

COVID-19 RESIDENT RESOURCES & INFORMATION

RESOURCES FOR PIEDMONT HOUSING ALLIANCE
COMMUNITY MEMBERS



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The situation with COVID-19 is ongoing and ever changing. We encourage you to use this compilation of resources as a starting point in your search for services and information. This list of resources may be updated without notice.

NOTES FROM COMMUNITY MANAGEMENT

Leasing offices closed until further notice

All leasing offices are closed to walk-in appointments and in-person meetings until further notice. While you may see staff in the office, they are there for a limited time to pick up/work on paperwork and will not be able to answer the door due to social distancing mandates.

Please do not:

- Knock on the leasing office door
- Gather outside of the leasing office
- Approach leasing office staff as they enter and exit your community

If you need to contact the leasing office, call or email your community manager or Regional Community Manager, Amanda Chandler.

Maintenance Requests

Due to the ongoing threat of COVID-19 and in accordance with social distancing mandates, until further notice our maintenance team is only responding to emergency maintenance requests.

Maintenance emergencies are listed below:

- No heat when outside temp is below 50 degrees
- No A/C when outside temp is above 85 degrees
- Major water leak/flooding
- No power to entire unit (if not turned off)
- Fridge not cooling
- No hot water before 9 p.m.
- Fire (Call 911 in case of a fire)
- Safety Devices: (smoke/carbon monoxide detectors)
- Stopped up toilet if only one in apartment (Residents should have a plunger, as they will be asked to try plunger before maintenance comes to assess the issue.)

Tips for making a maintenance request

When leaving a maintenance request, always your name, which community you are calling from, unit/apartment number and a phone number where you can be reached. Some other tips:

- Speak clearly into your phone.
- If you have a speech impediment or need an accommodation to submit maintenance requests in a different way, please let us know.

- Reduce background noise while you are talking.
- Review the above maintenance emergencies before you call us.

Preventing the Spread of COVID-19

Continue to follow the [precautions](#) laid out by the CDC to help slow the spread of COVID-19. These include:

- [Wash your hands](#) often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, **use a hand sanitizer that contains at least 60% alcohol**. Cover all surfaces of your hands and rub them together until they feel dry.
- **Avoid touching your eyes, nose, and mouth** with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home as much as possible.
- **Clean AND disinfect [frequently touched surfaces](#) daily**. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.

COVID-19/CORONAVIRUS INFORMATION & GENERAL RESOURCES

- Center for Disease Control (CDC)
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- World Health Organization (WHO)
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>
- Virginia Department of Health
<http://www.vdh.virginia.gov/>
- City of Charlottesville COVID-19 updates
<https://buff.ly/3bWSuPK>
- Virginia Department of Health COVID-19 Hotline
434-972-6261

Crisis Counseling Resources

- SAHMSA's Disaster Distress Helpline (1-800-985-5990) is a 24/7, 365-day-a-year, national hotline dedicated to providing immediate crisis counseling for people who are experiencing emotional distress related to any natural or human-caused disaster.
- Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor. Helpline services are also available in Spanish and for the deaf and hard of hearing.
- Institute on Aging's (IOA) 24-hour toll-free [Friendship Line](#) is the only accredited crisis line in the country for people aged 60 years and older, and adults living with disabilities. Call (415) 750-4111 or (650) 424-1411 to connect with IOA.

Commonly Asked Questions

What are COVID-19 Symptoms?

Symptoms may appear 2-14 days after and include fever, cough and shortness of breath. It is important to remember that the severity of symptoms can vary and that many people do not show symptoms.

What if I believe my neighbor has COVID-19?

Please be respectful and kind. While we love that you care so much about your neighbors, if you have a concern please contact them via the phone and do not drop by their home. We will continue to check in with residents and log illnesses based on those check-ins.

CURRENT NOTICES AND ORDERS

Governor Ralph Northam issues temporary stay at home order due to novel coronavirus (COVID-19) in Executive Order No. 55 (Effective date March 30)

[https://www.governor.virginia.gov/media/governorvirginiagov/executive-actions/EO-55-Temporary-Stay-at-Home-Order-Due-to-Novel-Coronavirus-\(COVID-19\).pdf](https://www.governor.virginia.gov/media/governorvirginiagov/executive-actions/EO-55-Temporary-Stay-at-Home-Order-Due-to-Novel-Coronavirus-(COVID-19).pdf)

FOOD RESOURCES

- Blue Ridge Area Food Bank (<https://www.brafb.org/>) The Blue Ridge Area Food serves 25 counties and 8 cities in central and western Virginia – including all of those where Piedmont Housing communities are located. We have a strong partnership with the food bank and will continue to work together to provide food distributions. **Phone: 434-296-3663**
- Loaves & Fishes (<https://www.cvilleloaves.org/>)

UPDATE ON SERVICES

Until we can resume normal operations, Loaves & Fishes Food Pantry in Charlottesville, Virginia will not be giving out food on Tuesday evenings. Please **visit us on Wednesdays from 2:00-4:00 pm, Thursdays from 6:30-8:30 pm, and Saturdays from 10:00 am—12:00 pm**. Parking lot opens one hour before pantry. Pantry staff will provide a grocery cart of pre-packed groceries for you to load into your car in our parking lot.

All volunteer activities are suspended through at least June 10, 2020.



- Charlottesville Food Justice Network (cvillefoodjustice.org)
- Nelson County Food Pantry (<https://www.nelsoncountypantry.org/>)
- Supplemental Nutrition Assistance Program (SNAP) (<https://www.dss.virginia.gov/benefit/snap.cgi>)

Charlottesville City Schools Food Delivery Sites and Routes

These sites are subject to change. Last updated: 03/26/20 at 4:15pm

Monday and Wednesday (children will receive multiple days' worth of food).

Six stations will offer hour-long service in one location:

1. Charlottesville High School – 1400 Melbourne Ave
2. Friendship Court – 418 Garrett St
3. Greenstone on 5th – 746 Prospect Ave
4. Hearthwood Apartments – 2111 Michie Drive

5. Jackson-Via Elementary School – Parking Lot / Bus Loop 508 Harris Road
6. Westhaven – 801 Hardy Drive

Albemarle County Schools Food Distribution

With the exception of Memorial Day, May 25, meals are available Monday through Friday at the following locations and times:

Northern Albemarle Service Sites

10:30 to 10:55 a.m. (New service location as of April 6)

- North Woods at the Four Seasons (lower parking lot parallel to Four Seasons Dr)
Timber Trail Dr, Charlottesville, VA 22901

11 a.m. to 12:30 p.m.

- Albemarle High School (back covered patio across from stadium)
2775 Hydraulic Rd, Charlottesville, VA 22901
- Sutherland Middle School (front-right walkway entrance)
2801 Powell Creek Dr, Charlottesville, VA 22911
- Woodbrook Elementary School (walkway in front of school)
100 Woodbrook Dr, Charlottesville, VA 22901

11 to 11:30 a.m.

- Abbington Crossing Apartments (near the pool)
1000 Old Brook Rd, Charlottesville, VA 22901
- Granite Park Apartments (upper-back parking lot)
2407 Peyton Dr, Charlottesville, VA 22901

11:30 a.m. to 12 p.m.

- Mallside Forest Apartments (near the pool)
816 Mallside Forest Ct, Charlottesville, VA 22901

11:40 a.m. to 12:10 p.m.

- University Heights Apartments
250 Colonnade Dr, Charlottesville, VA 22903

12:20 to 12:35 p.m. (New service location as of April 6)

- Broadus Wood Elementary School
185 Buck Mountain Rd, Earlysville, VA 22936

Southern Albemarle Service Sites

11 a.m. to 12:30 p.m.

- Monticello High School (front walkway near auditorium)
1400 Independence Way, Charlottesville, VA 22902
- Walton Middle School (front entrance walkway)
4217 Red Hill Rd, Charlottesville, VA 22903

11 to 11:15 a.m.

- James River Boys & Girls Club
300 Page St, Scottsville, VA 24590

11 to 11:30 a.m.

- Southwood Boys & Girls Club
383 Hickory Street, Charlottesville, VA 22902
- Wilton Farm (main office)
1475 Wilton Farm Rd, Charlottesville, VA 22911

11:30 to 11:45 a.m.

- Yancey School Community Center
7625 Porters Rd, Esmont, VA 22937

11:45 a.m. to 12:05 p.m.

- Cismont Market
5412 Louisa Rd, Keswick, VA 22947

12:10 to 12:25 p.m.

- Red Hill Elementary School
3901 Red Hill School Rd, North Garden, VA 22959

12:15 to 12:45 p.m.

- Stone-Robinson Elementary School
958 North Milton Rd, Charlottesville, VA 22911

Western Albemarle Service Sites**11 a.m. to 12:30 p.m.**

- Western Albemarle High School (front walkway near dining area)
5941 Rockfish Gap Turnpike, Crozet, VA 22932

11 to 11:30 a.m.

- Claudius Crozet Park
1075 Claudius Crozet Park, Crozet, VA 22932

FINANCIAL + MATERIAL AID RESOURCES

Community Emergency Response Fund (<https://www.cacfonline.org/initiatives>)

The Community Foundation, Cville Community Cares, United Way of Greater Charlottesville, City of Charlottesville, and County of Albemarle will partner to disburse funds to households experiencing hardship due to the COVID-19 virus. This partnership will make financial payments to households in Charlottesville and the counties of Albemarle, Buckingham, Fluvanna, Greene, Louisa, Nelson, and Orange. Anyone experiencing hardship as a result of the COVID-19 virus and its economic impacts can **call (434) 234-4490 between 9am and 5pm, Monday through Friday**. Multiple languages are available.

Piedmont Housing Emergency Assistance Fund (<https://buff.ly/2wnFx2g>)

Piedmont Housing Alliance has established an Emergency Assistance Fund for residents at its communities. The fund will be dispersed in the form of a one-time distribution of up to \$200 to residents who request it. **Call 434-825-3132, Monday- Friday from 12 p.m. – 4 p.m.**

RESOURCES FOR SMALL BUSINESSES, ENTREPRENEURS AND UNEMPLOYED

Resources for Small Business + Entrepreneurs

- **City of Charlottesville Office of Economic Development (OED) and the Charlottesville Economic Development Authority (CEDA) initiatives**
 - Building Resilience Among Charlottesville Entrepreneurs (BRACE) Grant - micro grants up to \$2,000 will encourage creative responses to address the changing environment and help with fixed-cost burdens (www.charlottesville.org/econdev)
 - Business Equity Fund (BEF) Resiliency Loan - immediate access to relief loans of up to \$5,000 with favorable repayment terms. (www.charlottesville.org/econdev)
- **Small Business Administration resources** (<https://www.sba.gov/funding-programs/loans/coronavirus-relief-options>)

Resources for Unemployed Individuals

- **Charlottesville Downtown Job Center** (<https://www.charlottesville.org/departments-and-services/departments-a-g/economic-development/downtown-job-center>)
- **Virginia Employment Commission (Apply for unemployment benefits)** (<http://www.vec.virginia.gov/unemployed>)

*File a New Claim for UI Benefits by Telephone: **1-866-832-2363***

Available 8:15am to 4:30pm, Monday - Friday, and Saturday between 8am and Noon (closed Sunday and state holidays).

Continuing Claims. It is your responsibility to file your weekly continued claim on time, each week, while you are receiving benefits.

- File Your Weekly Continued Claim by Internet
 - **English**
 - **Español**
- File Your Weekly Continued Claim by Telephone: **1-800-897-5630**

UTILITIES RESOURCES

- Dominion Energy (<https://www.dominionenergy.com/company/coronavirus>)
- Albemarle County Service Authority (<https://serviceauthority.org/>)
- Rivanna Authorities (<https://www.rivanna.org/>)
- CenturyLink (<https://news.centurylink.com/covid-19>)

RESOURCES FOR FAMILIES WITH CHILDREN

- 20 indoor games to keep the kids entertained on a rainy day (<https://www.todayparent.com/toddler/20-fun-indoor-games/>)
- How teenagers can protect their mental health during coronavirus (COVID-19)- UNICEF (<https://www.unicef.org/coronavirus/how-teenagers-can-protect-their-mental-health-during-coronavirus-covid-19>)
- Talking to Kids About Coronavirus – Child Mind Institute (<https://childmind.org/article/talking-to-kids-about-the-coronavirus/>)
- How You and Your Kids Can De-Stress During Coronavirus – PBS Kids (<https://www.pbs.org/parents/thrive/how-you-and-your-kids-can-de-stress-during-coronavirus>)
- ReadyKids resources (<https://readykidscville.org/readykids-preparing-for-coronavirus-in-charlottesville/>)

MENTAL HEALTH RESOURCES

- Tips for Managing Stress (<http://helphappenshere.org/coronavirus/>)
- National Alliance on Mental Illness COVID-19 Information and Resources (<https://www.nami.org/getattachment/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Importan/COVID-19-Updated-Guide-1.pdf?lang=en-US>)
- The Women’s Initiative (<https://thewomensinitiative.org/>)

RACIAL EQUITY RESOURCES

Due to racist systems and practices that have existed throughout the United States since slavery and continue to be impactful today, African Americans face an especially hard struggle when it comes to COVID-19. Even during this time, it is important to understand how this group is more exposed as they are more likely to hold low-paying, front-line jobs; face the issue of inadequate housing conditions and have underlying medical conditions. They are also more likely to be used in medical trials, lose insurance or not have any to begin with and not have the ability to work from home.

- Racial Equity & Social Justice Resources – Racial Equity Tools (<https://www.racialequitytools.org/fundamentals/resource-lists/resources-addressing-covid-19-with-racial-equity-lens>)
- In Chicago, COVID-19 Is Hitting The Black Community Hard – NPR (<https://www.npr.org/2020/04/06/828303894/in-chicago-covid-19-is-hitting-the-black-community-hard>)
- Southern Poverty Law Center (<https://www.splcenter.org/>)