

## Outreach info for volunteers

<rev. 4/30/20>

We need precinct people to make calls to people on their precinct Master List.

First need is to find out if any of those people are having to shelter in place because of compromised immune systems or other health issues that make them particularly vulnerable to infection.

Then, offer the HCDP office phone number **828-692-6424** (between 9 am to 4 pm) to call if they need groceries or medicines picked up. **Make sure volunteers realize they can assist within their available times – and can state this to those they assist.**

The second calling purpose is to identify people who feel confident enough to serve as a pickup and delivery service. Another goal of calling your Master List is to identify people who might help you actually make calls. (If your list can be split among several people, that will ease the burden on any single individual.)

Then, once the client calls the HCDP office number, the office phone system will send calls to the office manager at home. This has already been set up, and Joanne Dufilho, the office manager, has agreed to do this. She will then determine the precinct of the caller, if needed, and call the precinct chair, who will then call a pickup and delivery volunteer in the precinct if available. <Kathleen Gould, Chair, HCDP>

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*Please note... this information is a 'work in progress'. As experience is gathered, please share ideas and suggestions for how to make this better. <peri david, zvc, HCDP> OR CALL: North Carolina 2-1-1 services related to the epidemic + more*

Added 4/30/20:

**shopping at Sam's Club** Hendersonville, NC at: 300 Highlands Square Drive

Sam's has Senior hours and a concierge service. "We got there just before 7 am and waited about 10 minutes for someone to come to the car to take our order. Then we pulled off into a parking spot and waited for them to do our shopping. It took about 15-20 minutes and they loaded them into our car and I paid right there. It's a great service and very well organized. I highly recommend it, especially for health compromised people."

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| <b>Deliver. Note: <i>assistance status is changing daily</i> – CALL AHEAD!</b> |                                                                                                                                       | <b>4/30/20 rev.</b>                                                                                                                                                                                                                                                                                                                                       |
| NOTE: <b>SOME grocery stores are days behind on orders – PLAN A WEEK AHEAD</b> |                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                           |
| <b>INGLES</b>                                                                  | Does not have online shopping option.                                                                                                 |                                                                                                                                                                                                                                                                                                                                                           |
| <b>FRESH MARKET &amp; PUBLIX</b>                                               | Uses a service call Instacart, a for-fee organization that will shop and deliver. Call or go online for their details.                |                                                                                                                                                                                                                                                                                                                                                           |
| <b>Harris Teeter Groceries</b>                                                 | Order online – <b>a week ahead</b>                                                                                                    | Go <b>to harristeeter.com</b> – choose Express lane and select your store. Select items & HT personnel will bundle for your (or other) pick- up at drive thru. Payment is online via debit or credit card. Fee of \$4.95 per order or \$16.95 per month unlimited.<br><b>-Grocery employees will be using careful practices in packing up the orders.</b> |
|                                                                                |                                                                                                                                       | <b>They would need the name of the pickup person ahead of time.</b><br><b>Phone: 828-693-6668</b>                                                                                                                                                                                                                                                         |
| <b>Harris Teeter Pharmacy</b>                                                  | Order online <a href="http://www.harristeeter.com/orderahead/departmentsgro up">www.harristeeter.com/orderahead/departmentsgro up</a> | <b>Pickup and delivery volunteers can also pick up prescriptions from pharmacies. The pharmacy customer must provide the pharmacy with the name of the person picking up, and that person must know the recipient's birth date for identification purposes. Call Pharmacy 828-693-6668</b>                                                                |
| <b>WalMart Groceries</b>                                                       | Order online – if available <a href="https://www.walmart.com/">https://www.walmart.com/</a>                                           | Grocery orders currently <b>NOT</b> being taken as of 3/25/20. <b>They would need the name of the pickup person ahead of time.</b>                                                                                                                                                                                                                        |

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <a href="#">call your local Walmart →</a>                                                                                                                                                                             | <b>Call their # for daily status. 696-8285.</b><br><b>IF you have a volunteer delivering groceries – make sure s/he goes to the correct store.</b>                                                                                                                                                                                                                                                      | <b>PHONE: (828) 696-8285</b>                                                                |
| <b>NEW 3/29</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Walmart offers deliver!</b><br><a href="https://finance.yahoo.com/news/dont-touch-walmart-enables-customers-183035937.html">https://finance.yahoo.com/news/dont-touch-walmart-enables-customers-183035937.html</a> |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |
| <b>Walmart Pharmacy</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Order online                                                                                                                                                                                                          | <b>Pickup and delivery volunteers can also pick up prescriptions from pharmacies. The pharmacy customer must provide the pharmacy with the name of the person picking up, and that person must know the recipient's birth date for identification purposes. – CALL 828-696-8285. Curbside delivery opening &amp; new hours begin 3/26/20</b>                                                            |                                                                                             |
| <b>WALGREENS, CVS or your pharmacy...</b> Call your pharmacy to ask about pick up service                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |
| <b>Added 4/30/20: <a href="#">shopping at Sam's Club</a></b> Hendersonville, NC at: 300 Highlands Square Drive<br>Sam's has Senior hours and a concierge service. "We got there just before 7 am and waited about 10 minutes for someone to come to the car to take our order. Then we pulled off into a parking spot and waited for them to do our shopping. It took about 15-20 minutes and they loaded them into our car and I paid right there. It's a great service and very well organized. I highly recommend it, especially for health compromised people." |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |
| <b>Miscellaneous Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |
| <b>-Dept of Social Services</b><br>Steps to stay healthy & more...                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Go to website for info on virus & DSS out-reach & response                                                                                                                                                            | <a href="https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina">https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina</a><br><b>Social Services: (828) 697-5500</b><br>1200 Spartanburg Hwy, Suite 300<br>Hendersonville, NC 28792<br><b>Hours: Mon. – Fri. 8 am – 4:30 pm</b>                    | Phone: <b>(828) 697-5500</b>                                                                |
| <b>-School info, Meal deliveries, school work</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 11 schools participating. This url gives lots of good info!!!                                                                                                                                                         | <a href="http://www.hendersoncountypublicschoolsnc.org/blog/2020/03/16/hcps-to-provide-meals-during-school-closure/">http://www.hendersoncountypublicschoolsnc.org/blog/2020/03/16/hcps-to-provide-meals-during-school-closure/</a><br>School Information, Meal Deliveries, School Work:<br><a href="http://www.hendersoncountypublicschoolsnc.org/">http://www.hendersoncountypublicschoolsnc.org/</a> | Phone: <b>828-697-4809</b><br><br>Hours of Operation:<br>8:30am - 5:00pm<br>Monday - Friday |
| <b>MEALS on WHEELS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | for 60+ of age— Contact us at <a href="tel:828-692-6693">828-692-6693</a>                                                                                                                                             | or fill out the Client Referral Form online below.<br><a href="https://sys.mahec.net/media/nccha/HendersonResources.pdf">https://sys.mahec.net/media/nccha/HendersonResources.pdf</a>                                                                                                                                                                                                                   | Phone: <b>828-692-6693</b>                                                                  |
| <b>LOCAL BUSINESS info</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <b>Restaurant ordering, etc.</b>                                                                                                                                                                                      | <a href="https://www.lovehendo.com/">https://www.lovehendo.com/</a>                                                                                                                                                                                                                                                                                                                                     |                                                                                             |
| <b>HOPE LINE</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Toll free.                                                                                                                                                                                                            | <b>Hope Line</b> has been established for older adults experiencing isolation from social distancing                                                                                                                                                                                                                                                                                                    | Phone: <b>1-866-578-4673 or 1-866-578-HOPE</b> (WRAL, 3/18/20)                              |
| <b>HOSPITAL contact + test info</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                             |
| <b>Pardee / + TESTING INFO</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Drive-Thru COVID-19 Screening Site at Blue Ridge Community College Hours: 9:00 am - 7:00 pm; patients encouraged to call first.                                                                                       | CALL to get approval for test: <b>(828-694-8048)</b> – IF: symptoms of cough, fever greater than 100 degrees and shortness of breath.<br><a href="https://www.pardeehospital.org/about-us/news-media/2020-news-releases/pardee-unc-health-and-">https://www.pardeehospital.org/about-us/news-media/2020-news-releases/pardee-unc-health-and-</a>                                                        | Phone: 828-694-8048                                                                         |

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|                                     |                                                                                                                                                                                                                                                                       | <a href="http://henderson-county-department-of-public-health/">henderson-county-department-of-public-heal/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                          |                     |
| <b>Advent (formerly Park Ridge)</b> | <b>First contact your doctor or Dept. of Health if you are at risk for Covid-19: fever, cough of flu-like symptoms or recent travel or contact with someone recently diagnosed with Covid-19. Avoid emergency department at hospital except in event of emergency</b> | <a href="https://www.adventhealth.com/hospital/adventhealth-hendersonville">https://www.adventhealth.com/hospital/adventhealth-hendersonville</a><br><br><b>AdventHealth Hendersonville, 100 Hospital Drive. Call 855-774-5433</b><br><br>INFO on virus;<br><a href="https://www.adventhealth.com/coronavirus-resource-hub?utm_source=Global&amp;utm_medium=HeaderLink&amp;utm_campaign=COVID19_ResourceHub">https://www.adventhealth.com/coronavirus-resource-hub?utm_source=Global&amp;utm_medium=HeaderLink&amp;utm_campaign=COVID19_ResourceHub</a> | Phone: 855-774-5433 |

### Additional GOVERNMENT INFORMATION:

**Government information:** Henderson County, plus “hotline”:

<https://www.hendersoncountync.gov/health/page/public-health-advisory-coronavirus-covid-19>

Other Service Providers for Medicaid, Medicare, and Health Needs:

<https://www.hendersoncountync.gov/health/page/community-links-resources>

AND: North Carolina Department of Health and Human services: <https://www.ncdhhs.gov/divisions/public-health/coronavirus-disease-2019-covid-19-response-north-carolina>

AND: North Carolina **2-1-1** services related to the epidemic + more

<https://www.momsrising.org/blog/nc-resources-during-covid-19-and-ways-to-help>

Added 3/29: TEXT “FOODNC” 877877 for food assistance for children. [www.NCdhhs.gov/coronavirus](http://www.NCdhhs.gov/coronavirus)

Calling script:

Hi, I’m \_\_\_\_\_

I’m calling on behalf of the Henderson County Democratic Party. In these difficult times we want to ensure that you are able to access food, supplies and your necessary medicines.

If it’s challenging to get out to get groceries, supplies, and medicine, we’d like to pick them up for you and deliver them to your home. <Note – [share times you are available for this assistance.](#)> In checking, we’ve found that two stores — Harris Teeter and Walmart— are set up to handle online shopping with payment by credit card. <Note: [Grocery stores preparing orders may need close to a week lead time.](#)>

If you can volunteer to make pick ups and deliveries or make call to others, please call the number below. <Note: [volunteer needs to be directed to the correct WalMart, or grocery store.](#)>

You can call the HCDP (828-692-6424) between 9 am and 4 pm (your call will go to a volunteer) or leave a message if you need to purchase items such as food, medicines or other supplies.

Please feel free to share this number with friends and neighbors in Henderson County if we can assist them. You do not need to be a Democrat to ask for our help. Just leave a message and we will get back to you to discuss your specific needs.