

PROGRAM SERVICES UPDATE PAGE – COVID19

*To reduce the risk of exposure for our staff, families, clients, and communities, all Western Egyptian Offices (Central location and all Outreach Offices) will not be conducting face-to-face meetings/appointments until April 8 and possibly beyond. We will still be available during normal business (M-F 8am-4:30pm) hours via email and phone, and we will continue our work to support our clients during this challenging time. If you have any questions you can call (618) 965-3458.

Food Pantry

Food Pantry for the rest of March and possibly beyond (Randolph, Perry and Monroe Counties) will be a drive through event the boxes will be pre-made. We will have someone sign you in at your car and then get the pre-made box in your trunk. This will be similar to how our mobile markets work. This is for everyone's safety, and for efficiency. **Please note: You are not to be within 6ft. of volunteers and workers. Please remain inside your vehicle and have your trunk clear for a box to fit inside. You are allowed food Pantry once per month unless they are having a mobile market/food fair event.

Food Pantry in Randolph County is every Tuesday from 1pm-3pm. If you have any questions you can call (618) 443-5231 Option 2.

Food Pantry in Perry County is every Thursday from 1pm-3pm. If you have any questions you can call (618) 542-4656.

Food Pantry in Monroe County is every Monday from 1pm-3pm. If you have any questions you can call (618) 939-8715 (Monday's only before Noon).

Senior Sites

***Per the recommendation of the Illinois Department on Aging at Western Egyptian Senior sites there will be **NO EAT IN DINING** allowed at any Senior Center until further notice. This would also include senior center group activities. Home delivered meals will still be provided. Carry out meals will also be available. We can also deliver meals to seniors over the age of 60, even if you have not previously received them. This is a preventative measure to minimize exposure and risks for the safety of seniors. **Please note: You must call to reserve your meal by 9:30am.**

Chester Senior Center please call (618) 826-5108 for questions, more information and to reserve a carry out or home delivered meal.

Red Bud Senior Center please call (618) 282-6333 for questions, more information and to reserve a carry out or home delivered meal.

Waterloo Senior Center please call (618) 939-8880 for questions, more information and to reserve a carry out or home delivered meal.

Columbia Senior Center please call (618) 281-7414 for questions, more information and to reserve a carry out or home delivered meal.

HOUSING COUNSELING, SINGLE FAMILY REHAB, HOME ACCESSIBILITY

At the present time we are not scheduling any in-person meetings per the CDC recommendations. Applications and needed assistance can be provided by phone or can be mailed or emailed. Phone: 618-965-3193. Email: housing@weeoc.org

LIHEAP

All outreach offices are closed to the public. LIHEAP applications can be taken over the phone by calling your County Office or by filling out the fillable application on the website – weeoc.org SEE LIHEAP BANNER ON HOME PAGE. You must also send in your requested documentation.

Randolph County (618) 443-5231 Option 1.

Perry County (618) 542-4656.

Monroe County (618) 939-8715

Jackson County (618) 684-3341

WEATHERIZATION

Weatherization is completely shut down until further notice per directive from the Governor.

GENERAL

At the present time we are not scheduling any in-person meetings per the CDC recommendations. This includes new client applications, dropping off missing application documents, counseling sessions, etc.

However, should that change screening questions that may be used to determine if planned appointments should be scheduled. If clients or staff answer yes to any of the following questions prior to an in-person meeting we will reschedule the appointment (or attempt to conduct in an alternative way).

- I have traveled to an area where COVID-19 is spreading within the past 14 days.
- I have been in close contact with people who have traveled to areas where COVID-19 is spreading within the past 14 days.
- I have been around people who are sick with colds or flu.
- I have symptoms of a cold.
- I have a fever or have had a fever within the past week.
- I have been nauseated or have vomited or had diarrhea within the past week.