

August 12, 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 Friday, June 5, 2020 and will continue until further notice.

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). In person services will be limited to one customer at a time within the lobby. **Customer must wear mask** (will be provided if you do not have one), sanitize hands, and practice social distancing (staff will also wear a mask and sanitize hands before working with a customer).

**If customer chooses not to wear a mask**, **services will only be provided through phone calls or emails**.

All Head Start and Early Head Start centers will remain closed until further notice. Early Head Start staff will make weekly contact with families as well as provide educational and food packets.

The Senior Citizens group will not meet until further notice. Group members will receive contact calls and care packages from program staff.

All Housing Choice Voucher (Section 8) assistance will be provided by appointment, limited walk-in, phone (276-236-7131, extension 230) or email (ldickson@rtov.org). Inspections will be completed via electronics.

The Volunteer Income Tax Assistance (VITA) program is suspended for the year.

The Emergency Services department will continue to provide assistance by appointment, limited walk-in, phone (276-236-7131 ext. 0 or ext. 223) or email ([scallahan@rtov.org](mailto:scallahan@rtov.org) or kmanuel@rtov.org).

The Weatherization program is now operational. Please call (276-236-7131, extension 228) or email ([sjones@rtov.org](mailto:sjones@rtov.org)) for more information.

Co-Parenting classes are currently offered once a month at this location (206 North Main St, Galax) until further notice.

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.