

April 8, 2021 – 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, April 9, 2021 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/family 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 are open and are following CDC guidelines. Independence Head Start and Early Head Start will be open following inspection and approvals for new center.

The Senior Citizens Program will begin meeting May 4, 2021 in small groups.

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 are conducted as usual.

The Volunteer Income Tax Assistance (VITA) is by appointment or drop off and pickup. This service will end May 17, 2021.

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

The Weatherization program is 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.