: none"> <li>Households are eligible one per month. See <a href="#">here</a> for more information.</li> </ul>
<b>Inter-Faith Food Shuttle</b>	<p>Free food is available for pick-up at rotating Wake County Mobile Market locations.</p> <p><b>EVERY WEEK Knightdale: Thursdays</b>, 10 a.m. to 1 p.m., Community Helpers Service Center, 111-B N. First Ave.  <b>TWICE A MONTH Zebulon: 2nd &amp; 4th Thursdays</b>, 11 a.m. to 1 p.m., St. John United Holy Church, 3201 Jack Mitchell Rd.  <b>EVERY MONTH Wake Forest: 3rd Tuesdays</b>, 4:30 to 6:15 p.m., Wake Forest Baptist Church, 107 E. South Ave.  <b>EVERY MONTH Raleigh 27601: 2nd Saturdays</b>, 10 to 11 a.m., Martin Street Baptist Church, 1001 E. Martin St.  <b>EVERY MONTH Zebulon: 3rd Saturdays</b>, 10 to 11 a.m., Zebulon Boys &amp; Girls Club, 1320 Shepard Sch. Rd.  <b>EVERY MONTH Raleigh 27610: 4th Saturdays</b>, 10 to 11:30 a.m., Abundant Life Cathedral, 4400 Old Poole Rd.</p> <ul style="list-style-type: none"> <li>Open to all community members. Mixture of fresh produce and shelf-stable items. See <a href="#">here</a> for more information.</li> </ul>
<b>North Raleigh Ministries</b>	<p><b>North Raleigh:</b> Free food <b>for residents of North Raleigh zip codes 27604, 27609, 27612, 27613, 27614, 27615, and 27616</b>, via curbside pick-up at 9650 Strickland Rd., Suite 175 (park in lot and call 919-844-6676, ext. 1, for curbside pick-up assistance)</p> <p><b>EVERY WEEK Mondays, Tuesdays, and Thursdays</b>, 10:30 a.m. to 2 p.m.; <b>Wednesdays</b>, 4 to 7:30 p.m.</p> <ul style="list-style-type: none"> <li>See <a href="#">website</a> for more information.</li> </ul>
<b>Tri-Area Ministry Food Pantry</b>	<p><b>Wake Forest:</b> Free food for anyone in need. Drive thru during open hours (no appointment necessary): 149 East Holding Avenue, Wake Forest (corner of White Street and East Holding Ave in downtown Wake Forest).</p> <p><b>EVERY WEEK Mondays and Wednesdays</b>, 10 a.m. to 1 p.m.  <b>TWICE A MONTH 2nd &amp; 3rd Saturdays</b>, 10 a.m. to 1 p.m.</p> <ul style="list-style-type: none"> <li>Allotments include non-perishable staples, perishable groceries, meat, dairy, eggs, and bread.</li> <li>Anyone in need can receive assistance once per month.</li> <li>See <a href="#">website</a> for more information.</li> </ul>
<b>Trophy Helps</b>	<p><b>Raleigh 27603:</b> Free food boxes <b>for restaurant and hospitality workers</b> affected by Covid-19.</p> <p><b>EVERY WEEK Monday-Friday</b>, 1 to 5 p.m. at Trophy Brewing Co., 656 Maywood Ave.</p> <ul style="list-style-type: none"> <li>Participants will be asked to show their most recent pay stub to confirm eligibility.</li> <li>Collaboration between Trophy Brewing, Sysco, Bridge the Gap Mission, &amp; Digital Minerva. See <a href="#">here</a> for more info.</li> </ul>

<b>Urban Ministries Food Pantry</b>	<p><b>Raleigh 27603:</b> Food assistance (one week's worth of healthy groceries) is available to Wake County residents (with income at or below 200% of federal poverty level) once every three months. <b>Seniors can receive assistance once every 30 days.</b> During Covid-19, service is provided via curbside pick-up service (drive-thru). To be eligible, must show picture ID for yourself (and family members if seeking help for more than one person) and proof of Wake County residence.</p> <p><b>EVERY WEEK Mondays, Tuesdays, Wednesdays, and Thursdays</b>, from 8:30 a.m. until they serve 90 cars (so arrive early!)</p> <ul style="list-style-type: none"> <li>Questions? Contact Lisa Williams, Director of Crisis Programs, at 919-256-2181 or <a href="mailto:lwilliams@urbanmin.org">lwilliams@urbanmin.org</a>.</li> <li>See <a href="#">website</a> for more information.</li> </ul>
<b>Western Wake Crisis Ministry</b>	<p><b>Apex:</b> Free food <b>for Western Wake County residents</b> <u>by appointment</u>, via curbside pick-up at 1600 Olive Chapel Rd., Suite 408 (in the "540 Flex" Complex). <b>Schedule a curbside pick-up appointment by calling 919-362-0657, ext. 2.</b></p> <p><b>EVERY WEEK Tuesday-Thursday</b> (by appointment; call to schedule)</p> <ul style="list-style-type: none"> <li>Available to residents of Apex, New Hill and Friendship. Photo ID required.</li> <li>Households may shop once every 30 days.</li> </ul> <p><b>Residents of 27502, 27523, 27539, and 27562 who are unable to access the food pantry</b> due to advanced age, a medical condition, or disability, and who do not have family/friends/neighbors who can access the pantry on their behalf, <b>home delivery</b> may be available once per month. See <a href="#">here</a> for more information.</p>

## Grocery delivery or curbside pick-up

<b>Food Assistance (Food Stamps; SNAP)</b> 	<p><b>Current recipients can now purchase groceries online using their EBT cards.</b> Authorized retailers are <a href="#">Amazon</a>, <a href="#">Walmart</a>, <a href="#">Carlie C's</a>, <a href="#">ALDI</a>, <a href="#">Food Lion through Instacart</a>, <a href="#">BJs.com</a> (for free in-club pickup orders) and <a href="#">Publix</a>. See the linked websites for details on how to order.</p> <ul style="list-style-type: none"> <li>See <a href="#">here</a> for more Food Assistance Program information.</li> </ul>
<b>Harris Teeter</b> 	<p><b>Discount for online orders with curbside pick-up:</b> Order <a href="#">online</a>. Shoppers age 60 and older can use code <b>SD60</b>, until further notice, to waive the \$4.95 fee. Pick-up times are reserved for seniors every Thursday, 9 a.m. to 2 p.m. See <a href="#">here</a> for details.</p> <p><b>Temporary Hours:</b> 6A.M. to 9 P.M. starting September 15, 2021 until Further Notice. Pharmacy Hours will remain the same.</p> <p><b>Monday- Friday:</b> 9 am to 7 pm; <b>Saturday</b> 9 am to 5 pm; <b>Sunday</b> 9 am to 5 pm</p> <p><b>Discount for online orders with delivery:</b> Order <a href="#">online</a>. Shoppers age 60 and older can use code <b>SDDEL</b>, until further notice, to reduce the delivery fee from \$10 to \$5. See <a href="#">here</a> for details.</p>
<b>Meals on Wheels of Wake County</b> 	<p><b>Home-delivered meals for homebound adults ages 60 and older.</b> Modified operations during Covid-19. See <a href="#">here</a> for details and to apply online. To apply via phone call 919-256-3870 or 919-833-1749, Monday-Friday 9:30 to 11:30 a.m.</p> <ul style="list-style-type: none"> <li>Self-pay rate is \$4.75/meal.</li> </ul>

### Mom's Meals



**Home-delivered prepared meals.** Call 877-508-6667 or see [website](#) for more information.

- Self-pay rate is \$6.99/meal + \$14.95 shipping.
- Available in quantities of 10, 14, or 21 meals.
- Breakfast, lunch, and dinner options.

## Shopping/errand assistance

### Center for Volunteer Caregiving, The



**Grocery shopping services and pharmacy pick-ups** provided by volunteers. Call 919-460-0567 to request help. See [website](#) for more information. For Wake County seniors and at-risk individuals.

## Stores with designated shopping hours for high-risk populations

### BJ's Wholesale Club

8 a.m. to 9 a.m., **Monday-Saturday**, is reserved for members age 60 and older. See [local store listings](#) for details.

### Carlie C's IGA

7 a.m. to 8 a.m., **Sundays**, is reserved for seniors age 60 and older. See [local store listings](#) for details.

### Dollar General

First hour, **daily**, is reserved for senior shoppers. Read more [here](#).

### Fresh Market

8 a.m. to 9 a.m., **Monday-Friday**, is designated for 'seniors and other individuals most at risk' (those with chronic health conditions such as heart disease or diabetes). See [website](#) for details.

### Harris Teeter

6 a.m. to 8 a.m., **Mondays and Thursdays**, in-store shopping is reserved for ages 60 and older. Pharmacies open at 7 a.m. 9 a.m. to 2 p.m., **Thursdays**, Express Lane Online Shopping pick-up times will be reserved for seniors. Read more [here](#).

- Every Thursday, shoppers ages 60 and older receive a 5% discount.

### Target

First hour, **Tuesdays**, is designated for shoppers over age 65 and those who are vulnerable or at-risk. Pharmacies will be open during these times. Check your [local store](#) for exact times. See [website](#) for details.

## Health care resources

\*\*See [here for Covid-19 information](#).

\*\*See [here for Covid-19 testing resources](#).

\*\*See [here for Covid-19 vaccination resources](#).

[Medicare & SHIP counseling](#)

[Pharmacies that offer free delivery of prescriptions](#)

[Other health care resources](#)

### Medicare & SHIP counseling


<b>Medicare</b>	<p><b>Here are some of the changes to Medicare during Covid-19:</b></p> <ul style="list-style-type: none"><li>Expanded coverage for <b>telehealth</b> services. See <a href="#">here</a> for more information and <a href="#">here</a> for answers to FAQs.</li><li>Some 30-day restrictions on <b>medications</b> are waived. Many prescriptions can now be refilled with a 90-day supply.</li><li>Coverage of <b>lab tests for Covid-19</b> (see <a href="#">here</a>) and medically-necessary <b>hospitalizations for Covid-19</b> (see <a href="#">here</a>).</li><li>New <b>online option to complete and submit Part B enrollment forms</b> for beneficiaries who already have Part A. See <a href="#">here</a> for more information.</li></ul>
<b>Seniors' Health Insurance Information Program (SHIP)</b>	<p><b>Free Medicare counseling, virtually, via phone, or in-person. Open Enrollment starts October 15<sup>th</sup> – SHIP counseling appointments will start being available at some sites starting July 2021.</b> Contact the site most convenient for you to schedule:</p> <ul style="list-style-type: none"><li><b>Cary:</b> 919-462-3983 or 984-232-4523 (RFS Service Coordinator)</li><li><b>Raleigh:</b> 919-996-4738 or 984-232-4215 (RFS Service Coordinator)</li><li><b>Wake Forest:</b> 919-554-4111 (Northern Wake Senior Center)</li><li><b>Wendell:</b> 919-365-4248 (Eastern Wake Senior Center)</li><li><b>SHIP hotline:</b> 855-408-1212, Monday-Friday, 8 a.m. to 5 p.m.</li></ul> <p>SHIP offers counseling to Medicare beneficiaries and their caregivers about Medicare, including Medicare supplements, Medicare Advantage plans, and Medicare Part D. Counselors offer free and unbiased information. They are not licensed insurance agents, and they do not sell or endorse any product, plan, or company. You can also call SHIP for Medicare information.</p>

### Pharmacies that offer free delivery of prescriptions

<b>Ashworth Drugs</b>	Free prescription drug delivery within <b>Cary</b> town limits. Call 919-467-1877 for details or see <a href="#">website</a> for details.
<b>Falls River Pharmacy</b>	Free prescription drug delivery to the <b>Raleigh</b> area. Call 919-844-2055 or see <a href="#">website</a> for details. Can include over-the-counter items.
<b>Hayes Barton Pharmacy</b>	Free prescription drug delivery to the <b>Raleigh</b> area (inside the beltline) for adults age 65 and older. Call 919-832-4641 or see <a href="#">website</a> details. Can include over-the-counter items. For those under 65, free for 3+ prescriptions (otherwise \$5).

<b>Health Park Pharmacy</b>	Free prescription drug delivery to the <b>Raleigh</b> area. Call 919-847-7645 or see <a href="#">website</a> for details. Can include over-the-counter items.
<b>HealthSmart Pharmacy (Garner)</b>	Free prescription drug delivery throughout <b>Wake County</b> . Call 919-772-6902 or see <a href="#">website</a> for details.
<b>HealthSmart Pharmacy (Wake Forest)</b>	Free prescription drug delivery to the <b>Wake Forest</b> area. Call 919-569-0550 or see <a href="#">website</a> for details.
<b>Holly Park Pharmacy</b>	Free prescription drug delivery throughout <b>Wake County</b> . Call 919-865-9993 or see <a href="#">website</a> for details.
<b>Josefs Pharmacy</b>	Free prescription drug delivery to the <b>Raleigh</b> area. Call 919-212-2555 or see <a href="#">website</a> for details.
<b>Person Street Pharmacy</b>	Free prescription drug delivery to the <b>Raleigh</b> area. Call 919-832-6432 or see <a href="#">website</a> for details.
<b>Village Pharmacy of Wake Forest</b>	Free prescription drug delivery to the <b>Wake Forest</b> area. Call 919-556-2757 or see <a href="#">website</a> for details.
<b>Walgreens</b>	Free shipping on prescription refills through Walgreens Express. See <a href="#">here</a> for details. Restrictions apply.
<b>Wendell Drug</b>	Free prescription drug delivery to the <b>Wendell</b> area. Call 919-365-8800 or see <a href="#">website</a> for details.
<b>Zebulon Drug</b>	Free prescription drug delivery to the <b>Zebulon</b> area. Call 919-269-7481 or see <a href="#">website</a> for details.

## Other health care resources

<b>Doctors Making Housecalls</b>	<b>Primary care practice offering home visits and virtual visits</b> to patients throughout the Triangle. Comprehensive care and urgent care appointments are available 7 days per week, often with same-day or next-day appointments. Call 919-932-5700 or 844-932-5700. See <a href="#">here</a> for more information. A trip fee of \$105 is charged for home visits to private residences. Accepts Medicare and many Medicare Advantage Plans, Tricare, and private insurance. We no longer accept Medicaid as primary insurance.
<b>Lilly Diabetes Solution Center</b>	<b>Emergency assistance with insulin</b> for individuals who are in urgent need during Covid-19. Call 833-808-1234. See <a href="#">here</a> for more information.
<b>Rx Outreach</b> 	<b>Mail-order pharmacy offering medications at affordable rates.</b> Expanded eligibility during Covid-19. Applicants must send doctor's prescriptions for requested medications along with their application. Medications (typically a 3-month supply) are mailed directly to the client and ship 10-14 days after an application is approved. Go <a href="#">here</a> to see if you qualify. Questions? Call 888-796-1234.







## Mental health, wellness & support

[Mental health care & counseling](#)

[Social support & community connections](#)







[Virtual support groups](#)

### Mental health care & counseling

<b>Best Day Psychiatry and Counseling</b> 	<p><b>Psychiatry and counseling practice offering in-office and Telehealth visits.</b> Call or go <a href="#">online</a> for more information.</p> <p><b>Raleigh office:</b> 919-670-3939, 4505 Fair Meadows Lane, Suite 102, 27607</p> <p><b>Fuquay-Varina office:</b> 919-567-0684, 609 Attain Street, Unit 101, 27526</p> <ul style="list-style-type: none"> <li>Accepts most major health insurances, including Medicare, Medicaid, Tricare, Aetna, BCBS, Cigna, and UHC.</li> </ul>
<b>Hope4NC Helpline</b> 	<p><b>24/7 mental health counseling via phone</b> to support North Carolinians during Covid-19. Call 855-587-3463. From the NC Dept. of Health and Human Services.</p>
<b>MindPath Care Centers</b> 	<p><b>Mental and behavioral health care practice offering telehealth services</b> (by appointment and on-call). See <a href="#">website</a> or call 877-876-3783 for details.</p> <ul style="list-style-type: none"> <li>Currently filing telehealth claims for BCBS, United, and Cigna insurance plans.</li> </ul>
<b>Monarch</b> 	<p><b>Behavioral health care practice offering appointments via telephone.</b> Call 866-272-7826 to request an appointment.</p> <ul style="list-style-type: none"> <li>See <a href="#">website</a> for more information on current procedures.</li> <li>Call to confirm insurance coverage for telephone appointments.</li> </ul>
<b>SAMHSA Disaster Distress Helpline</b> 	<p><b>24/7 counseling via phone or text.</b> Counseling and emotional support for stress, anxiety, depression, and depression-like symptoms. Services are confidential. Available to residents of all United States and territories. See <a href="#">here</a> for more information.</p> <ul style="list-style-type: none"> <li><b>English:</b> Call 800-985-5990 or text "TalkWithUs" to 66746.</li> <li><b>Spanish:</b> Call 800-985-5990 and press "2" or text "Hablamos" to 66746.</li> <li><b>Deaf/hard of hearing:</b> Call (TTY) 800-846-8517, use your preferred relay service to call 800-985-5990, or use the English or Spanish text options above.</li> </ul>
<b>Silver Linings for Seniors</b> 	<p><b>Mental health counseling practice offering Telehealth sessions</b> during Covid-19. Also doing in-home visits as needed. Specializes in services for seniors and caregivers. See <a href="#">here</a> for more information. Call for details.</p> <ul style="list-style-type: none"> <li>Medicare Part B approved providers. They also accept private insurance, self-pay, and offer a sliding scale rate on a case by case basis.</li> </ul>








## Social support & community connections



<b>AARP Friendly Voices</b> 	<b>Friendly phone calls.</b> Trained AARP volunteers provide a call to say hello. Request a call for you or a loved one by calling 888-281-0145 (leave your name, phone number, state of residence, best day of the week and time of day for you to receive a call, and if you would prefer a call in English or Spanish). See <a href="#">here</a> for more information.
<b>American Red Cross</b> 	<b>Virtual Family Assistance Center: a collection of resources for families that have lost a loved one due to Covid-19.</b> Includes emotional support and grief counseling resources, faith-based resources, and funeral information. View resources online, <a href="#">here</a> . People without internet access can call the Red Cross at 833-492-0094 for information.
<b>Center for Volunteer Caregiving, The</b> 	<b>Telecare.</b> Volunteers provide telecare check-in phone calls to Wake County seniors and at-risk individuals. Call 919-460-0567 to request help.
<b>Evergreen Adult Day Services</b> 	<b>“Evergreen Zooms”: a Zoom gathering “for seniors who want to laugh and have fun.”</b> Tuesdays and Fridays at 10:30 a.m., (lasts 45-60 minutes). Offers conversation on a variety of topics. Goal is to foster a sense of virtual community and help decrease feelings of isolation due to quarantining. Connect via laptop, tablet, smart phone, or phone. Email Suzanne at <a href="mailto:EvergreenADS7@gmail.com">EvergreenADS7@gmail.com</a> to receive topics and Zoom information.
<b>NAMI and Raleigh Parks &amp; Recreation</b>	<b>Free Wifi hot spots.</b> In partnership with the City of Raleigh Parks, Recreation, and Cultural Resources Department, NAMI Wake County is offering locations in parks and community centers where you can access free wireless internet from the privacy of your own car. Locations include: <ul style="list-style-type: none"> <li>• <b>Highland United Methodist Church:</b> 1901 Ridge Rd, Raleigh, NC 27607 (password required; fill out form on <a href="#">website</a> to get the password)</li> <li>• <b>East Wake Education Foundation:</b> 16 E 4th St, Wendell, NC 27591 (password required; fill out form on <a href="#">website</a> to get the password)</li> <li>• <b>Dozens of ‘spillover’ Wifi spots in Raleigh</b> (no password required; see <a href="#">website</a> for list of locations).</li> </ul>
<b>NC Baptist Aging Ministry “One Hope”</b> 	<b>Support line</b> with staff and volunteers available Monday-Friday, 9 a.m. to 9 p.m., to speak with lonely and isolated aging adults, especially those experiencing isolation due to social distancing. Call 866-578-4673. Outbound friendly calls are available by request.
<b>SAGE Central North Carolina</b> 	<b>Friendly phone calls for LGBTQ seniors.</b> Friendly visits via phone, on a regular basis, designed to relieve social isolation during Covid-19. Callers are members of the LGBTQ community who want to reach out to community seniors during this time. Click <a href="#">here</a> to fill out an interest form to receive calls. This is a program of the LGBT Center of Raleigh, website <a href="#">here</a> .
<b>Wake County Animal Shelter</b>	<b>“Adult Cats for Senior Laps” initiative.</b> Seniors (ages 60 and older) can adopt any cat over the age of 3 for a flat \$10 adoption fee, which includes spay/neuter service. For more information call 919-212-7387. See <a href="#">here</a> for the gallery of available cats. Animals must be met in person prior to a deposit being placed (no deposits via phone).

## Support groups


### Caregiving

<b>Alzheimer's Assoc.</b> 	Multiple support groups <b>for caregivers of people with Alzheimer's</b> . See <a href="#">here</a> (scroll down) for virtual options from the Eastern North Carolina chapter.
<b>Dementia Alliance</b> 	Multiple virtual support groups <b>for caregivers of people with dementia</b> . Register <a href="#">here</a> . Call 919-832-3732 with questions.
<b>Duke Dementia Family Support Program</b> 	Multiple virtual support groups <b>for caregivers and families of people with dementia</b> . See <a href="#">here</a> for listings and more information.
<b>Heartland Hospice</b> 	Caregiver support group <b>for caregivers of all kinds</b> , held via phone. 2nd and 4th Thursdays of each month, 1 to 2 p.m. If interested in joining contact Kristin Lassiter at <a href="mailto:kristin.lassiter@hcr-manorcare.com">kristin.lassiter@hcr-manorcare.com</a> or call 919-877-9959.
<b>Heartland Hospice &amp; Resources for Seniors</b> 	Caregiver support group <b>for caregivers of all kinds</b> <b>meeting in zoom</b> . 3rd Tuesday of each month, 1:30 to 3 p.m. Contact Nancy Broadwell, 919-996-4738, 984-232-4523, <a href="mailto:raleighsc@rfsnc.org">raleighsc@rfsnc.org</a> for more information.


### Grief

<b>Heartland Hospice</b> 	<b>Grief support group</b> for anyone who has lost a loved one, held via phone. 1st and 3rd Thursdays of each month, 1 to 2 p.m. If interested in joining contact Johnny Richards at <a href="mailto:johnny.richards@hcr-manorcare.com">johnny.richards@hcr-manorcare.com</a> or call 919-877-9959.
<b>Heartland Hospice &amp; Resources for Seniors</b> 	"Pathways to Peace" <b>grief support group</b> , currently held in-person. 1st Monday of each month, 1 to 2 p.m. at the Cary Senior Center. Contact Heather Arcuri, 919-462-3983, 984-232-4523, <a href="mailto:carysc@rfsnc.org">carysc@rfsnc.org</a> for more information.
<b>Transitions LifeCare</b>	Multiple <b>grief support programs</b> , held virtually via Zoom. Registration is required. Call 919-719-7199 for more information and to register.

### Mental health

<b>NAMI Wake County</b> 	Multiple support groups <b>for mental health</b> . Registration is required. Closed captioning is available. See <a href="#">here</a> for all options and links to register.
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### Parkinson's

<b>Resources for Seniors</b> 	Monthly <b>Parkinson's Support Groups</b> , <b>now held in-person</b> . Contact Nancy Broadwell, 919-996-4738, 984-232-4523, <a href="mailto:raleighsc@rfsnc.org">raleighsc@rfsnc.org</a> for more information. Both Raleigh and Wake Forest are meeting in-person.
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## Scams, fraud & consumer protection

<b>Federal Bureau of Investigation (FBI)</b>	<b>Beware of potential fraud schemes related to Covid-19.</b> Be on the lookout for scammers seeking to obtain personal information (names, dates of birth, Social Security numbers, etc.) and/or health information. See the FBI's <a href="#">press release</a> for one recent example. If you believe you have been the victim of a Covid-19 fraud, <b>report it</b> , to the National Center for Disaster Fraud (866-720-5721 or <a href="#">online</a> ) or to the FBI (800-225-5324 or <a href="#">online</a> ).
<b>IRS</b>	<b>The IRS will NOT call, email or text you about Economic Impact Payments (stimulus checks).</b> Be on the lookout for IRS impersonation calls, texts, and email phishing attempts. Watch out for websites and social media attempts to request money or personal information. The official website is <a href="#">IRS.gov</a> . Don't open emails that look like they are from the IRS (forward suspicious emails to <a href="mailto:phishing@irs.gov">phishing@irs.gov</a> , then delete them).
<b>Social Security Administration (SSA)</b>	<b>Social Security benefits will NOT be suspended or discontinued due to Covid-19.</b> Be on the lookout for fraudulent letters, texts, or phone calls threatening suspension or discontinuation of benefits. If you receive any such communication stating otherwise, DO NOT share personal information, report it <a href="#">here</a> .
<b>U.S. Dept. of Health and Human Services Office of Inspector General</b>	<b>Beware of Covid-19 Vaccination card scams.</b> <ul style="list-style-type: none"><li>• After you get your Covid-19 vaccine, keep your vaccination card safe. Scammers are using the COVID-19 pandemic to try to steal your personal information.</li><li>• Don't share a photo of your Covid-19 vaccination card online or on social media. Scammers can use content you post, like your date of birth, health care details, or other personal information to steal your identity.</li><li>• You should get a Covid-19 vaccination card at your first vaccine appointment. If you didn't, contact the provider site where you got vaccinated or your state health department to find out how to get a card.</li><li>• If someone contacts you to buy or sell a vaccination card, it's a scam.</li><li>• <b>If you suspect Covid-19 health care fraud, report it <a href="#">online</a> or via phone (1-800-447-8477; TTY 1-800-377-4950).</b></li><li>• For more information see <a href="#">here</a>.</li></ul>

## Tax preparation assistance

<b>AARP</b> **Coming Soon	<b>AARP Foundation Tax-Aide</b> provides in-person and virtual tax assistance free of charge with a special focus on taxpayers who are over 50 or have low-to-moderate income. Tax-Aide volunteers are located nationwide and are trained and IRS-certified every year.  The Tax-Aide Site Locator Tool will be up and running again in time for the 2022 tax season; Click <a href="#">here</a> for the website.
<b>H&amp;R Block</b>	<b>Multiple low-cost options, available now.</b> Drop-off and in-person options start at \$69 (for federal return; additional fees for state return). Appointment required. See <a href="#">here</a> for more information and <a href="#">here</a> to find a location near you. Make an appointment online, or call.
<b>IRS Free File</b>	<b>Free online option, is now closed- check back in January 2022.</b> Offers do-it-yourself online preparation of federal tax returns depending on income (fees for state returns may still apply). Go <a href="#">here</a> .
<b>IRS VITA</b>	<b>Free tax preparation services.</b> VITA specializes in helping taxpayers who generally make \$57,000/year or less, persons with disabilities, and limited English-speaking taxpayers who need assistance with preparing returns. Volunteers are IRS-certified. Go <a href="#">here</a> to search for sites by zip code, and <a href="#">here</a> for more information about the program.
<b>State Employees' Credit Union</b>	<b>Low-cost drop-off option FOR MEMBERS, available now.</b> Preparation of federal and state returns for \$95 for those who qualify. See <a href="#">here</a> for eligibility information and how the process works.

## Technology assistance

<b>My Smart Grandkids</b>	<b>Young adults help seniors with computers and technology</b> , at their home (with safety precautions) or via Remote Access technical support. Can help with set-up, training, technology problems, questions, problem solving, etc. Call or email to make an appointment: 919-928-4668 or <a href="mailto:info@mysmartgrandkids.com">info@mysmartgrandkids.com</a> . Fee-based (charges by the hour).
<b>Raleigh SeniorTechEd</b>	<b>Classes on using computers, tablets, devices, and the internet.</b> Taught by volunteer instructors. All classes are currently online via Zoom. See <a href="#">here</a> for the schedule of upcoming classes and to register. Low-cost.
<b>Zoomer Program</b>	<b>Student volunteers to help with technological questions, concerns, or frustrations.</b> Do you have questions about how to use technologies like Zoom, Gmail, text, Facebook, FaceTime, Skype, etc.? Sign up to be assigned a student volunteer who can help you. To sign up, send an email to Dawn-Ann Faison at <a href="mailto:delta0420@msn.com">delta0420@msn.com</a> . Free; dependent on volunteer availability.



# CHANGES & CLOSURES

## to existing programs and services

[A-B](#)   [C-D](#)   [E-F](#)   [G-H](#)   I-J   [K-L](#)   [M-N](#)   O-P   [Q-R](#)   [S-T](#)   U-V   [W-Z](#)

### A-B

Provider	Updated	Change / Notes
AARP Driver Safety	11/01/2021	<b>Smart Driver™ classroom courses will re-open start January 3, 2022.</b> The course remains available to take online: go <a href="#">here</a> to register, and use promo code <b>DRIVINGSKILLS</b> for 25% off the cost.
Affordable Connectivity Program	1/05/2022	<b>New Program:</b> FCC Launches Affordable Connectivity Program; <a href="#">Emergency Broadband Benefit Program Transitions to New Affordable Connectivity Program</a> : See <a href="#">website</a> for more information
AnnualCreditReport.com	11/01/2021	<b>Offering free weekly credit reports</b> through <b>4/20/2022</b> , from the three national credit reporting agencies: Equifax, Experian, and Transunion. (Typically, annually). Go <a href="#">here</a> .

### C-D

Provider	Updated	Change / Notes
Duke Energy	11/01/2021	<b>Suspending fees for late payments, until further notice.</b> See their <a href="#">website</a> for more information.
Duke Dementia Family Support Program	11/01/2021	<b>Support groups have gone virtual.</b> See <a href="#">here</a> for details. Also offering virtual "Caregiver Connections" education webinars. See <a href="#">here</a> for details.

### E-F

Provider	Updated	Change / Notes
Family and Community Empowerment Services (FACES)	11/01/2021	<b>Modified operations: responding to requests for assistance remotely.</b> To request assistance, call 919-567-8100 and leave a clear message. Someone from FACES will respond on Tuesday or Thursday, 9 a.m. to 11:45 a.m. Or, email <a href="mailto:officemanager@faces-cares.org">officemanager@faces-cares.org</a> or by <a href="#">website</a> . <ul style="list-style-type: none"> <li>FACES provides emergency financial assistance and resource referral to residents of Fuquay-Varina (27526) and Willow Spring (27592).</li> </ul>
Food Assistance (Food Stamps; SNAP)	11/01/2021	<b>Current recipients can purchase groceries online using their EBT cards.</b> See <a href="#">website</a> for more information. <b>Not accepting in-person applications.</b> See <a href="#">here</a> for ways to apply.



## G-H

Provider	Updated	Change / Notes
<b>Garner Area Ministries</b>	11/01/2021	<b>Modified hours of operation.</b> Food Pantry and Assistance Office are open Monday, Wednesday and Friday from 9 a.m. to 12 p.m. Check <a href="#">website</a> for future updates.
<b>GoCary Door to Door</b>	11/01/2021	<b>Tier 1 Door to Door trips are continuing, with fares suspended.</b> See <a href="#">here</a> for details. <b>Tier 2 and Tier 3 Door to Door trips are continuing at regular fare, with some limitations.</b> See <a href="#">here</a> for details. <b>Accepting new applications in alternative ways.</b> In addition to applying at the Cary Senior Center (which reopened 6/14/2021), those interested in applying for GoCary Door to Door can download the application <a href="#">here</a> and view instructions on how to apply <a href="#">here</a> (those without internet access can leave a message for Transportation Program Coordinator, Brittany Goode, at 919-653-7141, for assistance).
<b>GoRaleigh Access</b>	11/01/2021	<b>Accepting new applications.</b> <b>Fees suspended through June 2022.</b> <b>Recertification paperwork is still being mailed out</b> to current riders. Those who receive this should fill out and return the paperwork; recertifications are being conducted via phone. If they are not able to reach their physician (for Part B), they should submit the paperwork regardless. No services will be discontinued. <ul style="list-style-type: none"> <li>See <a href="#">website</a> for details. Questions? Call GoRaleigh Access at 919-996-3459.</li> </ul>
<b>GoWake Access</b>	11/01/2021	<b>Fares resumed 1/4/2021.</b> <ul style="list-style-type: none"> <li>Questions? Call the Regional Information Center at 919-485-7433 or See <a href="#">website</a> for more details.</li> </ul>
<b>House Wake!</b>	1/10/2022	<b>COVID-19 rent, utility payment program coming to an end:</b> COVID-19 Financial Assistance Program will stop accepting applications at <b>5 p.m. on Jan. 21</b> . Applicants that are approved by then will have rent or utility payments covered through <b>April 30</b> .

## K-L

Provider	Updated	Change / Notes
<b>Legal Aid of NC</b>	11/01/2021	<b>Helplines remain up and running.</b> Call if you need assistance: 866-219-5262 (main Helpline) or 877-579-7562 (Senior Legal Helpline) if you are age 60 or older. Also see <a href="#">website</a> for more details.

## M-N

Provider	Updated	Change / Notes
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<b>NC Assistive Technology Program</b>	11/01/2021	<b>NCATP centers are open by appointment only.</b> All services are being provided, including device demonstrations, device loans, assessments, training, and consultations. Services may be provided in the AT Centers or within the community. See <a href="#">website</a> for more details.
<b>NC Division of Motor Vehicles (DMV)</b>	11/01/2021	<b>Expiration dates are extended for DMV credentials</b> (like driver licenses and vehicle registrations; see the full list <a href="#">here</a> ). People whose credentials expired or are about to expire will have 30 days from when Governor Cooper lifts the State of Emergency Order (TBD) to renew. <b>Some DMV offices are closed, and others are only accepting visits by appointment.</b> See <a href="#">here</a> for more information.
<b>Osher Lifelong Learning Institute (OLLI) at Duke</b>	11/01/2021	<b>Many classes are still being offered via Zoom.</b> See <a href="#">website</a> for more information.
<b>Osher Lifelong Learning Institute (OLLI) at NC State</b>	11/01/2021	<b>Many classes are still being offered via Zoom.</b> See <a href="#">website</a> or call 919-515-5782 for more information.

## Q-R

Provider	Updated	Change / Notes
<b>Raleigh Housing Authority</b>	11/01/2021	<b>Office locations are closed to walk-ins, but In-person meetings are available by appointment as needed.</b> Payments and paperwork can be mailed in or dropped in office drop boxes. <b>Residents are still encouraged to pay rent online.</b> Public Housing residents wishing to set up a new account on Zego (formerly PayLease) should contact their Property Manager for an account number. <ul style="list-style-type: none"> <li>For general information and public housing inquiries, contact 919-831-8300 or <a href="mailto:info@rhaonline.com">info@rhaonline.com</a>.</li> <li>Section 8 Department can be reached at 919-508-1105 or <a href="mailto:housinginfo@rhaonline.com">housinginfo@rhaonline.com</a>.</li> <li>Check for future updates <a href="#">here</a>.</li> </ul>
<b>Raleigh Parks, Recreation and Cultural Resources</b>	11/01/2021	<b>Active Adults Programs:</b> See the <a href="#">Anne Gordon</a> and <a href="#">Five Points</a> listings for more information on those Centers. All Active Adults overnight and day trips remain postponed until further notice. Check <a href="#">here</a> for parks Covid-19 updates and <a href="#">here</a> for Active Adult Program information. <b>Greenways and parks:</b> Open. This includes restrooms, picnic shelters, dog parks, and outdoor tennis and pickleball courts. <b>Aquatic centers:</b> Open, some with limited capacity or modified hours. See <a href="#">here</a> for details. <ul style="list-style-type: none"> <li>See <a href="#">here</a> for the latest information from Raleigh Parks, Recreation &amp; Cultural Resources.</li> </ul>

<b>Raleigh Senior TechEd</b>	11/01/2021	<b>Most Classes are still being held virtually via Zoom.</b> See <a href="#">website</a> for more information.
<b>Resources for Seniors</b>	11/01/2021	<p><b>*Masks are still required at all locations.</b></p> <ul style="list-style-type: none"> <li><b>Main Office is open to limited visits</b> (all visitors must wear a mask).</li> <li><b>Front desk (919-872-7933)</b> and <b>Information Line (919-713-1556)</b> are fully staffed. Please call if you have questions about RFS services or Wake County resources.</li> </ul>

## S-T

Provider	Updated	Change / Notes
<b>SAGE Central North Carolina</b>	11/02/2021	<b>All social activities continue to be offered online using Zoom.</b> Dates and times will be announced on monthly calendar on website, <a href="#">here</a> .
<b>Social Security Administration (SSA)</b>	11/02/2021	<p><b>Offices are generally closed to the public, but some limited in-office assistance, including new “express interviews” (EXI) is available for:</b></p> <ul style="list-style-type: none"> <li>People who need <b>help with their benefits</b> – see <a href="#">here</a> for details.</li> <li>People who need <b>help with an original or replacement card</b> – see <a href="#">here</a> for details.</li> </ul> <p><b>Other critical services are available through the local office via phone</b> (877-803-6311), and many services are available via <a href="#">website</a>.</p> <ul style="list-style-type: none"> <li>Subscribe to Covid-19 updates from the SSA, via email or text, <a href="#">here</a>.</li> </ul>
<b>St. Saviour's (Tucker St.) Congregate Meal Site</b>	11/02/2021	<b>Open for congregate meals – Friendship Café M-F 10am -12 PM</b> <a href="https://www.wakemow.org/friendship-cafe">https://www.wakemow.org/friendship-cafe</a>
<b>Triangle Family Services</b>	11/02/2021	<b>All programs are operating virtually.</b> Call 919-821-0790 or email <a href="mailto:info@tfsnc.org">info@tfsnc.org</a> or click <a href="#">here</a> for information.

## W-Z

Provider	Updated	Change / Notes
<b>Wake County Government</b>	11/02/2021	<b>Some services are paused or temporarily closed.</b> Check for updates <a href="#">here</a> .
<b>Wake County Human Services (Adult Medicaid)</b>	11/02/2021	<p><b>The Swinburne Building</b> lobby is open, Monday-Friday 8:30 a.m. to 5 p.m., for pick-up of application services.</p> <p><b>Not accepting in-person applications.</b> You can apply:</p> <ol style="list-style-type: none"> <li>Online, at <a href="https://epass.nc.gov">epass.nc.gov</a></li> <li>Via mail (Wake County Human Services, P.O. Box 46833, Raleigh, NC 27620)</li> <li>Via fax (919-212-7028)</li> <li>Via phone (919-212-7000)</li> </ol>

		Medicaid questions can be emailed to <a href="mailto:FCMAintake@wakegov.com">FCMAintake@wakegov.com</a> . Check for updates <a href="#">here</a> .
<b>Wake County Human Services (Energy Assistance Programs)</b>	11/02/2021	<p><b>The Swinburne Building</b> lobby is open, Monday-Friday 8:30 a.m. to 5 p.m., for pick-up of application services.</p> <p><b>In-person appointments are not required to apply for assistance.</b> See <a href="#">website</a> for information on current programs and how to apply or call 919-212-7000.</p>
<b>Wake County Human Services (Food and Nutrition Services)</b>	11/02/2021	<p><b>The Swinburne Building</b> lobby is open, Monday-Friday 8:30 a.m. to 5 p.m., for pick-up of application services).</p> <p><b>Not accepting in-person applications.</b> You can apply:</p> <ol style="list-style-type: none"> <li>1. Online, at <a href="http://epass.nc.gov">epass.nc.gov</a></li> <li>2. Via mail (Wake County Human Services, P.O. Box 46833, Raleigh, NC 27620)</li> <li>3. Via fax (919-212-7028)</li> </ol> <ul style="list-style-type: none"> <li>• Questions related to Food and Nutrition Services can be emailed to <a href="mailto:foodandnutrition@wakegov.com">foodandnutrition@wakegov.com</a>.</li> <li>• If you are a current FNS client and need to speak to your caseworker, call 919-212-7000.</li> <li>• Check for updates <a href="#">here</a>. (See <a href="#">here</a> for North Carolina FNS updates.)</li> </ul>
<b>Wake County Veterans Services Office</b>	11/02/2021	<p><b>Relocated:</b> New location, at the Somerset Office Park, 4401 Bland Road in Raleigh, open Monday-Friday, 8:30 a.m. to 5:15 p.m.</p> <ul style="list-style-type: none"> <li>• Call 919-212-8387 or 919-268-7456 with additional questions or click <a href="#">here</a>.</li> </ul>
<b>Western Wake Crisis Ministry</b>	11/02/2021	<p><b>Food Pantry via curbside pick-up:</b> Drive-thru grocery pick-ups are available by appointment; see listing <a href="#">here</a> for more information.</p> <p><b>Resource Assistance offered remotely:</b> Resource assistance is available to residents of Apex, New Hill, Friendship, and Holly Springs. See <a href="#">website</a> for more information and application forms, or call 919-362-0657, ext. 3.</p>

# VOLUNTEER & DONATION OPPORTUNITIES

<b>Activate Good</b>	<b>Search for volunteer opportunities</b> in the Triangle area via their <a href="#">website</a> .
<b>American Red Cross</b>	<b>Donate blood.</b> Go <a href="#">here</a> to view eligibility requirements, search upcoming drives by zip code, and make an appointment.
<b>Center for Volunteer Caregiving, The</b>	<b>Volunteer</b> to help with grocery shopping, prescription pick-ups, and/or check-in phone calls for older adults and adults with disabilities who are homebound and isolated. To get started, go to the <a href="#">volunteer page on their website</a> and scroll down to complete the "Sign Up to Volunteer" box, or call 919-460-0567 for more information.
<b>DonatingPlasma.org</b>	<b>Donate plasma.</b> Go <a href="#">here</a> to view eligibility information and search for a donation center.
<b>Dorcas Ministries</b>	<b>Donate</b> , financially or by dropping off food. See <a href="#">here</a> for more information.
<b>Food Bank of Central &amp; Eastern NC</b>	<b>Donate <a href="#">online</a> or organize</b> a Virtual Food Drive - learn more <a href="#">here</a> . See this <a href="#">infographic</a> about what items are needed most. <b>Volunteer</b> at a distribution center. Learn more <a href="#">here</a> .
<b>Inter-Faith Food Shuttle</b>	<b>Donate <a href="#">online</a></b> or via mail (1001 Blair Drive, Suite 120, Raleigh 27603).
<b>Meals on Wheels of Wake County</b>	<b>Donate</b> to their Covid-19 Response Fund. Donations will replenish food supplies, subsidize additional transportation and personnel costs, enable tech-based efforts to check in on isolated seniors, and support distribution of information needed to ensure safe care for all. Donate <a href="#">online</a> or via mail (1001 Blair Drive, Suite 100, Raleigh 27603).
<b>Resources for Seniors</b>	<b>Donate.</b> Over 94% of the funds we receive go directly to programs to support older adults, adults with disabilities, and their caregivers in Wake County. Click <a href="#">here</a> to see where our dollars are spent, and <a href="#">here</a> to donate.
<b>RIDE UNITED NC</b>	<b>Donate</b> to help the United Way of the Greater Triangle and Lyft provide free round-trip rides to Covid-19 vaccine appointments for low-income North Carolina residents statewide. Go <a href="#">here to donate</a> .
<b>Shepherd's Table Soup Kitchen</b>	<b>Donate.</b> Financial donations are their biggest need. See <a href="#">here</a> for information on how to donate online.
<b>United Way Rapid Response Fund</b>	<b>Donate.</b> Funds will be distributed to Triangle-area nonprofits providing emergency support to Wake, Durham, Orange, and Johnston County residents needing access to resources including food, hygiene, childcare, and housing assistance. Donate <a href="#">online</a> or via mail (United Way of the Greater Triangle, "Rapid Response Fund", PO Box 110583, Durham 27709).