This past Friday marked one full week of operations for our Community Call Center. "It has been a busy week with some troubleshooting along the way, common for any new structure, but overall, the first week has gone very well thanks to our amazing volunteers and partners," said Alec Brecher, our IT Specialist from SunCommon.

Our Community Call Center is entirely run by an amazing cohort of volunteers, 75 to date, who receive training and support from WNOC-RRCC staff. Operating in 3.5hr shifts, our volunteers have fielded 125 cases since the call lines became active. A proprietary intake process built on the salesforce platform (made possible with the help from our friends at SunCommon) creates a streamlined process for volunteers to effectively assist inquiring participants.
If our Community Call Center sounds a lot like VT 2-1-1, that's because it's the same concept, and we're working closely with VT 2-1-1 to provide support from a local, regional level.

As Aly Johnson-Kurts, WNOC-RRCC Operations Chief extraordinaire described, "You can think of our relationship with VT 2-1-1 as a two-way street. They're handing off cases with local requests to us as we have a greater knowledge of local resources & services and we're sending calls to them that are larger in scope and require their expertise. Just one example of the many collaborative partnerships fueling our Call Center and our response as a whole."

The Call Center was initiated in an effort to provide Central Vermonters with a free and confidential platform to get guidance and connections to local and state support services.

**Calls of Action!**

**HELP US REACH 750 CLOTH FACE COVERINGS!**

We are collecting cloth face coverings (masks) on behalf of local organizations like Central Vermont Home, Health, and Hospice, the Good Samaritan Haven, Central Vermont Medical Center, and for our volunteers as well. Our goal is to reach 750 by April 30, and so far we have received 326 masks from the community.

Thank you!!

Check out the CDC’s tips on how to make a cloth face-covering. More resources about cloth face coverings are located on pg. 9.

Donations may be drop off at Capstone Community Action located at 20 Gable Place, Barre. Open weekdays between 7:30 AM and 5:00 PM. Please ring the bell at the marked garage door.

We've launched the **MASK ON CHALLENGE!**

Join the online #MELFIES fun on any of our social media platforms
DISTRIBUTION CENTER

We are accepting and distributing emergency goods and supplies to individuals and community efforts in need.

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 related to reducing the spread of COVID-19 (masks, rubber gloves, disposable suits & gowns).

The drop off location for all donation is located at Capstone, 20 Gable Place in Barre. Donations may be dropped on weekdays between 7:30 AM and 5:00 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.

IMMEDIATE DONATION NEEDS

- Cloth face-coverings
- Empty and clean plastic containers and spray bottles
- Trac Phones & Minutes
- Thermometers
- Nicotine Gum
- Tape Players
- Radios
- Gerber Brand Infant Formula
- Personal Cleaning Wipes
- Water
- Tick Repellent/Lavender Spray

SIGN UP TO BE A VOLUNTEER!

"It takes a village" couldn't be closer to the truth. Sign up to join our volunteer email listserv to stay up to date on volunteer opportunities as we all work together to support each other and our communities. We are currently utilizing Community Harvest of Central Vermont's volunteer platform.

*Click this link to fill out your volunteer form.*

Be sure to indicate you are signing up to help with the "COVID-19 Emergency Response" in the Additional Information Box of the application.

If you have questions or need to request volunteer assistance, please contact Allison Levin, Volunteer Coordinator. allison.levin@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 for more detailed information.

THE STATE IS LOOKING FOR VOLUNTEERS

The State is looking for volunteers, specifically individuals with a health care background. For more information, visit www.vermont.gov/volunteer.
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 MISSION

- Address the needs of the most vulnerable.
- Reduce the medical surge and flatten the curve.
- Support and be an ally to state and local efforts.

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.

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.
Spread the News!!

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 @WNOCCRCC

The Community Call Center is a free and confidential community support for anyone seeking guidance and connection to local support services & resources.

The Community Call Center is a service provided by WNOC-RRCC, a unified community response of local social service organizations from THRIVE, Central Vermont’s Accountable Community for Health group. We’re all in this together!
Central Vermont Medical Center has a COVID-19 Call Center available for anyone who have 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

Uplifting story – here’s a video of our first responders showing support for staff at CVMC

The Mad River Valley Emergency Team has started a Neighbors Shopping for Neighbors program.
- Here’s their general volunteer sign up sheet

The Vermont Foodbank continues to be a champion of the people by ensuring all are fed during this challenging time. Check out their resources!

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

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

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.

Barre Mutual Aid has a great website that matches community volunteers with those requesting assistance.

Northfield Mutual Aid Task Force has a robust public spreadsheet to volunteer based on skills and interests

VT CARES is offering a mobile delivery syringe service program, operating out of Barre

Green Mountain United Way started a Relief & Response Fund to support service organizations and people during COVID-19.
The following are resources from the Department for Children and Families about important child care resources and how to make successful referrals:

- 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. Anyone who fills out this survey will receive a phone call to discuss their child care needs and to provide them with child care referrals.

- Child care programs should complete this survey to notify the Child Development Division if they are closing or re-opening. This information is used to assist Essential Persons in need of child care.

- Child care programs with questions about the financial supports being offered by the Child Development Division may email katie.lavallee@vermont.gov or call (802) 241-0830. Due to the volume of calls and emails, we ask that someone leave either a voice message or send an email one time. There are several staff from the Division's financial team responding to all calls and emails.

- Child care programs with child care licensing regulation questions, questions about resources (non-financial in nature), and information about the status of their program (e.g. filled to capacity or have to reduce capacity) should call or email the Child Development Division's "Licensor on Duty Line" (ahs.dfcddchildcarelicensing@vermont.gov) or 800-649-2642 option 3.

- Essential Persons with questions about child care licensing regulations and/or concerns about their child's licensed child care program should call or email the Child Development Division's "Consumer Concern Line" (ahs.dfcddchildcarelicensing@vermont.gov or 800-649-2642 option 3).

- 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.
All travelers coming to Vermont from out-of-state now must home-quarantine for 14 days

If you are experiencing COVID-19 symptoms (fever, cough, shortness of breath): CALL your health care provider. Many people who are mildly ill can manage their symptoms at home with rest, drinking fluids and taking fever-reducing medicine, when needed.

Not everybody needs to be tested. Do not call the Health Department. Do not go to the hospital, except in a life-threatening situation.

If you need to go food shopping, to the pharmacy or do other essential activities, keep a distance of 6 feet between yourself and others. Six feet is about the length of a 3-person couch or a bed.

It's OK to get fresh air, exercise outside and walk your dog – as long as you keep 6 feet away from other people.

New science is coming in about how COVID-19 is transmitted – including how likely it is to be spread before people experience any symptoms. While we don’t yet have all the answers, we do know that staying home and keeping your distance during essential activities is more important than ever.

Visit healthvermont.gov/covid19 for the most up-to-date information and guidance

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

VERMONT DEPARTMENT OF HEALTH GUIDANCE

- All travelers coming to Vermont from out-of-state now must home-quarantine for 14 days
- If you are experiencing COVID-19 symptoms (fever, cough, shortness of breath): CALL your health care provider. Many people who are mildly ill can manage their symptoms at home with rest, drinking fluids and taking fever-reducing medicine, when needed.
- Not everybody needs to be tested. Do not call the Health Department. Do not go to the hospital, except in a life-threatening situation.
- If you need to go food shopping, to the pharmacy or do other essential activities, keep a distance of 6 feet between yourself and others. Six feet is about the length of a 3-person couch or a bed.
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- Visit healthvermont.gov/covid19 for the most up-to-date information and guidance
Safety Tip of the Week!

COVER YOUR MOUTH AND NOSE WITH A CLOTH FACE COVER WHEN AROUND OTHERS

- You can spread the COVID-19 virus even if you do not feel sick.
- Everyone should wear a cloth face cover when they have to go out in public, for example to the grocery store or to pick up other necessities.
  - Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do not touch their eyes, nose, and mouth when removing their face covering and wash hands immediately after removing.
- Wash your cloth mask routinely in the washing machine.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for physical distancing.

Why is Wearing a Face Covering in Public Important?

- VT Dept. of Health's summary of how Cloth Face Coverings Help Slow the Spread of COVID-19
- CDC's FAQ about Cloth Face Coverings

Helpful instructions to make your own face covering!

- CVMC’s Guide to Sewing Masks
- CDC’s Guide to Making Face Coverings
- NY Times Article on the Best Materials for Masks
- Mask sewing instructions from VT Glove

Resources for Procuring Face Covering Supplies

- Montpelier's own Notion Fabric & Craft is selling supplies Use code MASK at checkout for 20% off.
- Here's a USA Today article about online sources
- Can't sew? No problem! Check out all of these home-remedies from the CDC!

Reminder of the MASK ON CHALLENGE!
Join the online #MELFIES fun on any of the listed social media platforms below
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 call the Call Center. Call or text (802) 636-2025 or you send us a Facebook message @WNOCRRCC. Open from 8:00 AM - 10:00 PM.

For volunteer-related inquiries, please contact Allison at allison.levin@wnocrrcc.org.

For all other inquiries, please contact the Community Relations team at communityrelations@wnocrrcc.org.

Sign up for the Community Email Listserv and receive this newsletter directly!

Follow us on Social Media too!

https://www.facebook.com/WNOCRRCC/

https://www.instagram.com/wnoc.rrcc/

https://twitter.com/WnocRrcc

'A Project of the THRIVE Collaborative'