

# COVID-19 Community Resources

## Financial Assistance Resources

- Unemployment benefits: [3/17 exec order](#) expanded eligibility for benefits, lifted waiting period to apply, and lifted requirement that people must be searching for jobs to continue getting benefits; application details available [here](#)
- Utility payments
  - **Dominion Energy & Duke Energy** [will not turn off utilities for nonpayment](#). Per customer email, anyone with utilities shut off d/t nonpayment can call 1-877-776-2427 to have power restored

## Phone/Internet Resources

- NC DIT (Dept of Information Technology) is hosting a listing of free/reduced fee Internet Service Providers and Mobile Service Providers on their website: <https://www.ncbroadband.gov/covid19broadband/>
- **Comcast** offering access to XFINITY WiFi Hotspots free of charge to subscribers & non-subscribers, pausing data plan caps & offering unlimited data to all subscribers, pausing service disconnections, offering 60 days of free internet essentials service to new subscribers at increased access speeds <https://corporate.comcast.com/covid-19>
- **AT&T** offering free access to all public wifi hotspots to customers & non-customers, suspending disconnection for cell, home, & broadband services, suspending late fees, & offering unlimited data on home internet for subscribers - Access internet plan is \$10 per month for qualifying customers. Call 800-288-2020. <https://about.att.com/pages/COVID-19.html>
- **Charter/Spectrum** will offer open access to WiFi hotspots across network, 60 days of free Spectrum broadband for new subscriber households with students (k-12 or college). Installation fees waived for student program. To enroll call 1-844-488-8395. <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-k12-and-college-student-households-and-more>

## Food Resources

### Commercial Hot Food Delivery/Pick-up

*Note: As of 5 pm on 3/17, all restaurants and bars in NC will be required to serve food via takeout/delivery ONLY*

- **GrubHub, DoorDash, Postmates** offering [no-contact delivery service](#) where customers can request food be dropped off on porch
- **UberEats** waiving delivery fees for more than 100,000 restaurants in the US & Canada <https://www.uber.com/newsroom/food-not-finances/> - leave a note on the app if you want food left on the doorstep to further reduce contact.
- Multiple area restaurants offering curbside/take-out services: [https://twitter.com/ABC11\\_WTVD/status/1239570310275502082](https://twitter.com/ABC11_WTVD/status/1239570310275502082)

### Grocery Store Delivery/Curbside Pickup

*Note: Many stores are reporting long wait times for curbside pickup/delivery services due to COVID-19; some stores are now offering hours for seniors or high-risk patrons.*

- [Dollar General, Whole Foods, Durham Co-Op Market, & Target](#) all offering special access for seniors & high risk patrons
  - Dollar General - 1st hour of every day for seniors
  - Whole Foods - 1st hour of every day for shoppers 70+
  - Target - 1st hour each Wednesday for "vulnerable" guests
  - Durham Co-Op Market - Tuesday, Friday, & Sunday from 10-11am for seniors & high-risk patrons
- [Durham Neighbor Help](#) - Matches community members up with high-risk neighbors to get needed items
- [Food Lion](#)
  - Curbside pickup: \$2 for order over \$35; \$4 for order under \$35
  - Delivery: \$4 for order over \$35; \$8 for order under \$35; add'l 5% delivery fee (CAN BE HIGHER during high demand; fee displayed when choosing delivery window)
- [Harris Teeter](#)

- Curbside pickup: \$5
- Delivery: \$5 + \$10 for order over \$50, \$12 for order under \$50
- [Wal-Mart](#)
  - Curbside pickup: Free
  - Delivery: Varies (~\$8-\$10)
- [Whole Foods](#)
  - Delivery: Free for Amazon Prime members, limited to select zipcodes
- [Lowe's Foods](#)
  - Offering 1 month of fee-free shopping trips with curbside pick-up with promo code "FREESHOP"
  - Regular fee is \$4.95 per order or \$99 per year (unlimited orders)
- [Instacart](#)
  - Same-day grocery delivery from multiple grocery store chains
  - Free 14 day trial of fee-free Express service available
    - \$0 fee for orders of \$35 or more; reduced fee for orders under \$35
    - After trial, cost monthly is \$9.99 or can be paid annually for \$99
  - Fees vary for non-Express service; usually \$3.99-\$7.99
- [Shipt](#)
  - Same-day grocery delivery from multiple grocery store chains
  - No delivery fee on orders over \$35
  - Monthly cost \$14 or can pay annually for \$99

## Free and Low-Cost Meal Prep/Delivery

- Meals on Wheels
  - Services vary by county--[Chatham program is NOT operational](#)
  - For now, MOST deliveries appear to be continuing; frequency of delivery may be reduced
- Senior Center Congregate Meals
  - Services vary by county--[Chatham is NOT offering](#)
  - For now, MOST senior centers appear to be offering some version of congregate meals; many groups are switching to a drive-through pickup model
- IFFS Mobile Markets
  - Available in Raleigh, Zebulon, Wake Forest; see sites listed [here](#)
- Resources for students normally receiving school lunches
  - <https://docs.google.com/document/d/1KQzg3hcEZmm1x7ZJ4TBmkCN7IY3aF36HjRkxBeuA2M0/edit>

## Mental Health/Substance Use Disorder/Domestic Violence Resources

- SAMHSA National Helpline (Mental Health & Substance Use) - 1-800-662-HELP (4357)
- Veterans Crisis Hotline: **1-800-273-8255** then **Press 1** or text any message to **838255**
- Online AA meeting resources:
  - <https://docs.google.com/document/d/1a71ccw7ihaWelksKwOp4AzAkYIVqSoKiN6Gsm38bKMU/edit>
- National Domestic Violence hotline: 1-800-799-7233; online chat available [here](#); text LOVEIS to 22522 to initiate a text discussion

## Online Enrichment Opportunities for Children & Adults

- [Scholastic Learn at Home](#)
  - Free online learning hub for school age children —Pre-K–K, Grades 1–2, Grades 3–5, and Grades 6–9+, covering ELA, STEM, Science, Social Studies, and Social-Emotional Learning
- [Virtual Museum Tours](#)
  - Free tours of museums worldwide
- [EdX](#)
  - Free online courses for personal enrichment from top institutions like Harvard, Stanford, MIT, and others.
  - Choose “self-paced” courses to do at your leisure

## Prescription Delivery/Pharmacy Resources

- [Early med refill waiver in effect statewide](#)
- Pharmacies with free home delivery of meds
  - [CVS](#)
  - [Walgreens](#)

## Social Isolation Supports

- North Carolina Baptist Aging Ministry helpline: Trained staff and volunteers offer a friendly voice and a compassionate ear to those suffering from social isolation and loneliness. Call 866-578-4673 between 9 a.m. and 9 p.m. Monday through Friday.
- The Friendship Line - The toll-free Friendship Line is available 24 hours every day of the year at 800-971-0016 - open to ages 60+ for friendly calls to help reduce loneliness and isolation.

## Other Resources

- Planet Fitness is offering a free online fitness class through their Facebook page via Facebook Live daily at 7pm
- [Headspace](#) is offering free access to their Headspace Plus service for meditation to healthcare workers. Visit [here](#) to register with individual NPI number, visit [here](#) to register as healthcare worker without individual NPI (care managers, LPNs, health coaches, etc.)
- [Headspace](#) is also offering free meditations to non-healthcare workers from a selection of offerings from their “Weathering the Storm” collection.

## Housing/Rent/Mortgage Resources

- [Mortgage Assistance for up to 1 year](#) – Covers homeowners mortgaged under Fannie Mae & Freddie Mac.
- [Evictions & Foreclosures postponed in NC Courts for 30 days](#)

## Transportation

- [GoDurham & GoDurham Access](#) have suspended fares for all their fixed route & Access routes. They ask that passengers limit their travel to essential needs only & enter the bus at the rear door.

## Child Care

- [New Emergency Child Care Hotline](#) to assist with locating care 1-888-600-1685. Service is open for healthcare workers and other essential/necessary workers.
- The Childcare for Healthcare Workers [website](#) provides accurate & up-to-date resources for healthcare workers
- UNC [View childcare Resources – English](#)
- UNC [View childcare Resources- Spanish](#)

## Dental Resources

- Carolina Dentistry, part of the UNC Adams School of Dentistry, has launched a [virtual helpline for dental needs](#) that is accessible for all North Carolinians. Hours: Monday – Friday 8am to 5pm. They will also help find local options for emergencies requiring an immediate office visit after evaluation. (919) 537-3088