

IMMEDIATE RELEASE

April 6, 2020 – Updated

**Rooftop of Virginia CAP Response to COVID-19 Pandemic**

While seeking to remain a source of assistance to residents of the Twin Counties and taking measures to protect our customers and staff, Rooftop of Virginia CAP (RTOV) will institute the following changes regarding operation effective Wednesday, March 18, 2020 and will continue until June 10, 2020 (date subject to change):

The main agency location at 206 North Main Street in Galax will practice “restrictive opening” during the hours of 8:00 AM until 4:30 PM, Monday through Friday. Staff will be available to answer phone calls (276-236-7131) or emails (call for individual addresses) but will not provide in-person services. This includes all agency programs. A locked drop box has been installed to collect documents from customers as needed and mail service is still available.

All Head Start and Early Head Start centers closed effective Monday, March 16, 2020. Head Start centers are projected to re-open following local school schedules in August (depending upon crisis status). Early Head Start centers will remain closed until June 10, 2020 (re-opening operations will be evaluated at that time). Programs are continuing to provide welfare checks on families as well as educational and food packets to program children.

The Senior Citizens group will cease meetings effective March 18, 2020. Group members are receiving welfare checks and care packages from program staff.

All Housing Choice Voucher (Section 8) assistance will be provided via phone (276-236-7131, extension 247) or email (ctesterman@rtov.org). Inspections and in-person appointments will not be conducted until further notice.

The Volunteer Income Tax Assistance (VITA) program suspended all operations March 17, 2020. Beginning April 10, 2020, drop-off packets will only be accepted. This service is subject to cease at the discretion of the agency. Please contact the program coordinator at (276) 236-7131, extension 238 for more information.

The Emergency Services department will continue to provide assistance via phone (276-237-6077) or email ([afunk@rtov.org](mailto:afunk@rtov.org) or lbrown@rtov.org). Note: It has been verified with American Electric Power (AEP) and local water authorities that suspension of services will not occur at this time but customers are strongly encouraged to continue to pay monthly bills.

The Weatherization program ceased providing services effective March 20, 2020. Please call (276-236-7131, extension 228) or email ([sjones@rtov.org](mailto:sjones@rtov.org)) for more information.

Co-Parenting classes are suspended at this time and until further notice.

All meetings and travel will be suspended until further notice.

Many staff members are limiting time in the office and are working remotely.

Questions regarding other agency services and programs should be directed to (276) 236-7131, extension 0.

Community members are encouraged to call the agency with needs that might occur that are outside of normal agency services. During this global health crisis, RTOV will continue to assist in alleviating issues that occur within the counties of Grayson and Carroll as well as the city of Galax. Our staff is ready to consider new services that might arise due to the current pandemic situation.

Health Concerns:

All staff are asked to discuss any individual issues regarding work schedules and locations with their supervisors.

The agency will clean all sites and take precautionary measures to ensure proper sanitation.

Employees that have been exposed to COVID-19, exhibit symptoms or test positive will be asked to remain at home. Employees will be provided instructions regarding personal leave, compensation and new instances of FMLA from their supervisor or the Human Resource staff. FMLA for COVID-19 will be handled differently and employees should see the Human Resource staff.

RTOV asks all employees to practice social distancing and practices recommended by the Center for Disease Control.

Other:

Any questions regarding the agency’s plans and functions regarding the response to COVID-19 should be directed to the Executive Leadership. All information or agency communication should only be provided by Executive Leadership. Please contact the Executive Director, Vicki Myers, at [vmyers@rtov.org](mailto:vmyers@rtov.org).

Due to the rapidly changing nature of this situation, additional changes to agency plans may be necessary. The entire RTOV team appreciates your understanding in this time and asks for your continued patience.