CORONAVIRUS (COVID-19) INFORMATION AND RESOURCES GUIDE

REGINA Y. PETTEWAY, MSPH
WAKE COUNTY HUMAN SERVICES DIRECTOR

UPDATED: APRIL 20, 2020
Wake County Family and Friends,

North Carolina identified its first COVID-19-positive case, a resident of Wake County, on March 3, 2020. Every day since then, the number of positive cases in our community has increased. This has impacted every member of our community and will continue to affect us over the coming months.

As your Human Services Director I want you to know that we are in this together, and we will get through this together. Wake is a great community, and during this public health crisis I see government, businesses, community organizations, and compassionate people coming together to help. Our residents are doing their part by taking care of themselves, their families, and their neighbors. Thank you for that.

We all need to find reliable sources of information to help us through these tough times. We hope this guide will help you find the resources you need. It does not include every resource in our community, but hopefully it is a solid starting point for you. Please use it, share it, and let us know if parts of it become outdated. We will do our best to keep an online version updated and available.

I repeat, we are in this together, and will get through this together.

In Service,

Regina Y. Petteway, MSPH

Wake County Human Services Director

We live in a world in which we need to share responsibility. It’s easy to say ‘It’s not my child, not my community, not my world, not my problem.’ Then there are those who see the need and respond.

— Fred Rogers
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COVID-19 PUBLIC HEALTH GUIDANCE

What To Do If You Think You Have COVID-19

- If you start to experience COVID-19 symptoms – fever, cough and respiratory issues, you should self-isolate for seven days after the onset of symptoms. If symptoms are mild, you do not need further medical care or testing. Once your symptoms resolve, remain at home without fever for three more days.

- If you fall into an at-risk group, or if more serious symptoms develop, call your primary care provider.

- If you have trouble breathing, call 9-1-1.

CONTACT INFORMATION

Specific questions about COVID-19 and your risk:

- covid19.questions@wakegov.com
- (919)856-7044

General feedback:

- covid19.feedback@wakegov.com

Health-related COVID-19 questions:

- covid19.questions@wakegov.com
- (919)856-7044

Business-related COVID-19 questions:

- (919)856-7420
COVID-19 PUBLIC HEALTH GUIDANCE

Protecting Yourself and Our Community: Key Public Health Information

The best way to prevent infection from COVID-19 is to avoid being exposed to it. That means staying away from the outbreak areas and people who have been infected. You can practice everyday actions to help prevent the spread of COVID-19:

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.

PRACTICE SOCIAL DISTANCING

Social distancing means avoiding large gatherings and putting distance between yourself and other people (approximately 6 feet) when possible.

Strategies to implement social distancing include:

• Take everyday precautions to keep space between yourself and others.

• When you go out in public, keep away from others who are sick, and limit close contact.

• Avoid crowds as much as possible.

• Avoid non-essential travel including planes and cruise ships.

• Stay home as much as possible to further reduce your risk of being exposed.

• Utilize curbside pick-up or delivery services.
COVID-19 PUBLIC HEALTH GUIDANCE

AVOID CLOSE CONTACT
• Avoid close contact with people who are sick.
• Put distance between yourself and other people. This is especially important for people who are at higher risk of getting very sick.

CLEAN AND DISINFECT FREQUENTLY TOUCHED OBJECTS AND SURFACES
• Clean and disinfect routinely high touch surfaces. High touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets and bedside tables.

COVER YOUR COUGHS AND SNEEZES
• Cover your mouth and nose with a tissue when you cough or sneeze.
• Throw used tissues in a lined trash can.
• Immediately wash your hands with soap and water for at least 20 seconds.

STAY HOME WHEN YOU ARE SICK
• Stay home if you are sick, except to get medical care.
• If you think you need medical care, call before you go.
• If possible, avoid public transportation, ride sharing, or taxis.

The above information is gathered from the Centers for Disease Control (CDC) and World Health Organization (WHO) with websites available to the public for more information.
INTRODUCTION

Wake County is fortunate to have many businesses and organizations that are providing critical services that our residents need during this public health emergency. They are constantly changing their offerings as they respond both to new restrictions and new needs in our community. The resources included in this section have been identified as reliable sources of information and many of them have websites that they are updating regularly that will lead you to more detailed information and additional resources you may find helpful.

One of the key resources that was used in the creation of this guide was the Wake Network of Care. This is an online directory of services and programs available in our community.

The Wake Network of Care is maintaining a list of resources available to specifically meet the new demands created by COVID-19. Visit their site for the latest updates for the following types of services:

- Childcare Resource
- Delivery Services
- Employment Loss Resources
- Food Resource Locators
- Homeless Service Access Sites
- Internet Access
- Mental Health
- Parenting/Education Resources
- Transportation
- Virtual Financial Counseling
- Volunteer Services

Their main site also has information related to several groups of people including:

- Older Adults
- Persons with Disabilities

Wake Network of Care
RESOURCES

Here are a few of the key sources. Many of them can be found on the Wake Network of Care site, under the same category as listed here. Direct links to other sites have been included when possible. To help those of you who are using a paper copy of this guide, we have included pages at the end of this document that include the web addresses of all links.

ABUSE AND NEGLECT

COVID-19 has caused schools and other businesses to close, so fewer professionals are interacting with our children and older adults. We need your help ensuring the safety of Wake County’s youngest and oldest residents. If you suspect someone is being abused or neglected please make a report.

Suspected Child Abuse or Neglect

During the hours of **8:30AM - 5:00PM**:

(919)212-7990 (English) or (919)212-7963 (Spanish)

After business hours or if a child is in immediate danger:

911

Suspected Elder Abuse, Neglect or Exploitation

During the hours of **8:30AM - 5:00PM**:

(919)212-7264

After business hours or if someone is in immediate danger:

911

CHILDCARE

Find Child Care NC

If you are a parent who provides essential services to, or cares for, members of our communities and you no longer have consistent childcare because of COVID-19 closures,
call 1(800)600-1685 to be connected with the right fit for you and your child. Options are available for infants up to children age 12. Under the direction of Governor Cooper, the NC Department of Health and Human Services, the NC Department of Public Instruction, the NC Child Care Resource and Referral Network and partners across the state are working together to provide these vital childcare options.

Camp Hope – Childcare for Essential Personnel
YMCA of the Triangle is offering Camp Hope - child care for essential personnel - through May 15 at the YMCAs and community locations throughout the Triangle that are convenient to area hospitals. Currently, Camp Hope is offered for grades K - 8 from 6:30 a.m. - 7:30 p.m., Monday - Friday. Program locations include Southeast Raleigh YMCA, the Downtown Durham YMCA, the Chapel Hill - Carrboro YMCA, the Northwest Cary YMCA and the A.E. Finley YMCA.

DELIVERY SERVICES
Many businesses are supporting the ‘Stay At Home’ order by expanding delivery services and helping us maintain social distancing by creating safer pick-up options. Contact businesses in your area about getting groceries and medications delivered and getting take-out at restaurants that don’t usually offer that option.

Temporary Curbside Pickup Zones
The City of Raleigh has created Temporary Curbside Pickup Zones to support quick stops at local businesses for takeout services and other small deliveries. Most zones are in the downtown core and other areas with limited storefront access.

List of Curbside Pickup Zones
Map of Curbside Pickup Zones
Request to add or remove a pickup site
DEVELOPMENTAL DISABILITY RESOURCES

Family Support Network of North Carolina (FNS)
The Family Support Network of North Carolina (FNS) promotes and provides support for families with children who have special needs and disabilities across North Carolina. Social, emotional and informational support is a crucial need of families, particularly now with the impacts of COVID-19. They have compiled resources for families and service providers.

FSN of North Carolina Resources

North Carolina Council on Developmental Disabilities (NCCDD)
The North Carolina Council on Developmental Disabilities (NCCDD) wants to be a resource to share valuable information about COVID-19 to help people with intellectual and other developmental disabilities (I/DD) and their families stay safe and healthy.

NCCDD - What People with Disabilities Need to Know about COVID-19

The Arc of North Carolina
The Arc of North Carolina has put together lists of COVID-19 Resources including a Plain Language Booklet for Individuals with Disabilities in English and Spanish, handouts for caregivers, and key links to the Centers for Disease Control & Prevention (CDC) and the North Carolina Division of Public Health.

Arc of NC Resources

EMPLOYMENT

Unemployment Insurance
If you are laid off work temporarily or if your hours are reduced due to business slowdown or lack of demand as a result of COVID-19, you may be able to receive unemployment benefits. In order to determine eligibility, you must first apply for unemployment. The
RESOURCES

North Carolina Division of Employment Security has created an information page that is being updated with information about these changes as they become available.

- NC Unemployment Insurance Information: COVID-19
- Apply for Unemployment

Wake Network of Care (WNOC): Business/Employment Loss Resources
The Wake Network of Care (WNOC) is continually adding resources for businesses and workers. This includes information ranging from economic development, to chamber of commerce updates, to relief funds for specific types of workers.

- WNOC - Wake COVID-19 Resources - Business/Employment Loss

FINANCIAL COUNSELING

Triangle Family Services (TFS)
Staff continue to serve clients through telephone, email, and other electronic platforms. Although all in-person services are currently suspended, they are still accepting new clients by phone and email.

- TFS email

Operation HOPE
Many of us are facing the financial reality of job loss, business interruption, credit issues, and debt because of our current emergency situation. HOPE Inside Disaster serves as financial advocates for local residents and small business owners in federally-declared disaster areas.

- Virtual Financial Recovery Coaching
- 1(888)388-HOPE(4673)
RESOURCES

FOOD RESOURCES: COMMUNITY

Food for Children and Families
Organizations are working together across our county to get food to those who need it the most. Meal sites for children are open across Wake County to serve meals to students daily. Other food resources such as mobile food markets, food pantries, and emergency food boxes are available to serve families through curbside delivery. Food safety measures are being followed, and ID is not required to access any of these services. Detailed information is available via internet or text.

- Meal Sites, Food Pantries, Mobile Food Markets, and Emergency Food Boxes
- No Kid Hungry Map
- Text FOODNC to 877-877 to receive a text with the three drive-thru or pick up sites with meals for kids that are closest to you.

Food for Seniors
Resources for Seniors is also maintaining a list of food resources for seniors that includes free food, specialized prepared meals, and stores with designated shopping hours for seniors.

- Resources for Seniors

FOOD RESOURCES: GOVERNMENT PROGRAMS

Food Stamps - Supplemental Nutrition Assistance Program (SNAP)
Individuals and households that need food assistance may also be eligible for the Supplemental Nutrition Assistance Program (SNAP). This program helps households buy the food they need for a nutritionally adequate diet. Households are issued a card and pay for their groceries at food stores by using the card which works like a debit card, at the checkout counter.
RESOURCES

Apply online, by mail, fax, or email:

- **North Carolina ePass**
- **Wake County Human Services**
  PO Box 46833
  Raleigh, NC 27620
- **(919)212-7028**
- **Food and Nutrition Email**

**Women, Infants and Children (WIC)**

Women, Infants and Children (WIC) provides food benefits, nutrition counseling, group nutrition classes, referrals for health care services and much more. Individuals eligible for these services, are pregnant women, breastfeeding women who have had a baby in the last 12 months, woman who have had a baby in the last 6 months, infants and children up to 5 years of age.

- **WIC Application**
- **(919)250-4720**

**HELPLINES**

- Child Abuse Prevention: **(919)212-7990** (English) or **(919)212-7963** (Spanish)
- Crisis Text Line: **text ‘help’ to 741-741**
- Hopeline - For older adults suffering from social isolation and loneliness: **1(866)578-4673**
- LegalAid- Free legal help to low-income North Carolinians in civil cases involving basic human needs like safety, shelter, income and more: **1(866)219-5262**
RESOURCES

- National Disaster Distress Helpline: 1(800)985-5990 or text ‘TalkWithUs’ to 66746
- National Domestic Violence Hotline: 1(800)799-7233
- National Suicide Prevention Lifeline: 1(800)273-8255, Press 1 for Vets/Military
- North Carolina Coalition Against Domestic Violence: (919)956-9124 or https://nccadv.org/contact
- North Carolina Employment Security Commission: 1(888)737-0259
- Statewide Helpline: 211 or 1(888)737-0259

HOUSING AND HOMELESSNESS

North Carolina Housing Coalition
The North Carolina Housing Coalition is keeping track of local and state legislative responses related to housing, including halt to eviction orders. They also maintain a list of energy and water utilities that have temporarily changed their fees and cutoff policies.

Oak City Cares
Services at Oak City Cares typically include access to showers and laundry, limited medical services, and weekend meal distribution. Oak City Cares services are considered essential services by Wake County and the State of North Carolina and they plan to continue operating as long as they have the staffing capacity and can safely and reasonably do so.

Wake Network of Care
RESOURCES

Passage Home
Passage Home is an anti-poverty organization serving families in poverty, families at risk of falling into the cycle of poverty, and veterans. They build and support safe, affordable housing for both renters and homeowners.

🔗 Passage Home

US Department of Housing and Urban Development (HUD) – North Carolina
HUD provides information about public housing, housing counseling, housing discrimination, multi-family housing, and FHA insured mortgages. On the North Carolina page you will find a link to HUD COVID-19 resources and fact sheets, including a March 18, 2020 press release about the suspension of foreclosures and evictions for the next 60 days.

🔗 HUD - NC
📞 (336)547-4000
✉️ HUD Email

Wake Prevent!
Wake Prevent! is a program that helps families on the verge of becoming homeless. They have temporarily changed the way they are supporting families living in local hotels. Families living in local hotels who meet specific criteria may be eligible for financial assistance to help them remain in place for up to 12 weeks.

🔗 Wake Prevent!

INTERNET ACCESS

North Carolina Department of Information Technology (NC DIT) - Free and Discounted Options
Many North Carolina residents are being asked to work and learn remotely. NC DIT has compiled a list of new and existing free or affordable service offerings from vendors across the state.
RESOURCES

Wake Network of Care: Internet Service
Wake Network of Care has compiled a list a several internet service providers that are offering:
• Free Internet Services for a limited time
• Wifi Hotspots
• Free WebX Accounts

Wake County Public School System (WCPSS)
The Wake County Public School System (WCPSS) provides guides for students on how to use key technologies used across the school system.

MEDICAID
Medicaid is a health insurance program that serves children, adults, and families. To see if you are eligible, apply online or print your application and send by mail:

North Carolina ePass
Wake County Human Services
PO Box 46833
Raleigh, NC 27620
Attn: Box 58

Updates on Changes to Medicaid due to COVID-19
MENTAL HEALTH RESOURCES

The Wake Network of Care has resources about crisis services, therapeutic services (via telephone), and virtual support groups through the local chapter of National Association of Mental Illness (NAMI).

- [National Association of Mental Illness](#)
- [Wake Network of Care](#)

Triangle AA Helpline

Most AA meetings have gone virtual during the COVID-19 Stay at Home Order.

- [Triangle AA Meetings and Virtual Meetings](#)

PARENTING AND EDUCATIONAL RESOURCES

North Carolina Department of Public Instruction (NCDPI)

NCDPI has compiled resources from healthcare organizations and educational institutions that will help parents and caregivers support the education and well-being of children while schools are closed.

- [NCDPI Remote Learning Resources and Information](#)
- [NCDPI Parent Resources](#)

Wake County Public School System (WCPSS)

Wake County Public Schools (WCPSS) were closed by Governor Cooper until May 15th due to the COVID-19 pandemic. They are providing updates on their website, and pages with learning resources and information to support children’s emotional needs.

- [WCPSS Coronavirus Updates](#)
- [WCPSS Emotional Supports for Students](#)
- [WCPSS Resources for Remote Learning](#)
RESOURCES

The North Carolina Office of Early Learning (NCOEL)
The NC Office of Early Learning (NCOEL) site provides information to support children birth through second grade. Some of their resources include:
• Ways to discuss COVID-19 with your child
• Digital remote learning resources and
• Tips for schooling at home

NCOEL Remote Learning Resources

Wake County Smart Start has gathered information on a wide variety of topics for families with young children including:
• County-wide resources for meeting basic needs
• Resources for parents & educators
• Provider resources
• Self-care & mental health resources
• Kid-friendly activities

Smart Start

SENIORS AND OLDER ADULTS

AARP
AARP is hosting weekly Coronavirus Information Tele-Town Hall videos.

AARP Tele-Town Halls

Caring.Com
Hospice of Wake County has information about what senior living communities are doing to protect residents from COVID-19 and what you can do to help a loved one stay safe and well cared for from afar. They also address the questions you might have if you are considering moving to senior living right now.

Caring.Com: Responding to COVID-19 to Support Seniors and Their Families
RESOURCES

North Carolina Department of Health and Human Services (NCDHHS) – Aging and Adult Service
Aging and Adult Services offers information for NC older adults, persons with disabilities and their families.

🔗 NCDHHS Aging and Adult Services

North Carolina Department of Health and Human Services (DHHS) – Long Term Care Facilities
To prevent the spread of COVID-19, North Carolina Department of Health and Human Services (DHHS) recommends that all facilities that serve as residential establishments for high risk persons restrict visitors. Exceptions should include end of life care or other situations determined by the facility to necessitate a visit.

🔗 NCDHHS Long Term Care Facilities

Resources for Seniors
Resources for Seniors serves older adults and adults with disabilities in Wake County. Their 2020 Directory of Resources for Adults and Adults with Disabilities in Wake County is available on their website. They have also created an additional resource guide that is updated daily with information related to COVID-19.

🔗 Resources for Seniors: Resources During COVID-19
🔗 Resources for Seniors Website

TRANSPORTATION

Transportation services in Wake County have been modified and several bus services are free beginning Monday, March 23rd. To learn more information on the response to the virus, please visit the links on the following page. The Go Triangle regional information center can also answer specific questions regarding transportation.
RESOURCES

Go Cary Updates
Go Raleigh Updates
Go Triangle Updates
Go Triangle (919)485-7433(RIDE)
Go Wake Access Updates

VOLUNTEER OPPORTUNITIES

Giving to others can also help protect your mental and physical health. It can reduce stress, combat depression, keep you mentally stimulated, and provide a sense of purpose. Wondering how to help your community during COVID-19? There are several resources to help get you started.

Wake Up Wake
Wake Up Wake has put together a library of resources and information from local partners.

Activate Good
Activate Good helps recruit and connect individuals, groups, and companies to fulfill volunteer needs with community partners around the Triangle area, North Carolina. Currently they have volunteer opportunities focused solely on helping our community respond to COVID-19.

Food Donations
There are several organizations that will accept donations of food for individuals in our community.

Food Bank of Central and Eastern North Carolina
WEB RESOURCES

To help those of you who are using a paper copy of this guide and cannot simply click on the links, the content below includes the entire web address of all links so you can type them into a web browser yourself when you have the opportunity.

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<tr>
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# WEB RESOURCES

## EMPLOYMENT

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## FINANCIAL COUNSELING

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## FOOD RESOURCES: COMMUNITY

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# WEB RESOURCES

## FOOD RESOURCES: GOVERNMENT PROGRAMS

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## HOUSING AND HOMELESSNESS

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<td>Triangle AA Meetings and Virtual Meetings</td>
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<td><a href="http://www.epass.nc.gov/">http://www.epass.nc.gov/</a></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>PARENTING AND EDUCATIONAL RESOURCES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Web name from document</strong></td>
</tr>
<tr>
<td>NCDPI Remote Learning Resources and Information</td>
</tr>
<tr>
<td>NCDPI Parent Resources</td>
</tr>
<tr>
<td><strong>Actual web address</strong></td>
</tr>
<tr>
<td><a href="https://sites.google.com/dpi.nc.gov/remote-learning-resources/home">https://sites.google.com/dpi.nc.gov/remote-learning-resources/home</a></td>
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<td><a href="https://sites.google.com/dpi.nc.gov/remote-learning-resources/home/parent-resources?authuser=0">https://sites.google.com/dpi.nc.gov/remote-learning-resources/home/parent-resources?authuser=0</a></td>
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## WEB RESOURCES

<table>
<thead>
<tr>
<th>Web name from document</th>
<th>Actual web address</th>
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<tbody>
<tr>
<td>WCPSS Coronavirus Updates</td>
<td><a href="https://www.wcpss.net/Page/42068">https://www.wcpss.net/Page/42068</a></td>
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<tr>
<td>WCPSS Emotional Supports for Students</td>
<td><a href="https://sites.google.com/wcpss.net/instructional-continuity-wcpss/emotional-support-for-students?authuser=0">https://sites.google.com/wcpss.net/instructional-continuity-wcpss/emotional-support-for-students?authuser=0</a></td>
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<tr>
<td>WCPSS Resources for Remote Learning</td>
<td><a href="https://sites.google.com/wcpss.net/instructional-continuity-wcpss">https://sites.google.com/wcpss.net/instructional-continuity-wcpss</a></td>
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<td>NCOEL Remote Learning Resources</td>
<td><a href="https://sites.google.com/dpi.nc.gov/nck-3fap/remote-learning">https://sites.google.com/dpi.nc.gov/nck-3fap/remote-learning</a></td>
</tr>
<tr>
<td>Smart Start</td>
<td><a href="https://www.wakesmartstart.org/families/resources/covid-19-resources/">https://www.wakesmartstart.org/families/resources/covid-19-resources/</a></td>
</tr>
</tbody>
</table>

## SENIORS AND OLDER ADULTS

### Web name from document

- AARP Tele-Town Halls
- Caring.Com: Responding to COVID-19 to Support Seniors and Their Families
- NCDHHS Aging and Adult Services
- NCDHHS Long Term Care Facilities

### Actual web address

- https://www.ncdhhs.gov/divisions/daas
## WEB RESOURCES

| Resources for Seniors Website | http://resourcesforseniors.com/ |

## TRANSPORTATION

### Web name from document

- Go Cary Updates
- Go Raleigh Updates
- Go Triangle Updates
- Go Wake Access Updates

### Actual web address

- https://gocary.org/march-30th-gocary-service-update-0
- http://www.wakegov.com/humanservices/social/transportation/Pages/default.aspx

## VOLUNTEER OPPORTUNITIES

### Web name from document

- Wake Up Wake
- Activate Good
- Food Bank of Central and Eastern North Carolina

### Actual web address

- https://wakeupwakecounty.org/resources-for-helping-your-community-during-covid-19/
- https://activategood.org/covid19/
- https://foodbankcenc.org/
### Web Resources

#### Additional COVID-19 Resources

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<thead>
<tr>
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<tbody>
<tr>
<td>Center for Disease Control and Prevention (CDC)</td>
<td><a href="http://www.cdc.gov/">http://www.cdc.gov/</a></td>
</tr>
<tr>
<td>Wake Network of Care</td>
<td><a href="https://wake.nc.networkofcare.org/mh/">https://wake.nc.networkofcare.org/mh/</a></td>
</tr>
<tr>
<td>World Health Organization (WHO)</td>
<td><a href="https://www.who.int/">https://www.who.int/</a></td>
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**Resource Guide Developers:**
Ann Godwin  
James Watson  
Kristen McHugh  
Rochelle Whitaker