

AGENCY/NONPROFIT OPERATION PROTOCOLS

ABCCM (VETERANS RESTORATION QUARTERS and STEADFAST HOUSE)

- Emergency Shelter activities are ongoing, but all guests and visitors are being screened. Overnight shelter guests are segregated.
- ABCCM (Buncombe County) are serving folks as usual -- with modifications. Clients are not entering the buildings - but they are still receiving services. (Assistance with rent, utility bills, food, clothing, household items etc...)
- Meal times are spread out to decrease the number of people gathered at a time.
- All passes for residents in long-term programs have been cancelled except in emergency circumstances.
- Nurse is available on-site to consult with anyone who is symptomatic.

EBLEN CHARITIES 828-255-3066 50 Westgate Parkway Asheville 28806

Offering all services. Clients are coming into the waiting room as usual or they can choose to be in their vehicle and someone will come out to them.

Eblen helps with:

- Rent
- Utilities
- Prescriptions

FOSTER SEVENTH DAY ADVENTIST CHURCH COMMUNITY SERVICES:

- 828-274-2014 ext 316 375 Hendersonville Road Asheville (Across from Huddle House)
- Food Only for right now
- Open between 9-11AM

HAYWOOD STREET CONGREGATION –

- They will still be serving “to-go” food boxes. See “Community Table List” for days/hours.
- Haywood Street Respite will stop accepting new referrals and will close completely once Friends currently staying with them have moved out.
- Their building will remain closed and they are temporarily suspending most other activities on campus including God’s Outfitters Clothes Closet, fresco visitation, haircuts, art and acupuncture.
- The Steady Collective will have a mobile unit on campus for syringe services on Wednesdays during lunch and other partners may table or offer services onsite alongside our meals.

HOMeward BOUND OF WESTERN NORTH CAROLINA -

- AHOPE will move to 7 days a week 8-12. At this point they aren't restricting access to a certain number of people at a time, but if it ends up that it is spreading within the community they will do so. Only essential staff will come in, only 4 staff at a time.
- Bathrooms, showers, mail, and storage remain available during the hours they are open.
- Client appointments are for essential meetings only and connecting on the phone if possible.
- Room in the Inn is moving to AHOPE and Homeward Bound staff are having to staff it overnight. The churches are still making meals for them at this point.

MEALS ON WHEELS: 828-253-5286

- Operating as usual

SALVATION ARMY

- Not taking walk-ins for financial assistance
- Individuals can call for financial assistance. SA will assist or refer.
- Shelter will operate as normal.
- Food Pantry will be mobile on March 18.
- Food Pantry will be suspended after March 18 as they re-organize.

SWANNANOVA VALLEY CHRISTIAN MINISTRIES

- Emergency seasonal shelter will not be reopening this year.
- Ministry center will remain open to respond to other needs.

TRINITY PLACE RUNAWAY AND HOMELESS YOUTH SHELTER -

- All meetings with Social Workers, therapists, Guardian Ad Litems, and guardians are being done via tech.
- Food is available to fostercare families and clients for pick up at Trinity in the porch freezer. (Please call for availability).
- All children are being quarantined with staff.
- They are operating under Code Purple intake process.

VA HOMELESS SERVICES -

- The VA Medical Clinic continues to screen everybody who enters the facility in their cars as they enter the campus. The HCHV Program has gone to a non-in-person care delivery service as much as possible. They are checking in with Veterans over the phone and screening them, encouraging home care as much as possible and social distancing measures. They are organizing food delivery and other essential items such as medication and toiletries.
- The walk-in clinic at the VA remains operational and continues to have staff in the office to provide in-person services, from a safe distance and with masks, when necessary.
- Their Outreach Social Worker is coordinating with Homeward Bound, CoCs, shelters and medical providers to triage any homeless Veterans who need care or essential items.

WESTERN CAROLINA RESCUE MINISTRIES -

- All meals are to-go, delivered outside of the building; they are continuing to receive in-kind donations and are picking up from restaurants who are providing donations.
- No outside visitors are being admitted to the building, program residents only, and residents are screened with temps taken on each entry.
- All Health Clinic activities have been shifted to Dale Fell at this time.
- Food boxes for unsheltered folks are customized with appropriate contents (canned goods, nothing perishable).