





FOOD RESOURCES

FINANCIAL RESOURCES

HEALTH & WELL BEING

COVID-19

PROTECTING YOURSELF AND THOSE AROUND YOU



Symptoms



Watch for symptoms

Reported illnesses have ranged from mild symptoms to severe illness and death for confirmed coronavirus disease 2019 (COVID-19) cases.

These symptoms may appear **2-14 days after exposure** (based on the incubation period of MERS-CoV viruses).

- Fever
- Cough
- Shortness of breath

If you develop **emergency warning signs** for COVID-19 get **medical attention immediately**. Emergency warning signs include*:

- Trouble breathing
- · Persistent pain or pressure in the chest
- New confusion or inability to arouse
 - Bluish lips or face

*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning.

Know How It Spreads



- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
 - The best way to prevent illness is to avoid being exposed to this virus.
 - The virus is thought to spread mainly from person-to-person.
 - Between people who are in close contact with one another (within about 6 feet).
 - o Through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.





COVID-19

Uninsured Employees should contact their local health departments for assistance.

Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Avoid close contact

- Avoid close contact with people who are sick
- Put **distance between yourself and other people** if COVID-19 is spreading in your community. This is especially important for <u>people who are at higher risk of getting very sick</u>.

Take steps to protect others

Stay home if you're sick

Stay home if you are sick, except to get medical care. Learn what to do if you are sick.



Cover coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately **wash your hands** with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.



Wear a facemask if you are sick

- **If you are sick:** You should wear a facemask when you are around other people (e.g., sharing a room or vehicle) and before you enter a healthcare provider's office. If you are not able to wear a facemask (for example, because it causes trouble breathing), then you should do your best to cover your coughs and sneezes, and people who are caring for you should wear a facemask if they enter your room. <u>Learn what to do if you are sick.</u>
- **If you are NOT sick:** You do not need to wear a facemask unless you are caring for someone who is sick (and they are not able to wear a facemask). Facemasks may be in short supply and they should be saved for caregivers.

Clean and disinfect

- Clean AND disinfect <u>frequently touched surfaces</u> daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.





COVID-19

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Alexander County

Alexander County Schools is providing free "grab & go" style student meal student meals beginning Tuesday, March 17 through Monday, March 30

The school system established has established a "grab & go style meal encouraging those picking up the meals to remain at the pick-up table to reduce the potential transmission of the coronavirus.

Any child 18 years old or younger will be eligible for meals.

A student or parent can pick up lunch each day Monday through Friday along with a breakfast bag for the next day.

Meals will be available **weekdays 10 AM – 1 PM** at the seven locations listed below.

- Alexander Central High School
- East Alexander Middle School
- Hiddenite Elementary School
- Stony Point Elementary School
- Taylorsville Elementary SchoolWest Alexander Middle School
- Wittenburg Elementary School

Additional information can be found on the website

https://www.alexander.k12.nc.us/

• United Way

■ Dail 211 for emergency assistance (food, clothing, shelter)

INTERNET SERVICE (Other companies are offering services also)

 Spectrum is offering FREE 60-day internet service, installation fee WAIVED, for all NON-SUBSCRIBERS who have school-aged children or those in college

https://spectrumlocalnews.com/nc/charlotte /news/2020/03/15/charter-communicationsgives-fr ee-wi-fi-to-non-subscribers

DUKE ENERGY Customer Assistance

Since many customers may be facing unusual financial hardships as a result of COVID-19, we are temporarily suspending disconnections for nonpayment and waiving late payment fees effective March 21.

Caldwell County

School district employees will prepare a meal package of five breakfast and lunch meal kits for youth and children that will be distributed on Wednesday, Mar. 18 and Thursday, Mar. 19 from 11 am - 1 pm and 4 pm - 6 pm at four different school locations.

The food distribution sites are Gamewell Elementary, Hudson Elementary, Valmead Elementary, and Granite Falls Elementary in the car rider parking areas. Meals will be hand-delivered to cars.

Any youth or child 18 years or younger is eligible for a one-week supply of breakfast and lunch meals. The following week, the same distribution plan will be utilized; however, the days are Tuesday, Mar. 24 and Wednesday, Mar. 25. The child does not need to be present to receive the meal package.

Families with transportation challenges or other extenuating circumstances may contact their school's administrative office to arrange for food

delivery.

denvery.	
DATE	Tuesday, March 24
TIME	11:00 am - 1:00 pm
TIME	4:00 pm - 6:00 pm
LOCATION	Car Rider Area
DATE	Wednesday, March 25
TIME	11:00 am - 1:00 pm
TIME	4:00 pm - 6:00 pm
LOCATION	Car Rider Area

United Way

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Cleveland County

We know that in these times of uncertainty families need more support! We are encouraging you to participate in our meal program to help you feed your children while school is out due to the coronavirus COVID-19.

While school is closed to students we will provide drive thru free lunch pick up at all schools except Burns High, Crest High, Kings Mountain High, Shelby Middle, North Shelby, and East.

Lunch pick up is available Monday - Friday 11:30 am - 1:00 pm. The pick up location at each school serving meals is the front entrance unless directed otherwise.

Who qualifies for free meals?

Any children/teen **2 to 18 years old** can receive free meals while school is out.

Meals can be picked up at any school location convenient to you that is serving. Children/Teens receiving meals do not have to be enrolled at the school providing the meal.

In addition to lunch a bagged breakfast for the next day will also be provided for each child/teen.

Our staff will be available at the front entrance or designated area to hand out meals. While school is out, only employees are permitted to enter the building. Children/teens do not have to be present to receive meals.

United Way

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COVID-19

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Burke County

To ensure students continue to have access to meals while schools are closed, Burke County Public Schools has opened seven grab-and-go feeding locations. Children will receive a lunch for that day and a breakfast for the next. The lunch will include a hot or cold sandwich, milk, cold vegetable and a whole fruit. Breakfast for the next day will include milk, whole or dried fruit and a grain-based breakfast option (Pop-Tart, muffin, cinnamon roll or cereal bar.)

The following schools will be open for food distribution through the car rider lines from 11 a.m. to 1 p.m. on Monday through Friday:

- Table Rock Middle School 1585 NC 126, Morganton, NC 28655
- Liberty Middle School 529 Enola Road, Morganton, NC 28655
- Mountain View Elementary School -805 Bouchelle Street, Morganton NC 28655
- Valdese Elementary School 298
 Praley Street NW, Valdese. NC 28690
- East Burke Middle 3519 Miller Bridge Road, Connelly Springs, NC 28612
- Ray Childers Elementary School -1183 Cape Hickory Road, Hickory, NC 28601
- George Hildebrand Elementary -8078 George Hildebrand School Road, Connelly Springs NC 28612

On Saturday and Sunday from 11 a.m. to 1 p.m., the meals will be available through the car rider lines of East Burke Middle, Valdese Elementary, Mountain View Elementary and Table Rock Middle.

In addition to the schools distributing food, starting Tuesday, March 17, 2020, school buses will deliver meals to bus stops in high density areas Monday through Friday. For those who have questions about delivery locations or feeding distribution in general can call 828-433-8047.

Child Care

Burke County Public Schools will open five sites for temporary, emergency, out-of-school child care purposes on Thursday, March 19, to meet day care needs of families with parents who must continue to work through the coronavirus (COVID-

Caldwell County (Continued)

DUKE ENERGY

Customer Assistance

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Food Pantries for Families in Caldwell County

Please call the site prior to your visit to ensure that the operational hours posted above are still in effect.

The Salvation Army- Lenoir 4370 Hickory Blvd Granite Falls NC 28630 Caldwell 828.322.8061 M - Th: 9a - 1p

South Caldwell

Christian Ministry-5 Quarry Rd Granite Falls NC 28630 Caldwell 828.396.4000 Tu & Th: 9a - 5p; W: 9a - 2p

Caldwell County

Yokefellow 1602 Harper Ave NW Lenoir NC 28645 Caldwell 828.754.7088 M - Th: 9a - 3:30p

First Baptist Church Whitnel-1201 Connelly Springs Rd SW Lenoir, NC 28645 Caldwel 828.754.3240 Th: 8a - 12p (2nd and 4th Thursday of Jan., Mar., May, July, Sept., Nov. and Dec.); Sa: 9a - 12p (3rd Saturday of Jan., Mar., May, July, Sept., Nov. and Dec.)

Dulatown Presbyterian-1537 Miller Hill Rd Lenoir NC 28645 Caldwell 828.758.5826 W: 2:30p - 4p (1st and 3rd Wednesday of each month)

Mountain Grove Baptist Church- 2485 Connelly Springs Road Granite Falls, NC 28630 Caldwell 828.728.9557 Tu: 5p - 7p (2nd and 4th Tuesday of eachmonth)

Mt Olivet UMC Community Food Pantry- 3282 Collettsville Rd Lenoir NC 28645 Caldwell 828.989.4221 Sa: 9a - 12p (3rd Saturday of each month)

Pay It Forward Food Pantry-2058 Harper Avenue NW Lenoir NC 28645 Caldwell 828.729.2581 Th: 9a - 12p (2nd and 4th Thursday of each month); Sa: 9a

McDowell County

The School system will provide free lunches for students between the hours 11 a.m. to 1 p.m.:

- Nebo Elementary
- Old Fort Elementary
- Marion Elementary
- West Marion Elementary
- North Cove Elementary
- Pleasant Gardens Elementary
- Eastfield Global Magnet School

The message also stated that regardless of grade level, go to the nearest elementary school to pick up meals for students. If you are unable to get to one of the sites, please call the school your child attends for assistance.

- Luisa's Italian Restaurant and Pizzeria:

 Monday Friday from March 16-27 will

 offer a children's meal from their children's
 menu with a drink to any K-12 student.

 Limit once per day and McDowell County

 School attendees only please.
- Boondocks Sports Bar and Grill of
 Marion: They will offer a kid's meal to
 anyone enrolled in K-12 school each day
 until 5 p.m. and until the schools re-opens.
 Dine-in or carry-out, child must be present.
- Main Street Pizza of Old Fort: Monday-Friday from March 16-27 will offer a kid's meal for any child in need. Limited once per day, but every day if needed. They have several different meal options listed on their Facebook page.
- McDowell Local: Tuesday-Friday from March 17-26, will offer a kid's meal with drink to any McDowell County student.
 Child must be present.





COVID-19

Uninsured Employees should contact their local health departments for assistance.

Burke County (Continued)

19) crisis while schools are closed for instructional purposes. Childcare services will be provided between 6 a.m. and 6 p.m. on week days for children ages 5 to 12. The cost will be \$15 a day and is due by cash or check each morning.

The sites are:

- Drexel Elementary School 100 Alta Vista St., Morganton, NC 28655
- Hildebran Elementary School 703 US Highway 70 West, Hildebran, NC 28637
- Mountain View Elementary School -805 Bouchelle St., Morganton, NC 28655
- Salem Elementary School 1329 Salem Road, Morganton, NC 28655
- W.A. Young Elementary School 325 Conley Road, Morganton, NC 28655
- Parents can call 433-1493 with questions about this service. There will be someone manning that line each day and voice messages will be returned as soon as possible.

United Way

■ Dail 211 for emergency assistance (food, clothing, shelter)

INTERNET SERVICE (Other companies are offering services also)

• Spectrum is offering FREE 60-day internet service, installation fee WAIVED, for all

NON-SUBSCRIBERS who have schoolaged children or those in college

https://spectrumlocalnews.com/nc/charl otte/news/2020/03/15/chartercommunications-gives-free-wi-fi-to-nonsubscribers

DUKE ENERGY

Customer Assistance

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Gaston County "Grab and go" meal program begins Tuesday, March 17

Gaston County Schools will provide "grab and go" meals for students beginning Tuesday, March 17.

This service offers a nutritious meal for children while schools are closed because of concerns related to the coronavirus.

Food Assistance

- Mt. Zion Restoration Church, 2311 Crescent Lane, Gastonia, NC
- Wednesday's 8am-11am Drive-Thru food pantry
- Crisis Assistance Ministry, 805 W. Airline Avenue, Gastonia, NC
 - Call 704-867-8901 to request an appointment (food)

United Way

- Dail 211 for emergency assistance (food, clothing, shelter)
- Mcdonald's Restaurant, 2015 Union Rd., Gastonia, NC
- McDonald's Restaurant, 505 N. Main St., Belmont, NC
 - Free meals for student's 12 and under, Monday to Friday, 11am to 1pm until 03/27/20 or while schools are closed
 - First Baptist Church, 308 S. Rhyne St., Dallas, NC
 - Free bag lunch, Monday to Friday, 11:30am to 12:30pm until 3/27/20

INTERNET SERVICE (Other companies are offering services also)

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https://spectrumlocalnews.com/nc/charlotte/ news/2020/03/15/charter-communicationsgives-free-wi-fi-to-non-subscribers

DUKE ENERGY

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McDowell County (Continued)

- Burrito Bros: During the school closure, will offer a kid's meal of a cheese quesadilla with chips and salsa to any child in need, that attends one of the McDowell County Schools. Limit one per day and child must be present.
- Zaxby's of Marion: Monday, March 16 Friday, March 30 will be offering a kiddie finger and 12 oz. drink to children ages pre K-12 grade between hours 11 a.m. – 1 p.m. Child must be present.

INTERNET SERVICE (Other companies are offering services also)

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WIFI coverage is available at McDowell High School (Lower student parking area), Pleasant Gardens Elementary, Nebo Elementary, Glenwood Elementary, and North Cove Elementary.

McDowell is working to expand that coverage over the next few days. In addition to MCS Wifi, downtown Marion has open WiFi and Spectrum has opened many hotspots around the county for public use. You can

visit spectrum.com/wifi-hotspots.html to view the available Spectrum hotspots in the area.

DUKE ENERGY Customer Assistance

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COVID-19

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Contact Human Resources for More Information Call (828)757-0209



Gaston County (Continued)

- Crisis Assistance Ministry is closing to the Public BUT is still taking food orders. Info & updates can be found here
- http://crisisassistancegastonia.org/
- Gaston County COVID-19 Updates can be found here:
 - https://cms3.revize.com/revize/gastoncounty/coronavirus/
 - Gaston County School Updates can be found here: https://www.gaston.k12.nc.us

Contact Human Resources for More Information Call (828)757-0209

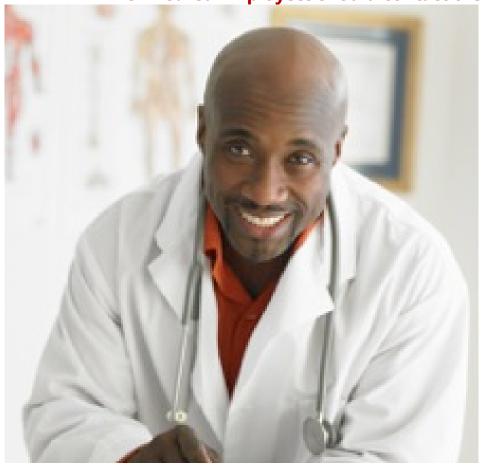






COVID-19

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HEALTH &WELLNESS



UnitedHealthcare

Expanded access to care, support and resources

We are expanding your access to care, support and resources to help you navigate through this unprecedented time. We are committed to helping protect your health by enabling you to get access to the right care including from the comfort of your home.

Early Prescription Refill

If you have an Optum Rx pharmacy benefit and need an early prescription refill, you may request one through your pharmacy. Consider your current supply, as well as near-term medication needs to determine if you should refill early. Pharmacy delivery is available through Optum Home Delivery by signing into your health plan account and selecting this option. Pharmacy delivery is also available through several retail pharmacies.

Cost sharing is waived for COVID-19 tests and testing related visits

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

We are waiving cost sharing for COVID-19 testing during this national emergency. And we are waiving cost sharing for COVID-19 testing related visits during this same time, whether the testing related visit is received in a health care provider's office, an urgent care center, an emergency department or through a telehealth visit. This coverage applies to Medicare Advantage, Medicaid and employer-sponsored plans.





COVID-19

Uninsured Employees should contact their local health departments for assistance.

The CDC remains your best resource for COVID-19

The COVID-19 situation continues to quickly evolve. Go to the CDC for the latest information on COVID-19, including how to protect yourself and what to do if you are sick.



The CDC remains your best resource for COVID-19

If you believe you might have been exposed to COVID-19 or have symptoms such as fever, cough or difficulty breathing, call your health care provider right away. Only health care providers can order a COVID-19 test.

Additional resources for our members

- Access your health plan account: Sign in to your health plan account to find network health care providers, understand benefits coverage, manage prescriptions and more
- Call a United Healthcare advocate: If you have health benefits questions, need help finding a health care provider or would like to talk to a nurse, call the phone number on your United Healthcare member ID card.

Access to Telehealth for United Healthcare Members

Telehealth gives you access to health care providers from the comfort of your home through digital audio-visual technologies, such as FaceTime, Skype, Zoom or dedicated telehealth applications. We expanded access to telehealth to help you stay in your home and reduce exposure to the virus.

• 24/7 Virtual Visits through designated telehealth providers: While these visits cannot be used to test for or treat COVID-19, they can be useful in determining if you should call your local health care provider regarding COVID-19 testing. These visits are also ideal for urgent care treatment of other illnesses, like the seasonal flu, allergies, pink eye and more.

Medicare Advantage and Medicaid members can continue to access their existing telehealth benefit offered through one of our designated partners without cost sharing. Cost sharing for members with a telehealth benefit through their employer-sponsored plan will be waived through June 18, 2020.

To access your benefit, sign in to your <u>health plan account</u>.

- Local telehealth visits with your medical provider: Many medical providers can provide a telehealth visit. Telehealth visits with your health care provider can be used for both COVID-19 and other health needs, keeping you in your home while still receiving the care you need.
- See attached Telehealth Flyer for access information.

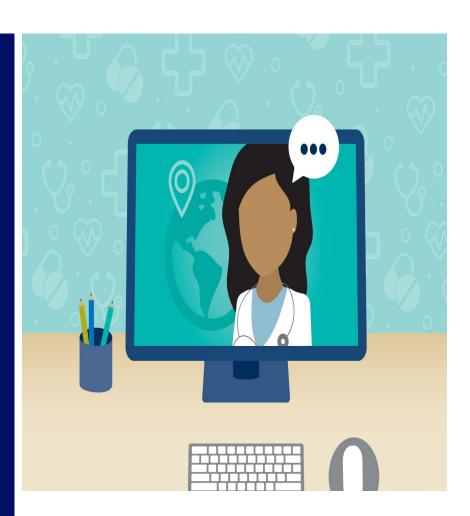


health experts.

support: Call our emotional support line any time at <u>866-342-6892</u>. This 24/7 Optum Help Line is staffed by professionally trained mental

Get emotional

• It is free of charge and open to anyone.



 For COVID-19 testing related telehealth visits with a health

care provider, cost-sharing is waived during this national emergency.

For other health related telehealth visits, cost sharing and coverage will apply as determined by your health benefits.





COVID-19

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CIGNA Life Assistance Programs (Available to all staff)

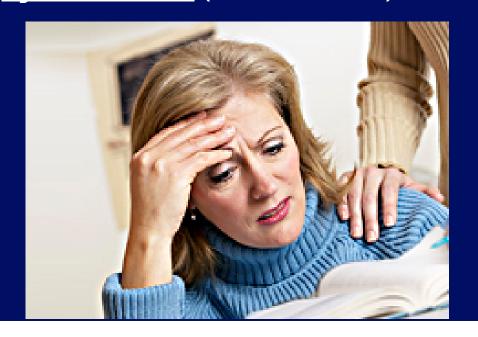
- www.cignalap.com designed for staff who prefer to selfexplore. Topics such as death, marriage, financial hardships, issues causing anxiety, family related topics, etc.
- 1-800-538-3543- toll free counseling service

Emotional Support

In lieu of COVID-19, two of ComServ's Insurance providers have extended their services offering a toll free help/support line to help with managing stress/anxiety during our country's crisis.

CIGNA- Announcement March 2020

During times like these, many may experience worry that can become overwhelming. Cigna is providing resources free of charge for all customers, clients, and communities to help manage high stress and anxiety. We've opened a **24-hour toll-free help line** (1.866.912.1687) to connect people directly with qualified clinicians who can provide support and guidance. More information is available on Cigna.com/newsroom. (Available to all staff)



United Healthcare

Get emotional support: Call our emotional support line any time at <u>866-342-6892</u>. This 24/7 Optum Help Line is staffed by professionally trained mental health experts.

It is free of charge and open to anyone.

Short Term Disability Info

Cigna Group Insurance (CGI) is committed to support you and your employees' health and peace of mind.

The unpredictability of the current situation is complex and we understand how stressful that can be. We've put in place a range of actions, focused on your unique needs and those of your employees, to better support you and take a proactive approach to address coverage concerns.

How Cigna Group Insurance is leading for our clients and their employees by making adjustments to our claim and leave process to help reduce stress, gaps in pay and better support our clients and their employees:

- Cigna will provide a 14-day approval on Short Term Disability (STD) claims with a verbal confirmation of symptoms and treatment of COVID-19 from the customer.
- COVID-19 claims will be expedited for claim decision and payment.
- If a customer is unable to provide medical documentation to extend their claim, Cigna will work with the customer to provide additional time based on their unique situation.
- We will continue coverage* through May 1, 2020, for employees who were furloughed or had their hours reduced as a result of the pandemic.





COVID-19

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A LETTER FROM OUR CEO



By now all of you have been overwhelmed about the global spread of the coronavirus (COVID-19). I want to take a few minutes to write a personal note to you. I want to assure you that we continue to monitor the situation closely, and are taking all precautions necessary for the health and welfare of all of ComServ's individuals and staff. With all the information out in the public, a lot of misinformation can cause unnecessary panic. We want you to have the correct information to help get us through this unprecedented occurrence.

ComServ leadership is, and has been, working diligently to put into action any necessary precautions and a plan on how to deal with the impact from the virus. We have developed a COVID-19 Task Force. Daily, we continue to review all information that is being disseminated by the State, Health and Human Services of NC, Center for Communicable Disease Control, Medicaid/Medicare Guidance and other relevant information that pertains to Behavioral Health Services as related to the virus. We are very well informed and following recommendations to keep our staff and the folks we support safe. The needs of all ComServ locations for day to day duties are being addressed such as medications, cleaning supplies, staffing, sickness, etc.

Following is what has been confirmed by the CDC about the virus: The symptoms of COVID-19 are similar to the flu with fever, coughing and shortness of breath. It appears to mainly be spread through close person-to-person contact. It may be possible for someone to touch a surface or object with the virus on it and then touch their nose or mouth and become infected but this is not the main way the virus spreads.

Ways to prevent the spread which are listed below:

- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing or sneezing. If soap and water aren't available, use an alcohol-based sanitizer that is at least 60% alcohol.
- Avoid close contact with people who have a fever.
- Avoid touching your eyes, nose and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with your elbow or a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.

There has been a lot of information in the news about face masks; face masks are NOT recommended by CDC for general use. The best uses for face masks as identified by CDC are for those who are sick to avoid spreading to others and by health workers and caregivers who are taking care of someone in a close setting.

We are doing everything within our power to keep everyone safe.

Sincerely,

Dawn Kelley