

# Chapel Hill Community Resources For People Impacted By COVID-19

There are a variety of resources available to support community members impacted by COVID-19. Let us know if we missed something by emailing: [housingandcommunity@townofchapelhill.org](mailto:housingandcommunity@townofchapelhill.org).

Visit [www.townofchapelhill.org/coronavirus](http://www.townofchapelhill.org/coronavirus) for the most up-to-date list.



## HEALTH RESOURCES

- **Orange County Health Department:** Refer to their [COVID-19 webpage](#) or call 919-245-6111 for up-to-date information. Spanish language and other languages are available.
  - **Clinics:** The dental clinic is closed except for emergencies. The medical clinic is operating, but have screening questions in place.
  - **Testing for COVID-19:** Refer to the NC Department of Health and Human Services for guidance on testing
  - **Multilingual Resources about COVID-19:** For residents who speak languages other than English.
- **Hope Line for older adults:** Older adults can call 1-866-578-4673 or 1-866-578-HOPE if they're experiencing isolation from social distancing.
- **Disaster Distress Helpline:** The [CDC](#) recommends calling the Substance Abuse and Mental Health Services Administrations (SAMHSA's) Disaster Distress Helpline at 1-800-985-5990 or text TalkWithUs to 66746.
- **Compass Center for Women and Families:** The Compass Center is closed to outside visitors. The 24 hour domestic violence line is open: 919-929-7122. Their business line is open 9:00 a.m. - 5:00 p.m. Monday through Friday: 919-968-4610.
- **Orange County Rape Crisis Center:** Their 24 hour helpline is available: 919-967-7273 (phone) or 919-504-5211 (text). Hospital accompaniment is being provided via video chat.



## FOOD ASSISTANCE

- **For anyone in need:** The [Inter-Faith Council \(IFC\)](#) continues to serve hot meals daily (lunch daily, dinner Monday – Friday) and has a food pantry available.
- **For children and families:**
  - **TABLE** is doing home-based delivery of bags of healthy non-perishables and fresh food to families with children in the Chapel Hill Carrboro City School (CHCCS) system.
  - Pre-packaged, grab-and-go lunch and a snack are being distributed to children, ages 0-18, to over 20 sites in the CHCCS school district. For locations and more information in multiple languages see [these flyers](#).
  - PORCH is providing grocery gift cards to families in need.
- **For seniors:**
  - **Meals on Wheels** continues to deliver meals to older adults once a week. In light of COVID-19, they are delivering shelf-stable food in a box and limiting the number of volunteer visits to homes over the course of the week.



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## UTILITY ASSISTANCE

- **Spectrum Internet** is offering free broadband and Wi-Fi access for 60 days (March 16 – May 15) for families with K-12 and/or college students who do not already have a Spectrum plan. Call 1-844-488-8395 to get set up.
- **OWASA:** OWASA has [temporarily suspended all disconnects](#) for non-payment of bills.
- **Duke Energy:** Duke Energy will [not disconnect any customer's service](#) for non-payment. The company will continue to read meters and send bills. Customers should pay what they can to avoid building up a large balance.
- **Dominion Energy:** Dominion Energy will not disconnect any customer's service for non-payment. They also offer [short term payment extensions and long term payment assistance](#).
- **Major cellphone carriers**, including [T-Mobile](#), [Verizon](#), [AT&T](#), [Sprint](#), will keep users connected and waive late fees for 60 days.
- **Rental and Utility Assistance:** Several organizations provide financial assistance to low-income households facing challenges paying rent, utilities, and other critical household expenses:
  - **Inter-Faith Council:** Schedule an appointment by calling **919-929-6380 x19** 9 a.m. to 5 p.m.
  - **Orange County:** Orange County provides emergency assistance to low-income residents of Orange County. For more information, call 919-245-2490.
  - **Town of Chapel Hill:** The Town provides assistance with security deposits and utility connection fees for low-income residents who find housing in Chapel Hill. For more information, call 919-969-5079.



## EMPLOYMENT

- **Unemployment Assistance:** On March 17, Governor Cooper announced that barriers to state unemployment benefits have been removed for workers of businesses impacted by COVID-19, including:
  - Eliminating the one-week waiting period
  - Allowing individuals to receive unemployment benefits without being required to actively look for new jobs
  - Employees who lose their jobs and those who have reduced hours due to COVID-19 can apply for benefits
  - Removing the requirement that individuals must have in-person interviews prior to qualifying for benefits. This initial intake can now be done remotely, either by phone or online.
  - Employers will not be required to help pay for their former workers' unemployment benefits
- The [Orange County Arts Commission](#) has created an Orange County Arts Support Fund and has provided initial seed funding from money that was allocated towards upcoming, and now cancelled, events. Artists and organizations who have been impacted by COVID-19 will be able to apply for assistance through an online process, coming soon. Check back for updates on this effort.

