

# COMMUNITY UPDATE



The official newsletter of Wnoc-RRCC  
'A Project of the THRIVE Collaborative'



Picture: Volunteers gathering and distributing food supplies from U-32 School this week.



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## WNOC-RRCC BY THE NUMBERS

AS OF APRIL 23, 2020

- 27,239** # of Meals Served to Date
- 722** Avg # of Meals Served Daily in the Past Week
- 221** # of People Currently Housed
- 152** # of Shelter Units
- 7** # of Emergency Housing Facilities
- 1501** # of Volunteer Hours to Date
- 900+** # of Volunteers in Network
- 161** # Community Call Center Interactions since 4/3/20
- 60+** # of community partner collaborations in progress
- 34** # of Days in Operation
- 33** # of ICS Staff Members



## Featured Story

## Food Access & Security During Coronavirus

The COVID-19 pandemic has affected people across the globe, disrupting food access and security. To understand how food systems and security are impacted, an online survey was launched for two weeks in Vermont beginning March 29th (less than a week after the order to “Stay home, stay safe”) through Front Porch Forum, social media ads, media coverage, and community partners. A total of 3,251 Vermonters responded.

This brief provides a summary of their responses, including reported food security, perceived impacts, concerns related to food access, and food behaviors.



### KEY FINDINGS

1. Respondents reported a 33% increase in food insecurity since the coronavirus outbreak began in Vermont (from 18% to 24%).
2. 45% of respondents with jobs experienced a job disruption or loss.
3. Respondents said the most helpful actions for meeting their food needs would be increased trust in the safety of going to stores and more food in stores.
4. Respondents worried most about food becoming unaffordable and running out of food if they were unable to go out.
5. Vermonters are using a variety of strategies to adapt: a majority of respondents are at least somewhat likely to buy foods that don't go bad quickly (90%); buy different, cheaper foods (69%); and stretch the food they have by eating less (52%).

[Click here to view the study in its entirety.](#)

### STATEWIDE DISTRIBUTION OF MRES

These findings reinforce what we at WNOC-RRCC and our community partners have been seeing on the local level for the past few weeks. What began as a health crisis, may quickly unravel as an economic crisis and potentially as a humanitarian crisis.

It is this concern that sparked the state to operationalize a mass emergency feeding plan that started this past week. After gathering local intel from members of WNOC-RRCC/THRIVE Collaborative and other community groups across the state, the State of Vermont hit the go button to distribute free MREs (Meals, Ready to Eat) at designated emergency distribution sites across the state.

[Here is a write up by VT Digger on the statewide distribution plan.](#)

Any leftover MREs from each distribution site will be provided to regional Foodbanks and will then be available at local food shelves. Mutual Aid and other volunteer groups have been activated to assist in the distribution of MREs to individuals in need. Contact your local Mutual Aid group or local food shelf for more information.

You may also contact our Community Call Center if you need guidance on who to contact.

**Call or text** 802-636-2025

**Facebook message us** @WNOCRRCC

Hours of Operation: 8:00 AM - 10:00 PM, 7-days a week.

More details on local food resources are listed on pg. 9 & 10.



# Calls to Action!



## WE REACHED OUR GOAL OF 750 FACE COVERINGS!

**Thank you to all the amazing people who helped us reach our goal!!!**

Over the last several weeks, we have been successfully provided cloth face coverings to local health care workers, community organizations like Central Vermont Home, Health, and Hospice and the Good Samaritan Haven, and for individuals in need. Most of the face coverings have already been distributed.

**We are still collecting face coverings and will continue to distribute to individuals and organizations in need.**

To make a request, contact Cory, [cory.boisvert@wnocrcc.org](mailto:cory.boisvert@wnocrcc.org). We will do our best to accomodate.

Interested in donating cloth face coverings to those in need!? First of all, YOU ARE AWESOME! Secondly, **please contact Joanne for specific instructions on the face coverings that are needed: [joanne.puente@wnocrcc.org](mailto:joanne.puente@wnocrcc.org)**

Donation dropoff instructions are listed below.

### **DISTRIBUTION CENTER - \*NEW HOURS\***

*Please note that our hours have changed, now open weekdays from 8:00 AM to 4:30 PM.*

We are helping local organizations and volunteer groups secure essential goods and supplies to support our most vulnerable during this global health event.

#### **IMMEDIATE DONATION NEEDS**

- Cloth face-coverings
- Trac Phones & Minutes
- Thermometers
- Nicotine Gum
- Tape Players
- Radios
- Gerber Brand Infant Formula
- Personal Cleaning Wipes
- Water
- Tick Repellent/Lavender Spray

In addition to the immediate needs listed, we are constantly in need of non-perishable food items, consumable household supplies (cleaning products, paper goods, diapers, etc.), and personal protective equipment (PPE) related to reducing the spread of COVID-19 (masks, rubber gloves, disposable suits & gowns).

The drop off location for all donations is located at Capstone, 20 Gable Place, Barre. Open weekdays between 8:00 AM and 4:30 PM. Please ring the bell at the marked garage door.

*Please note, we are not accepting items such as clothing, footwear, electronics, building supplies, or other household hard goods.*

If your organization or group is in need of supplies, please contact Paul, [paul.zabriskie@wnocrcc.org](mailto:paul.zabriskie@wnocrcc.org). We will do our best to accomodate.



## PROMOTING PARTNER NEEDS

### VOLUNTEER WITH YOUR LOCAL MUTUAL AID GROUP!

We have received a lot of "how can I help!?" inquiries (not surprised since Vermonters know how to "community"). We are happy to say that we have a strong network of volunteers already so if you're eager and able to volunteer in some capacity, we encourage you contact the local volunteer groups in your community.

Mutual Aid groups have formed in most communities and playing an instrumental role in supporting neighbors on a local level.

We are working closely with many Mutual Aid groups and if you need help making a connection to the mutual aid group in your community, please contact Ian at [Ian.hitchcock@wnocrrcc.org](mailto:Ian.hitchcock@wnocrrcc.org)

### STAFF OPENING AT THE GOOD SAMARITAN HAVEN

Central Vermont's only homeless shelter is looking to **hire staff to help manage the emergency shelters.**

If you or someone you know is interested, please email Heather at [heathert@goodsamaritanhaven.org](mailto:heathert@goodsamaritanhaven.org) for more detailed information.

## THE STATE IS LOOKING FOR VOLUNTEERS & TO FILL OPEN POSITIONS TO SUPPORT COVID-19 RESPONSE

**Our current greatest need is for health care professionals.** If you have medical experience or are a retired medical professional, please sign up below to join the Vermont Medical Reserve Corps.

**If you are available for temporary or full-time work,** the State of Vermont has current open positions that directly support the COVID-19 pandemic response and other roles critical to continued operations. For immediate hiring needs, visit [careers.vermont.gov](https://careers.vermont.gov).

For more information, visit:

<https://www.vermont.gov/volunteer>

## DOES YOUR ORGANIZATION, AGENCY, OR VOLUNTEER GROUP HAVE NEWS TO SHARE?

We want to help you get the word out! We invite you to utilize our communication channels to amplify your organizational messaging and services as **we seek to make sure our community residents know what services are available to them, and that they have the help they need to access them.**

### What to send us

- Key messages / services / needs (be concise)
- Photos / images (must have permission from anyone in photos)

### Who to contact?

Mike Rama, Public Information Officer  
E: [mike.rama@wnocrrcc.org](mailto:mike.rama@wnocrrcc.org)  
C: (607) 287-9236



# About WNOC-RRCC

## WHAT DOES WNOC-RRCC STAND FOR!?

Technically, **Washington and Northern Orange Counties Regional Response Command Center.**

But here is what it means to us!  
**We pronounce our name as "WIN-OCK-ROCK."**

**WIN = we will succeed in our efforts!**  
**OCK = connector language, a symbol of our response**  
**ROCK = a nod to our Central VT heritage! #BarreRockSolid!**

## OUR PURPOSE

WNOC-RRCC seeks to bolster local and state response efforts and influence community connectedness to ensure fluidity in knowledge and ease of access to support systems.

## HOW WE STARTED

Upon a request of local assistance from the Dept. of Health and the Homeless Response Task Force, members of THRIVE quickly and effectively operationalized WNOC-RRCC as the working arm of the THRIVE collaborative. Since March 23, WNOC-RRCC has been affiliated with the Dept. of Health, State Emergency Operations Center, Central Vermont Medical Center, and countless other state and local partners.

## A PROJECT OF THE THRIVE COLLABORATIVE

WNOC-RRCC is a unified community response of local social service organizations from THRIVE, Central Vermont's Accountable Community for Health group.

First formed in 2017, THRIVE has been in continuous pursuit of establishing partnerships, building relationships, and pooling resources to address community needs around social isolation, transportation, and homelessness. As a result, WNOC-RRCC was formed as an extension of THRIVE to utilize the power of the collaborative to maximize the response of state and local efforts.

Our region of focus mirrors Central Vermont Medical Center's service area which includes Washington County and the Northeast region of Orange County, including the communities of Brookfield, Orange, Washington, and Williamstown.

## INVOLVED ORGANIZATIONS

- Billings Clinic
- Capstone Community Action
- Downstreet Housing & Community Dev.
- VT Dept. of Health
- VT Dept. of Transportation
- Central Vermont Medical Center
- Central Vermont Community Harvest
- Central VT Regional Planning Commission
- Central VT Home, Health, and Hospice
- Central VT Council on Aging
- Faith-based organizations
- Family Center of Washington County
- Good Samaritan Haven
- Green Mountain United Way
- Gusto's Bar
- HungerFree Vermont
- Morse Block Deli
- Mutual Aid Groups
- New England Culinary Institute
- People's Health & Wellness Clinic
- rB Technologies
- Stone Environmental
- Salvation Army
- SunCommon
- U-32 School
- Vermont Foodbank
- VT Natural Resources Council
- VT Public Interest Research Group
- Washington County Mental Health Services

*This list of involved organizations is constantly changing and does not fully capture all of the involved parties that have been instrumental in serving our communities and vulnerable populations as it relates to COVID-19.*



# Please Help Share This Resource!!



**WNOC-RRCC**  
Washington and Northern Orange Counties  
Regional Response Command Center

Ensure Health and Wellness • Support Vulnerable Populations • Reduce Hospital Surges

'A PROJECT OF THE THRIVE COLLABORATIVE'



**THRIVE**

Building Thriving Communities Together

## THE COMMUNITY CALL CENTER IS HERE TO SUPPORT YOU!.

Hours of Operation: 8:00 AM - 10:00 PM, 7-days a week

**CALL OR TEXT**  
**(802) 636-2025**

**You can also Facebook Message us @WNOCRRCC**

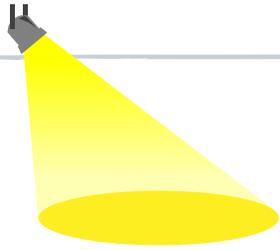
There are an abundant number of state and local support systems that are available to assist you during this trying time. We encourage you to contact them directly if able.

*If you need guidance and connection to local resources or are unsure of where to turn for help, call or text our Community Call Center. This is a free and confidential service for non-emergency situations. Our team of volunteers is available to help you navigate local resources available to you.*

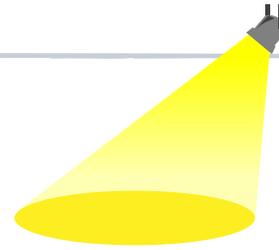


# Amplifying Community Efforts & Resources

## - COMMUNITY SPOTLIGHT -



40 YEARS OF MAKING A DIFFERENCE IN OUR COMMUNITY



The Central Vermont Council on Aging (CVCOA) is one of the leading experts and advocates in healthy aging for central Vermonters. They respect the wishes of aging persons to age at home, remain healthy, stay active, and connected to the communities they know and love.

### CVCOA at Their Core

- **Vision - a world where aging is honored.**
- **Mission - support central Vermonters to age with dignity and choice.**
- **Value - belief in the self-determination, dignity, and choices of elder persons.**

Here's a message from Mary H. Hayden, Director of Development and Communications:

*During this coronavirus crisis, the immediate focus is on meeting the nutritional needs of older Vermonters and family caregivers and minimizing the unhealthy impact of extreme social isolation. CVCOA is working hand in hand with our 15 meal sites to deliver many more home-delivered meals, and supporting our volunteer drivers to deliver more meals while maintaining CDC protocols to avoid spreading the virus. Our volunteer department is onboarding 30 new volunteers!*

*All of our staff is still serving older Central Vermonters from their home offices. Case Management and Information and Assistance work continues via phone rather than in person. Our Helpline is being answered from staff member's homes and new clients are being assessed over the phone. We continue to assist with public benefits applications. Case Management staff meet regularly with state benefits program staff to keep updated on changes in eligibility and application process. Our staff checks in by phone weekly and more often for our high needs clients. Our Medicare & You classes have transitioned to online, as have some of our caregiver support programs. Mental Health Eldercare Clinician program and Legal Aid services are still available.*

*Central Vermont Council on Aging encourages Central Vermonters to contact us about if you are concerned for yourself or an older family member or neighbor through our Helpline (800) 642-5119.*

# Amplifying Community Efforts & Resources



- COMMUNITY SPOTLIGHT CONTINUED -



## CORE SERVICES FOR ELDER, FAMILIES AND CAREGIVERS

- **CVCOA Help Line: (800) 642-5119** - Call the hotline to get answers to hundreds of common questions from elders, families and caregivers
- **Information & Assistance** - Staff are available to counsel older persons and families on the many available benefit programs and services, such as 3SquaresVT, seasonal fuel assistance, and more
- **Long-term Care Planning** - Case Managers are available to work with clients in to assess needs and develop, implement and coordinate individualized long-term care plans.
- **Nutrition Services** - Receive menu development and technical assistance for home-delivered and Community meals and provides the largest source of funding for the 15 meal sites that prepare and deliver these meals.
- **State Health Insurance Program (SHIP)** - This program provides personalized Medicare counseling, Medicare & You workshops, and enrollment assistance for Medicare Part D plans.
- **Family Caregiver Support** - Uplifting resources for the family members serving as caregivers to loved ones, including administration of the Dementia Respite Grant, educational classes, resources and support groups

## GET IN TOUCH

Visit their website: [www.cvcoa.org](http://www.cvcoa.org)

HelpLine: (800) 642-5119

Call: (802) 479-0531

Email: [info@cvcoa.org](mailto:info@cvcoa.org)

Connect on Facebook:

[www.facebook/CVCOA](https://www.facebook.com/CVCOA)



**Central Vermont Council on Aging  
is still here working for you!**  
Call our HelpLine 1(800) 642-5119 for assistance.  
**We are in this together!**

[www.cvcoa.org](http://www.cvcoa.org)



# Amplifying Community Efforts & Resources

PLEASE NOTE: [ALL BLUE UNDERLINE TEXT CONTAIN WEB LINKS](#)

- Central Vermont Medical Center has a COVID-19 Call Center available for anyone who has symptoms or health questions about the virus.
  - **802-371-5310, open 7 days a week, 8a-5p**
  - Staffed by nurses, providers and schedulers
  - When an individual calls, they will be triaged by one of the nurses. If the caller meets testing criteria, the nurse will forward the message to a provider to order the test. Once the test is ordered, a scheduler will contact the caller to schedule a time for testing
- [The Vermont Foodbank continues to be a champion of the people by ensuring all are fed during this challenging time. Check out their resources!](#)
- [Hunger Free Vermont has information about how families can find out what they need to know to get meals from their local school.... along with info about how to access meals on wheels, 3SVT, WIC, food shelves etc](#)
- [Washington County Mental Health Services offers a 24 hours a day, 7 days a week, Mental Health Crisis Services call line. \(802\) 229-0591](#)
- People's Health & Wellness Clinic is conducting visits via telemedicine and accepting referrals. Call (802) 479-1229
- [VT CARES is offering a mobile delivery syringe service program, operating out of Barre](#)
- Here are some resources from the VT Dept. of Labor about the CARES Act
  - [CARES Act Impact on Vermont](#)
  - [Info for self-employed/ind. contractors](#)
  - [Info on increased weekly payments](#)
  - [FAQ about COVID-19](#)
- [Barre Mutual Aid has a great website that matches community volunteers with those requesting assistance.](#)
- [Montpelier Food Pantry Tuesday is serving emergency meals to individuals and families in the greater Montpelier area. Open Tuesday, Thursday and Saturday from 10:00-12:00 PM.](#)
- [The Mad River Valley Emergency Team has a Neighbors Shopping for Neighbors program.](#)
  - [Here's their general volunteer sign up sheet](#)
- [Northfield Mutual Aid Task Force has a robust public spreadsheet to volunteer based on skills and interests](#)
- [Green Mountain United Way started a Relief & Response Fund to support service organizations and people during COVID-19.](#)
- [Check out VCRD's Vermont COVID-19 Community Response & Mutual Aid Toolkit here.](#)

## Childcare Resources from the Department for Children and Families

- Essential Persons who need child care may either [fill out this survey](#) or call VT 2-1-1 who will assist them with filling out the survey.
- [Child care programs should complete this survey](#) to notify the Child Development Division if they are closing or re-opening.
- Questions about all other services offered by the Child Development Division may be directed to 800-649-2642 between 7:45am - 4:30pm.
- All families with young children needing other resources and supports should call 2-1-1.



# Amplifying Community Efforts & Resources

PLEASE NOTE: ALL BLUE UNDERLINE TEXT CONTAIN WEB LINKS

## RESOURCES FOR NEW MOMS

Congratulations on your new baby! Going home with a newborn during a global pandemic may feel especially isolating - but please know that you are not alone. Our job is to support families with new babies, and we are here for you. Ask hospital staff to refer you before you are discharged, or reach out to us directly at any time. We are here to help!



**Central Vermont Home Health & Hospice**  
Call Katy Leffel at 802-224-2209 or fill out the contact form at: <https://www.cvhhh.org/>

CVHHH Maternal Child Health Nurses offer one-on-one nursing support and lactation support to help avoid unnecessary visits to the doctor's office. Options include telehealth visits, telemonitoring, and face-to-face visits in the home for medical procedures, using strict infection control protocols.



**GOOD BEGINNINGS** OF CENTRAL VERMONT  
Call/text Ana at (802) 276-0383 or email her at: [ana@goodbeginningscentralvt.org](mailto:ana@goodbeginningscentralvt.org)

Good Beginnings of Central Vermont brings community to any new parent. Call us if you need to process your birth experience, if you are feeling isolated or overwhelmed, if you have questions about newborn care, or just need to talk about your postpartum experience. We can also connect you to online parent meet-ups and support groups.



**Family Center OF WASHINGTON COUNTY**  
It's always about the family.  
Call Anne Farley at (802) 262-3292 x121 or email her at: [annef@fvcvt.org](mailto:annef@fvcvt.org)

The Family Center of Washington County supports families with young children. Our online Parent Cafes and Parent Education workshops support parents through challenging times, with a focus on child development. Our home visiting support connects families with information and support around parenting, child care, financial, health/mental health resources and referrals, and other needs.



Need help with diapers, wipes, formula, or other essentials? All three organizations can connect you with these and other community or financial support services.

Help Me Grow is another free, confidential resource for families with children of any age: Dial 2-1-1 ext. 6, text HMGVT to 898211, or email at [info@helpmegtrowvt.org](mailto:info@helpmegtrowvt.org).

## VT STREET MEDICS CORONAVIRUS HOTLINE

(800) 353-8654

CALL US! WE ARE HERE TO SUPPORT UNHOUSED FOLKS IN CENTRAL VERMONT & PEOPLE WHO NEED TRANSPORTATION TO ACCESS TESTING IN BERLIN, VT

Talk through your questions about Coronavirus, simple health concerns, and general wellness. The Hotline is staffed from 9am-9pm each day. If you need urgent medical care, call 911.

HEARING IMPAIRED HOTLINE ACCESS:  
TEXT (802) 232 2024  
RELAY SERVICE (FOR THE HARD OF HEARING):  
(802) 232 2024  
ESPAÑOL AND FRANÇAIS TRANSLATION MAY BE AVAILABLE

More info about VT Street Medics may be found on [their website](#) and [Facebook page](#).

**Camping Gear Donations Needed!** If you have extra camping supplies, please consider donating to support our homeless neighbors. More info may be found on their [Facebook page](#).

## MEAL ACCESS for Families with Young Children.

Have your children lost access to meals they were receiving at child care? Every school district and supervisory union in the state is providing FREE meals to all children 18 and under. Dial 2-1-1 to find out how you can begin accessing nutritious meals for your children 0-18 years old.



Feeding your child three square meals a day while schools and childcare are closed can be difficult, but there are many resources to help! Programs like 3SquaresVT and WIC are also available to provide assistance during these uncertain times.

For more information about these programs and to see how you can apply, access the Hunger Free Vermont COVID-19 response webpage at <https://www.hungerfreevt.org/coronavirus>.

If you have any questions, reach out to Keely Agan at Hunger Free Vermont [kagan@hungerfreevt.org](mailto:kagan@hungerfreevt.org) (802)448-4396



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If you have any questions, reach out to Keely Agan at Hunger Free Vermont [kagan@hungerfreevt.org](mailto:kagan@hungerfreevt.org) (802)448-4396



## CHECK OUT THIS VT COVID-19 CROWD-SOURCED RESOURCE PAGE!

There is a lot of helpful information that is continuously being added and updated on this medium. Please add additional resources that you are aware of.

### Vermont COVID-19 Resource List

We appreciate your help in creating this resource - please add comments or suggestions for additional resources. Feel free to reach out to Katherine Sims at [katherine@nekkollaborative.org](mailto:katherine@nekkollaborative.org) if you have questions or would like editing access.

If you have symptoms of COVID-19, please call your doctor before leaving home.

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# Amplifying Community Efforts & Resources

PLEASE NOTE: [ALL BLUE UNDERLINE TEXT CONTAIN WEB LINKS](#)

## Vermonters Are With You Staying Mentally Healthy During Self-Isolation or Quarantine

**We're staying home to stay safe**, and that's the right thing to do for ourselves and everyone else. But the ongoing stress due to the Coronavirus may lead to feelings of hopelessness and isolation.

While we may not be able to take part in our usual work and social routines, we can create new routines and practices to help us feel well.

### Self-Care is Key

It's easy to put off taking care of ourselves when there is so much that is new every day, and our daily routines have changed suddenly. Self-care may feel like "just one more thing" to do. But taking a walk, practicing [yoga](#) (and if you have limited mobility, there is [yoga](#) for you, too) or other ways to [reduce stress](#) such as [mindfulness](#), or taking a few moments to read something [uplifting](#) can shift our mood and help us see things differently in trying times. Lowering our stress in healthy ways can also [make our bodies better at fighting off sickness](#).

### Maintain Healthy Routines

The Coronavirus and concerns about COVID-19, the illness it causes, have upended most of our daily routines.

Start today to create new, healthy routines. You might start or end your day with a walk (staying at least six feet away from anyone else), or with 10 minutes or more of [mindfulness](#).

Build-in healthy breaks through-out the day. Take a few minutes to focus on your breathing, or step outside for a moment. And in the evening, while watching a movie may be fun, you might also play a musical instrument, read a book, start a journal or other writing project, and of course, [stay connected](#) — talk to friends and family on the phone or via an on-line platform.

Making these kinds of activities a regular part of your day will help you "stay home and stay safe" in good health.

### Vermonters Are With You

Staying home and away from friends and family is hard, even for those who don't live alone.

Pay attention to your thoughts and feelings. If you are feeling down, or find yourself having negative thoughts, help is available. In addition to your [local mental health agency](#), you can contact a helpful person at one of the numbers, below.

**Don't hesitate. Make the call. Vermonters Are With You.**

You  
Are  
Not  
Alone

Available 24/7 – If you need help, text VT to 741741

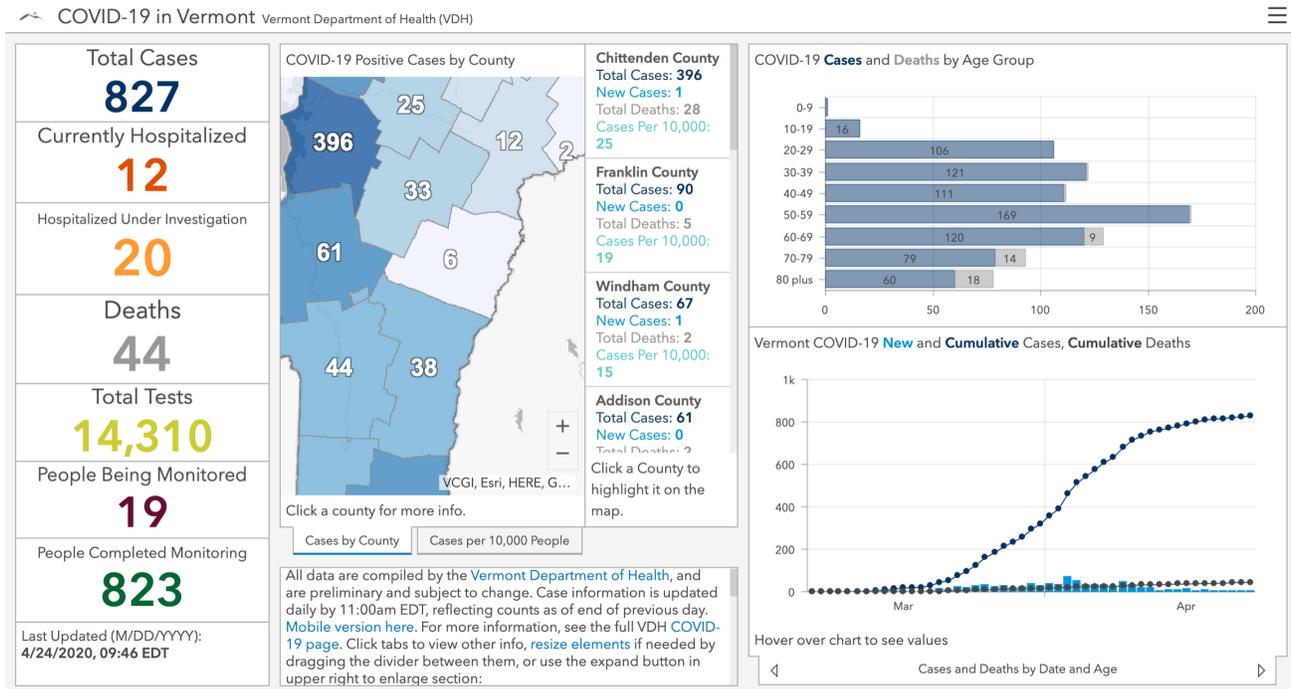
The National Suicide Prevention Lifeline  
is available 24/7 at 800-273-8255

Dial 2-1-1 to find mental health services in your area

Vermont Peer Support Line – open 3 PM-6 AM  
Call or text 833-888-2557



# COVID-19 Vermont Status & News



THE VERMONT DEPARTMENT OF HEALTH HAS NEW COVID-19 WEB PAGES, INCLUDING THE NEW DATA DASHBOARD FOR AN IN-DEPTH PICTURE OF COVID-19 ACTIVITY IN VERMONT. CHECK IT OUT AT [WWW.HEALTHVERMONT.GOV/COVID19](http://WWW.HEALTHVERMONT.GOV/COVID19)

## VERMONT DEPARTMENT OF HEALTH GUIDANCE

- **Stay Home, Stay Safe** – Please leave home only for essentials, like food or exercise. When out, keep a safe distance of six feet between yourself and others. Your efforts are making a difference in slowing the spread of the virus.
- **Wear a Cloth Mask** – If you need to leave your home for an essential purpose or will be near other people, wear a cloth covering over your mouth and nose. Since COVID-19 may be transmitted by someone who does not have symptoms, a mask helps you protect others. You must still practice social distancing. Learn more about how to use and make cloth face coverings.
- **People Coming to Vermont** – Residents and non-residents coming to Vermont – for anything other than an essential purpose – should quarantine at home for 14 days. Learn more about what the Stay Home, Stay Safe order means to Vermonters(link is external).
- **If You Are Sick** – Stay home and contact your health care provider online or by phone. Do not go to the hospital, except in a life-threatening situation. Use the CDC Self Checker Tool(link is external to review your symptoms. Read what to do if you are sick(link is external).
- **If You Smoke or Vape** – The new coronavirus attacks the lungs, making it harder for people who smoke or vape to fight off the virus. There has never been a better time to quit. Find resources at 802Quits(link is external).
- [Visit healthvermont.gov/covid19 for the most up-to-date information and guidance](http://WWW.HEALTHVERMONT.GOV/COVID19)



# Safety Tip of the Week!

From WNOCC-RRCC Safety Officer, Curt Lindberg!

## BASIC SAFETY GUIDANCE FOR ORGANIZATIONS RESPONDING TO COVID-19 PANDEMIC



### Teach and reinforce healthy hygiene practices.

- Communicate the importance of healthy hygiene practices with staff and volunteers
- Ensure handwashing strategies include washing with soap and water for at least 20 seconds, especially when entering and leaving the facility; after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing
- Ensure adequate supplies to support healthy hygiene practices
- Encourage staff and volunteers to wear cloth face coverings

### Intensify cleaning and disinfection efforts.

- At the beginning, middle and end of each shift all common spaces (including bathrooms), equipment, doors, tools and vehicles must be cleaned and disinfected. Cleaning and disinfecting also applies to any equipment prior to transfer from one person to another
- Provide EPA-registered disposable wipes so that commonly used surfaces (e.g., keyboards, desks, remote controls) can be wiped down.
- Ensure adequate cleaning and disinfection supplies are available
- Wear disposable gloves while cleaning and disinfecting



### Require sick staff and volunteers to stay home. Monitor and plan for absenteeism.

- Screen staff and volunteers when entering a facility or beginning work for symptoms of fever, cough and shortness of breath. If it is not possible to take temperatures at the site, require that staff and volunteers take their temperatures at home before reporting to work. If a temperature is above 100°F, DO NOT report for work and immediately notify the organization.
- Require staff to stay home when sick, even without documentation from healthcare professionals.



### Establish procedures for persons who are sick at the facility.

- Establish procedures to separate persons who show up sick or become sick at the facility from others, until they can safely leave and/or seek medical care.
- Provide disposable face coverings for persons with respiratory symptoms. It must be worn until they safely leave the facility.



### Educational Materials

- Links to pdf files for posters: [CDC for Stop the Spread of Germs](#), [Share the Facts about COVID-19](#), [WHO Hand Rub](#), [WHO Hand Washing with Soap & Water](#), so they can be displayed throughout your facility
- [Video from Johns Hopkins on WHO recommended steps for hand rubbing with hand gel](#)
- [Video from Johns Hopkins on WHO recommended steps for hand washing with soap and water](#)
- [Video on putting on and removal of gloves \(from ProTraining\)](#).
- [Video on the right way to put on and take off cloth face coverings from National Jewish Health](#)

### Supply Checklist

- Hand sanitizer
- Disinfectants
- Disinfectant wipes
- Disposable gloves
- Cloth face coverings
- Infrared forehead thermometer
- Soap
- Paper towels
- Tissue
- Trash disposal containers



# THANK YOU VOLUNTEERS!

It is National Volunteer Week so it is only appropriate to acknowledge the amazing Vermonters who have been tirelessly dedicating their time, energy, and expertise to support their fellow neighbors in need. Below are some of the amazing Volunteers we've had the privilege of working alongside... and there are many, many more just like them.

**If you are a volunteer, thank you. You have saved lives and your acts of volunteerism are invaluable.**

## SOME OF OUR LOCAL VOLUNTEERS!

Dotty Ricks



Our tireless volunteer Dotty is responsible for ensuring that every hotel guest receives 3 meals per day 7 days a week. She communicates with the hotel front desk staff for seven different hotels every day to make sure that we have the correct guest list and she is there at every meal pick up to help the volunteers get ready for their meal deliveries.

We never have to worry that the guests won't have a meal because Dotty is there to oversee the operations-when the sun shines, when the rain pours, and yes, even when the snow blows.

She's cheerful, full of energy, and always maintains a sense of humor, even during these difficult times.

Liz Scharf, the Food Team Lead for WNOC-RRCC says, " If we didn't have Dotty, meticulously keeping track of meals and hotel guest numbers, I don't know what this operation would look like!

Thank you, Dotty, for your amazing organization skills and positive attitude, and humor!"

Laura Star



Laura is one of the awesome volunteer members of our Dispatch Team for the Call Center. Laura works as a Customer Support Rockstar at SunCommon and her skills translate perfectly to our Dispatch Team!

Emily



Emily is pictured here fully masked-up and hanging flyers for our Call Center at the East Warren Market in Warren, Vermont.

# Contact Us. We're Here to Help!

WNOC-RRCC is here to be a resource to you and support local and state efforts to serve our vulnerable neighbors and communities during this unprecedented time in history.

- **For individual support and guidance, please contact the Community Call Center.**
  - Call or text (802) 636-2025
  - You can also send us a Facebook message @WNOCRCC
  - Open from 8:00 AM - 10:00 PM, 7-days a week
- **For supplies procurement and distribution inquiries, please contact Cory at [cory.boisvert@wnocrrcc.org](mailto:cory.boisvert@wnocrrcc.org)**
- **For Mutual Aid-related inquiries, please contact Ian at [ian.hitchcock@wnocrrcc.org](mailto:ian.hitchcock@wnocrrcc.org)**
- **For all other inquiries, please contact the Community Relations team at [communityrelations@wnocrrcc.org](mailto:communityrelations@wnocrrcc.org)**
- **[Sign up for our Community Email Listserv and receive future newsletters directly!](https://mailchi.mp/e07fd536918a/wnoc_rrcc_community_listserv_signup)**  
[https://mailchi.mp/e07fd536918a/wnoc\\_rrcc\\_community\\_listserv\\_signup](https://mailchi.mp/e07fd536918a/wnoc_rrcc_community_listserv_signup)
- **Follow us on Social Media too!**



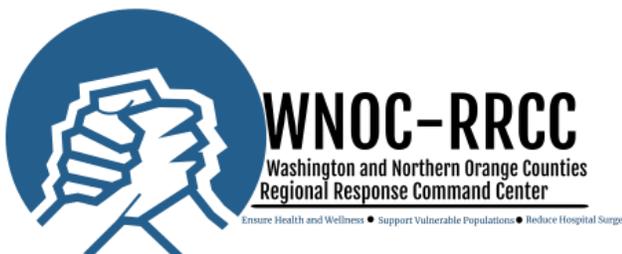
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*'A Project of the THRIVE Collaborative'*

