

About The Parents' Pages

The Parents' Pages — published by the Orange County Partnership for Young Children — is a resource guide for Orange County families with children age newborn to five years. This guide provides information about the range of family support services offered to families with young children in Orange County. This publication is just part of the Partnership's commitment to supporting families in the important, challenging, and rewarding work of raising children.

The topics in the guide are arranged in alphabetical order. Please use the table of contents to find the entries that you need. Agencies are listed by alphabetical order on pages 64-69.

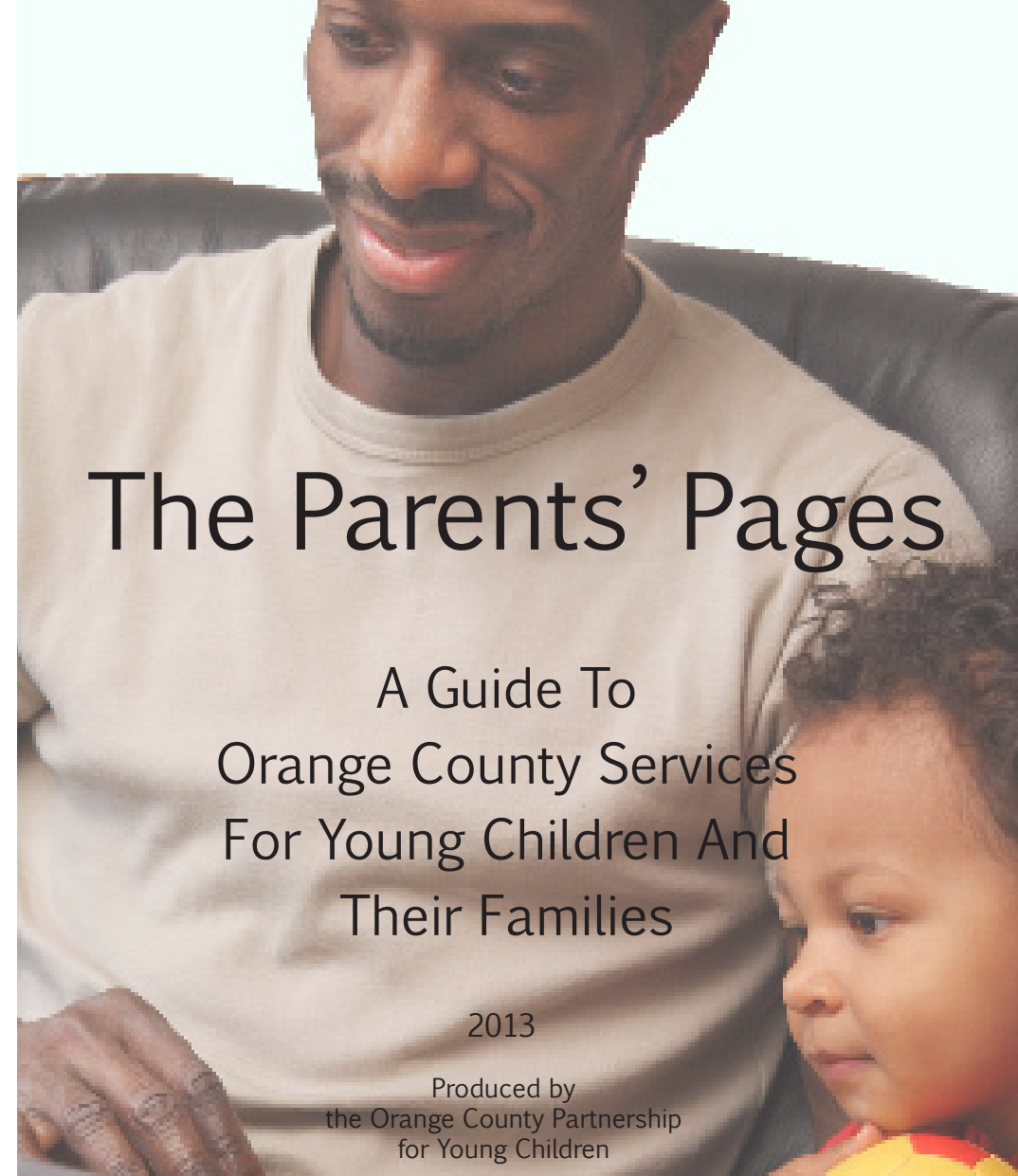
About the Orange County Partnership for Young Children

The Orange County Partnership for Young Children — the local Smart Start agency — plans and funds programs aimed at ensuring that all Orange County children arrive at kindergarten healthy and ready to succeed. The Partnership is a collaboration among families, child care providers, schools, congregations, businesses, individuals, and local government.

The Partnership uses Smart Start funding to support high quality child care and better-trained teachers, parenting education, family support services, and preventative health screenings, among other services. With an annual budget of nearly \$3.6 million, the Partnership supports over 14 programs in the community and administers the NC Pre-K Program.

*Orange County Partnership for Young Children
120 Providence Rd. Suite 101
Chapel Hill, NC 27514
(919) 967-9091 – phone
(919) 933-1008 – fax
www.OrangeSmartStart.org*

Printed on recycled paper



The Parents' Pages

A Guide To Orange County Services For Young Children And Their Families

2013

Produced by
the Orange County Partnership
for Young Children





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United Way of the Greater Triangle (Call 2-1-1)

211 or 1-800-831-1754 • 24 hours, 7 days a week.

<http://www.unitedwaytriangle.org/211>

Provides comprehensive health and human service information and referrals. Call 2-1-1 throughout most of the counties in North Carolina, 24 hours a day, 365 days a year to get connected. Bilingual caseworkers are available during regular business hours.

El Centro Hispano

919-945-0132 • 104 Highway 54 West Bypass Suite FFF, Carrboro, NC

Provides information and services to the Latino Community.

Family Support Program

919-966-2841, 1-800-852-0042 • School of Social Work, UNC Chapel Hill, 325 PittsboroSt., CB #3550, Chapel Hill, NC, 27599

Web: www.fsp.unc.edu. Email: fsp.cdr.unc.edu

Provides support and information to families of children ages birth-school age with a variety of special needs. Support is provided by connecting parents and caregivers with others that have a child with similar needs or with trained support parents.

National Hispanic Family Health Helpline

1-866-783-2645 • M-F, 9-6pm.

Web: www.hispanichealth.org • Email: sufamilia@hispanichealth.org

Offers free, reliable and confidential health information on a wide variety of topics (in Spanish and English). Helps navigate callers through the health system. Health promotion advisors can provide nationwide resources and local referral services.

NC Family Health and Child Care Resource Line

1-800-367-2229 • 8-5 M-F; Closed holidays.

www.nchealthystart.org

Free information, referrals and advocacy services related to pregnancy, family planning, breastfeeding, parenting, child development, and health insurance (NC Health Check/NC Health Choice).

NC Department of Health and Human Services

1-800-662-7030 • 8am-5pm M-F

Callers receive information and referral on human services and support groups in government agencies and non-profits. Specialists answer questions and make appropriate referrals. A wide spectrum of services may be accessed.



Bilingual Children's Resource Coordination/Piedmont Health Services (PHS)

919-942-8741, x1237 • Monday: 8am-8pm, Tuesdays: 9am-5pm, Wednesdays: 8am-5pm, Thursdays 8am-8pm, Fridays 8am-5pm, Saturdays: 8-1
• Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510.
www.piedmonthhealth.org

Facilitates access to community resources for Orange County immigrant and refugee families with children aged birth to 5 years, with an emphasis on Health Check and Early Intervention Services. Serves Spanish, Burmese, and Karen-speaking patients.

• *Who can I contact about adopting a child or caring for a foster child?*

Children's Home Society of North Carolina

1-800-632-1400 • PO Box 14608, 604 Meadow St., Greensboro, NC • Local Office: 131 Windchime Ct., Raleigh, NC, 27615 • M-F 8:30-5pm.

Web: www.chsnc.org • Email: info@chsnc.org

Services include pregnancy counseling, family and therapeutic foster care, domestic adoption for infants and older children, and adoption support services.

Orange County Department of Social Services (DSS)

644-3086 • Spanish language message line

245-2800 • 113 Mayo St., Hillsborough, NC 27278

968-2000 • Southern Human Services Center, 2501 Homestead Rd, Chapel Hill, NC, 27516.

8-5 M-F. www.co.orange.nc.us/socsvcs/index.asp

Offers information on adoption/foster care placement.

• *Who can I call to get help with child support?*

Orange County Child Support Enforcement

1-800-992-9457 • State offices. 7:30am-7:30pm

919-245-2175 • 131 W. Margaret Ln. Hillsborough, NC, 27278. M-F 8-5

Application fee for non-DSS clients is \$10 or \$25. Services are available to custodial parents in Orange County. www.co.orange.nc.us/cse

Services Available to custodial or non-custodial parents in Orange County. Application fee is \$25; fee waived for any recipient of public assistance. Para español, llame al 919-245-2177.



- *Who can I call if I know someone who wants to learn how to read?*

Orange County Literacy Council

919-636-4457 • 200 N. Greensboro St, Suite C-2, Carrboro, NC, 27510
9am-7:30pm M-Th; Fr 9-5. Bus: J,F, CW. Web: www.orangeliteracy.org

Free tutoring for adults who want to improve their reading, writing, math or English skills or prepare for the GED or Citizenship tests. Tutoring takes place twice weekly in small groups or one-on-one settings.

- *Who can I call if I want to graduate from high school?*

Durham Technical Community College

919-536-7200 • 1637 Lawson St., Durham, NC 27703.

Admissions Office: M 8-5, Tue/Wed 8-6, Thurs/Fri 8-6

919-536-7238 • Orange County Campus: 525 College Park Dr., Hillsborough, NC 27278

919-536-7240 • N. Durham Center: 2401 Snowhill Rd., Durham, NC
Satellite courses at various locations in Durham and Orange County.

Call for schedules and hours. For ESL classes call 919-536-7221 or email esl@durhamtech.edu. Web: www.durhamtech.edu

Wide range of classes including: GED, Adult High School Diploma, and ESL classes. Distance education and non-credit courses also available.

Orange County Literacy Council

919-636-4457 • 200 N. Greensboro St, Suite C-2, Carrboro, NC, 27510

9am-7:30pm Monday through Thursday; 9am-5pm Friday. Busline: J,F, CW
www.orangeliteracy.org

Free tutoring for adults who want to improve their reading, writing, math or English skills or prepare for the GED or Citizenship tests. Tutoring takes place twice weekly in small groups or one-on-one settings.

- *Who can I call if I need a job or job training?*

Joint Orange/Chatham Community Action Agency (JOCCA)

919-542-4781 • 35 Chatham St. PO Box 27, Pittsboro, NC 27312. Offices in Chapel Hill on Franklin St (Skills Development). Youth Center in Carrboro (Building Futures) on Main Street. Business office and neighborhood centers open M-F 8:30-5:30. OPT and Bus Line: A.
www.nccaa.net

Employment and Training programs, Self Sufficiency Programs.



North Carolina Health Careers Access Program

919-966-2264 • Student & Academic Services Building South, Suite 2301
385 Manning Drive, CB #8010, Chapel Hill, NC 27599. 8-5 M-F. Bus line: C, J. Services are free to those who qualify. nchcap.unc.edu

Information on health careers and health professional programs. Assists students in identifying financial aid resources and assists minority students in entering health career programs.

Orange County Department of Social Services (DSS)

919-644-3086 • Spanish language message line

919-245-2800 • 113 Mayo St., Hillsborough, NC 27278

919-968-2000 • Southern Human Services Center, 2501 Homestead Rd, Chapel Hill, NC, 27516.

8-5 M-F. Call for eligibility information.

www.co.orange.nc.us/socsvcs/work_first.asp

Work First program provides employment services and time-limited cash assistance to families with children under 18 who meet income/resources guidelines.

Orange County Skills Development/Job Link Career Center

919-969-3032 • 503 W. Franklin St., Chapel Hill, NC 27516. • M-F 8-5

Employment and training facility with computers and phones to be used by persons doing job searches. • www.co.orange.nc.us/sdc/index.htm

Skill development and employment services, including GED preparation, resume-writing, job searching, computer training, and training for individuals with disabilities.

UNC Healthcare Careers

919-966-5226 • Employment Office, James T. Hedrick Building, 211 Friday Center Drive, Suite 1007, Chapel Hill, NC 27517. 8-5 M-F.

www.unchealthcare.org/site/careers

Search and apply for job openings

Compass Center for Women and Families

968-4610 • 210 Henderson St., Chapel Hill, NC 27514. 9-5 M-W; 9-7 Th; 9-2 Fri. Bus line: All main transfer lines (walk 1 block down Henderson St. from Franklin St. Post Office). www.compassctr.org

Workshops and individual meetings to aid in career direction and job searches. Information about Financing your education.



- *Who do I call if I need help saving money or managing my debts?*

Compass Center for Women and Families

919-968-4610 • 210 Henderson St., Chapel Hill, NC 27514. 9-5 M-W; 9-7 Th; Bus line: All main transfer lines (walk 1 block down Henderson St. from Franklin St. Post Office). www.compassctr.org

Counselors will assist you in budgeting and developing a plan to meet financial goals.

- *Where can I get help with tax questions?*

Internal Revenue Service

1-800-829-1040 • M-F 7am-7pm M-F. www.irs.gov

Call for information about Earned Income Credit, a program that reimburses individuals with dependent children who work and have low wages.

RSVP-Volunteer Income Tax Assistance (VITA)

Call locations directly for appointments:
919-968-2086 • Seymour Center, 2551 Homestead Rd, Chapel Hill, NC,
919-968-4610 • Compass Center for Women and Families: 210 Henderson Street, Chapel Hill.

919-245-2015 • Central Orange Senior Center, 101 Meadows Dr. Hillsborough. Orange County DSS 113 Mayo Street. 919-245-2010 for Spanish-speaking.

The VITA program is free to all low and middle income persons and is available February 2 through April 15 at 5 locations all over the county. Call for locations, hours, and appointments.

www.orangecountyvita.org

Volunteer tax help for individual, state and federal returns for individuals whose family income is less than \$50,000.



- *Who can I call if I need help finding or paying for child care?*

Child Care Services Association/Child Care Referral Central

Main office: 1-855-EARLYED (327-5933) • 1829 E. Franklin St., Building 1000, Chapel Hill, NC 27514. 8-5 M-F; Evening and weekend available by appointment. Ask to speak with a Child Care Referral Counselor. Provides help finding and paying for child care.

www.childcareservices.org

Families can learn about child care regulations, how to identify high quality child care, and learn about financial assistance options including scholarships administered through CCSA. Call for eligibility and guidelines. Bilingual staff available. A Child Care Referral Specialist will answer all your child care questions and provide a customized list of child care programs that will meet your individual family needs. An online child care search is available at www.childcareservices.org/fs/finding.html

Orange County Department of Social Services (DSS)

919-644-3086 • (Spanish language message line)
919-245-2849 • 113 Mayo St., Hillsborough, NC 27278

Call for eligibility information. Bring proof of income, resources and residency. www.co.orange.nc.us/socsvcs/child_care_subsidy.asp

The Child Care Subsidy Program provides low-income families with information and financial resources to find and afford quality childcare for their children. Resources enable families to make informed choices regarding childcare providers.

- *Who can I call if I want to find a Head Start/Early Head Start Program?*

Orange County Head Start-Early Head Start

919-490-5577 x248 for English and Spanish • 800 Eastowne Dr. Suite 105, Chapel Hill, NC 27514. www.chtop.org

Comprehensive child development programs for eligible pregnant women and children birth to five years old and their families. Early Head Start Classrooms: year round full & part-day child care for infants-3 year olds in Chapel Hill/Carrboro area and at Fairview Child and Family Center in Hillsborough. Head Start: Classrooms for 3-5 year old children living in Orange County School District. Program run by Chapel Hill Training Outreach Project, Inc.



• *Who can I call if I want to find a Pre-Kindergarten Program?*

The NC Pre-K Program is a program of the Division of Child Development and Early Education (DCDEE) in the North Carolina Department of Health and Human Services (DHHS). The NC Pre-K Program is designed to provide high-quality educational experiences to enhance school readiness for eligible four-year-olds.

The NC Pre-K Program is administered by the Orange County Partnership for Young Children. Below is information regarding enrollment at specific sites. You may also contact the Partnership for any additional questions at 919-967-9091.

If you live in the Chapel Hill/Carrboro School District

Chapel Hill-Carrboro City Schools, Head Start/NC Pre-K Program

919-918-2153 x20291. 891 Willow Drive, Chapel Hill, NC 27514.
www.chccss.k12.nc.us.

If you live in the Orange County School District

Orange County Schools, Title 1/NC Pre-K Program

919-732-6137 x15501. 402 N. Nash Street, Hillsborough, NC 27278.
www.orange.k12.nc.us

Chapel Hill Training Outreach Project, Head Start/NC Pre-K Program

919-490-5577 x242 or x252 for Spanish. 800 Eastowne Dr. Suite 105, Chapel Hill, NC 27514. www.chtop.org

NC Pre K also operates in several Private Child Care Centers throughout Orange County:

The Children's Early School Two Locations:

Carrboro Early School, NC Pre-K Program

919-929-9998. 310 Lloyd Street, Carrboro, NC 27510.
www.carrboroearyschool.com

Orange/Chatham Early School, NC Pre-K Program

919-928-9145. 1740 Smith Level Road, Chapel Hill, NC 27514.
www.carrboroearyschool.com



Community School for People Under Six, NC Pre-K Program

919-929-1543. 102 Hargraves St., Carrboro, NC 27510.
Web: www.cspu6.org. Email: cs4pu6@att.net

Spanish for Fun Academy, NC Pre-K Program

919-969-9055. 101 S. Columbia Street, Chapel Hill, NC 27514.
www.spanish-for-fun-academy.com

Children's Learning Center

919- 644-6590 x 4850 500 Nash Street, Hillsborough, NC, 27278
http://chtop.org/Programs/KidSCOpe.html#CLC

• *Where can I go to enroll my child in school?*

Chapel Hill-Carrboro City Schools

919-967-8211, ext. 268 • Lincoln Center, 750 S. Merritt Mill Rd., Chapel Hill, NC 27516. 8:00-4:30 M-F. Not on bus line (within 20 minutes walking distance from downtown Chapel Hill).
www2.chccs.k12.nc.us/education/dept/dept.php?sectionid=4390

To register your child, you must bring proof of residence in the district, child's social security number, and his/her immunization record. You also need the name and address (city, state) of the last school that your child attended. If your child is in kindergarten or first grade, bring your child's birth certificate as well.

Orange County Schools

919-732-8126 • 200 E. King St., Hillsborough, NC 27278. 8-5 M-F.
www.orange.k12.nc.us

Each school handles registration on site. Call the school your child will be attending for more information. Call the above number if you do not know which school. To register your child, bring proof of residence in Orange County, child's social security number (if available) and the child's immunization record.

Orange County Family Resource Center (FRC)- Respite Care Program

919-932-3606 • South Estes FRC, 391 S. Estes Dr., Chapel Hill, NC 27517
Respite Care Program: This program provides quality care to children ages 4-11 so parents can take a well deserved break.



- *Who can I call when I or someone in my family needs to talk with a therapist or social worker or general counseling?*

Adolescent Parenting Program

Orange County Department of Social Services

919-245-2849 • 113 Mayo St., Hillsborough, NC 27278.
www.co.orange.nc.us/socsvcs/adolescent_parenting_program.asp

A program for pregnant and parenting teens who are under 18 years of age. This program is a part of the Department of Social Services, and works with other community agencies such as the school systems and the health department. Teens who are interested in participating meet with program staff at school and receive periodic home visits. Participants also come to a monthly peer group meeting with their babies to have dinner, socialize, learn more about parenting and participate in educational activities.

Carolina Outreach

919-251-9001 • 2670 Durham-Chapel Hill Blvd., Durham, NC 27707. 8-5, M-F. www.carolinaoutreach.com

Carolina Outreach provides comprehensive mental health services to children and adults. We also have intensive services that are provided in client homes and the community.

Center for Child and Family Health

919-419-3474 • 411 West Chapel Hill Street, Suite 908, Durham NC 27701.
www.ccfhnc.org

Offers diagnostic, treatment, and preventive services for children at risk of experiencing trauma.

El Futuro Inc.

919-338-1939 • 110 W. Main St., Suite 2H, Carrboro, NC 27510.
www.elfuturo-nc.org

Nationally recognized organization that provides assistance for Latinos in North Carolina who have mental health and addiction illnesses.

Family Advocacy Network/ Mental Health America of the Triangle

919-942-8083 • 3729 Murphy School Rd., Durham, NC 27705. Monday-Friday 9am-5pm. Web: mhatriangle.org. Email: info@mhatriangle.org

FAN Advocates work 1:1 and in groups to assist parents of children who struggle with emotional/behavioral challenges, mental health issues, learning disabilities, high-functioning Autism, substance abuse or any of these disorders and are also court involved. Monthly workshops on related topics and parent support groups are offered monthly. Services and supports are offered free of charge.



Orange County Health Department

919-245-2400 • 300 W. Tryon St., Hillsborough, NC 27278. M,W,Th,Fri 8-5, Tue 9:30-6pm.

919-968-2022 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516. Mon,Tues,W,Th, Fri 8-5, Th 9:30-6pm.

919-644-3350 • Spanish language message line

Health and Behavioral Intervention (HBI) counseling services provides specialized counseling for Medicaid eligible pregnant and postpartum women who have psychosocial needs.

KidSCOpe

919-644-6590 x 4821 • 500 North Nash Street, Hillsborough, NC 27278. 8-5 Flexible to meet client needs. <http://chtop.org/Programs/KidSCOpe.html>

KidSCOpe provides early intervention mental health. Services include mental health screening for children to determine the need for further assessment, support to children through age 6 who experience emotional, social, behavior, and developmental difficulties. Bilingual translator available. Program run by Chapel Hill Training Outreach Project Inc.

OPC Area Program

919-913-4300 • OPC Area Program, 100 Europa Drive, Suite490 Chapel Hill, NC 27517. 8-5 M-F. Customer service: 913-4120. www.opcareaprogram.com

Provides screening, triage, and referral for individuals needing mental health, developmental disability, and substance abuse services

Orange County Department of Social Services (DSS)

919-644-3086 • Spanish language message line

919-245-2800 • 113 Mayo St., Hillsborough, NC 27278

919-968-2000 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516

8-5 M-F. OPT and Bus line available in Chapel Hill.

www.co.orange.nc.us/socsvcs/

NC Neuropsychiatry

919-933.2000 • 1829 E. Franklin Street, 400 franklin Sq., Chapel Hill, NC 27514. • M-Th 8am-5pm, F 8am-4pm

www.ncneuropsych.com

Program on Childhood Trauma and Maltreatment

919-966-1760 • 104-A Market Street, Chapel Hill, NC 27516.

www.med.unc.edu/psych/patient-care/child-adolescent

A program to promote safety and healing for maltreated and traumatized children, regardless of their financial status. Specializes in the assessment -->



Evaluation/Assessment/ Counseling

and treatment of abused, neglected, and psychologically traumatized children and adolescents. Offers clinical and forensic services in the form of brief assessments, extended evaluations, brief and long-term treatment, case reviews, case consultations, and expert witness testimony.

UNC-CH Child Psychiatry Outpatient Clinic

919-966-5217 • UNC Dept. of Psychiatry, 1st Floor Neurosciences Hospital, Manning Dr., Chapel Hill, NC 27514. 8-4:30 M-F. Call for appointment. Bus line: A, C, CL, D, G, N, S, V, Blue Line.

www.med.unc.edu/psych/patient-care/child-adolescent/outpatient

Provides evaluation and treatment for emergency and on-going mental health needs. Spanish-speaking interpreter on site with advance notice.

Compass Center for Women and Families

919-968-4610 • 210 Henderson St., Chapel Hill, NC 27514. 9-5 M-W; 9-7 Th; Bus line: All main transfer lines (walk 1 block down Henderson St. from Franklin St. Post Office). www.compassctr.org

Therapist Referral Notebook: Listing of area therapists including their fees and specialties.

- *Who can I call if I or a family member has a problem with alcohol or drugs?*

Alcohol/Drug Council of Orange County

919-493-0003 (Durham office) or 800-688-4232 (state) • 600 E. Main Street, Suite 202-203, Durham, NC, 27701. 8-6 M-F. Informational materials and referrals are free. www.alcoholdrughelp.org

Offers information and referrals for alcohol and drug addiction; educates public about substance abuse and addiction.

Alcoholics Anonymous (AA)

919-933-3877 or 1-888-237-3235 • Hotline and information for Orange County. Call for information about meeting places, formats, times and if on a bus route. Meetings are free. Meetings for Spanish-speakers available. www.aanc33.org

Support for recovering alcoholics and people who want to stop drinking. Call or visit www.aanc33.org for information about meeting places, formats, times and if on a bus route. Meetings are free. Meetings for Spanish-speakers available.



Evaluation/Assessment/ Counseling

Al-Anon and Alateen

24-hr answering service: 919-713-1516 or 1-800-251-5738 para español • Al-Anon/Alateen Service Office, 3509 Haworth Dr., Suite 107, Raleigh, NC 27609. Office hours: M-Th 9-5, phone answering service is 24 hrs. Meetings are free. www.alanonalateen6nc.org

Support for families and friends of substance abusers, and for young people who wish to stop abusing alcohol or drugs. Call for information about meeting places, times, and bus route. Meetings are free. Spanish-speaking meetings on M, W, Fr

Freedom House Recovery Center

919-942-2803 • Facility Based Crisis Services Chapel Hill: 104 New Stateside Dr., Chapel Hill, NC 27516. Open 24 hours/day. Bus line: NS, T. Call first to make sure there is a bed available. Room for up to 5 males and 3 females.

www.freedomhouserecovery.org

A safe place to stay for 7-day Adult detox. Call about longer term programs including outpatient services and transitional living. Serves English and Spanish-speaking clients. Call first to make sure there is a bed available.

Horizons Program

919-966-9803 • Administration
919-966-2131 • Clinic appointments
UNC Horizons, 400 Roberson St, Carrboro, NC 27510. 8-5 M-F.
www.unchorizons.org

Provides comprehensive care to pregnant and postpartum women using drugs or alcohol, including prenatal care, delivery at UNC and postpartum care. Services include substance use screening, assessment, counseling, treatment, and case management to pregnant and postpartum women; also provides group and individual therapy, an intensive outpatient treatment program, and placement in our residential treatment program for Work First recipients. Childcare and transportation available for those eligible. Spanish interpreter services available through hospital personnel.

Narcotics Anonymous (NA)

919-831-5321 • 24 hours
Call or visit the website for more information about meeting places, times and bus route. Meetings are free.
<http://crna.org/ascs/13/> or www.oppareanc.com

Support for recovering substance abusers and people who wish to stop using drugs.



- *Who can I call if my child or I have been abused?*

Chapel Hill Police Department Crisis Unit

919-968-2806 • 828 Martin Luther King, Jr. Blvd., Chapel Hill, NC 27514.
Office hours: 8:30am-10pm M-F. Staff always on call. Bus line: P, J, T, A.
Services are free.
Website: townofchapelhill.org/index.aspx?page=658

Crisis Unit counselors respond to emergency situations, such as psychiatric emergencies, suicide attempts, family violence and child abuse, sexual assault, interpersonal conflicts, and traumatic events such as a death of a family member, missing child or residential fire. Serves English and Spanish-speaking clients. To speak with a crisis counselor, please call 919-968-2806

Compass Center for Women and Families

919-929-7122 • 24 hr hotline
919-929-3872 • Domestic Violence Crisis Services: 207 Wilson St Chapel Hill, NC 27516
www.compassctr.org

We work with women and men who are experiencing or have experienced emotional, verbal, physical, sexual or other forms of abuse. We talk to people over the phone or in person at our office. We provide information and options and allow those we assist to make their own choices about the best options for them. We can also help people who are unsure if their relationship is abusive and would like to talk to someone about this.

Orange County Department of Social Services (DSS)

919-644-3086 • Spanish language message line
919-245-2800 • 113 Mayo St., Hillsborough, NC 27278
919-968-2000 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
8-5 M-F. Hotline available 24 hours a day. After normal business hours, call 911 and ask for the on-call social worker. OPT and Bus line available in Chapel Hill. www.co.orange.nc.us/socsvcs/

Services are available to adults who are incapacitated due to physical or mental disability and who are in need of protection because they are abused, neglected or exploited. Services include receiving and evaluating reports of a need for protection, planning and counseling with disabled adults and their families to identify and address those problems which cause abuse, neglect or exploitation, assistance in arranging for needed services such as medical care, support services in the home, appropriate living arrangements, legal services and others.



Orange County Rape Crisis Center

1-866-WE LISTEN or 967-7273 • 24-hour crisis line
919-968-4647 • 1506 East Franklin Street, Suite 302, Chapel Hill, NC, 27514. Office hours: 9-5 M-F. Bus line: G.
919-643-0722 • 109B Millstone Dr., Hillsborough, NC 27278
Services are free and confidential. www.occcc.org

We provide 24-hour crisis intervention services to survivors of sexual violence. Our services include our 24-hour Help Line, support groups, workshops and therapy referrals. Additionally, the Center offers educational programs for both raising awareness about sexual violence and teaching prevention skills. All our crisis services and education programs are offered in Spanish

- *Who can I call if I am concerned that a child is being abused or neglected at child care?*

Orange County Department of Social Services (DSS)

919-644-3086 • Spanish language message line
919-245-2800 • 113 Mayo St., Hillsborough, NC 27278
919-968-2000 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
8-5 M-F. Hotline available 24 hours a day. After normal business hours, call 911 and ask for the on-call social worker. OPT and Bus line available in Chapel Hill. www.co.orange.nc.us/socsvcs/child_protective_services.asp

Child Protective Services is a legally mandated service to families. The CPS Unit provides services 24 hours per day, and investigates reports of abuse, neglect and dependency. Our staff makes prompt and thorough investigations in order to ascertain the facts of the case and the risk of harm to the child. Reports of abuse are initiated within 24 hours and reports of neglect and dependency within 72 hours.

- *Who do I call if I need to report a crime or a possible crime?*

Non-emergency numbers are:
919-918-7397 • Carrboro
919-968-2806 • Chapel Hill
919-732-2441 • Hillsborough Town Police
919-644-3050 or 919-942-6300 • Orange County Sheriff

Call 911 in an emergency!



• *Who can I call if someone in my family is physically or mentally disabled?*

The Arc of Orange County

919-942-5119 • 208 North Columbia St. Suite 100, Chapel Hill, 27514. 8:30-5 M-F. www.arcofororange.org

The Arc provides support services for individuals with developmental disabilities including respite care, group social programs, vocational training, self-advocacy adult programs, children's programs, one time financial assistance for unmet needs, information and referral.

Autism Society of North Carolina, Inc.

800-442-2762 • 505 Oberlin Rd, Suite 230, Raleigh, NC 27605. 8-4:30 M-F. www.autismsociety-nc.org

Provides local support and resources to parents with children identified with autism.

BEGINNINGS for Parents of Children Who Are Deaf or Hard of Hearing, Inc.

919-715-4092 or 1-800-541-4327 • 302 Jefferson St., Suite 110, Raleigh, NC, 27605. 9-5 M-F. Resource and referral agency that supports families with deaf or hearing impaired children. Web:www.ncbegin.org. Email:raleigh@ncbegin.org

BEGINNINGS provides emotional, informational, and technical support to parents of children who are deaf or hard of hearing, deaf parents with hearing children, and professionals serving those families. BEGINNINGS assists those parents of children from birth through age 22, free of charge.

Children's Developmental Services Agency (CDSA)

919-732-5294 or toll-free 866-383-4372 • Hillsborough office
919-560-5600 x 264 • Intake coordinator, Bull City Business Center, Suite 201, 115 Market St, Durham, NC, 27701-3221 • Durham office
Call for information and appointments. To make a referral, call Durham office at 919-560-5600 x264 for the Intake Coordinator. www.ncei.org

Provides early intervention services to children ages birth up to age three who have developmental delays or an established condition that may lead to developmental delays. Services are provided on a sliding fee scale based on family income and size. Medicaid, NC Health Choice and private insurance can also be billed. No child is denied services due to inability to pay.



The Children's Learning Center

919-644-6590 • 500 N. Nash St., Hillsborough, NC 27278. 7:30-5:30 M-F. www.chtop.org

The Children's Learning Center provides inclusive child care and early childhood education for preschool children with, or at-risk for, developmental disabilities, as well as typically developing children. Support services such as speech, physical and occupational therapies, plus parent education are available. The Center holds a Five-Star Rated License.

Carolina Institute for Developmental Disabilities

919-966-5171 • 101 Renee Lynne Ct, Carrboro, NC, 27510. 7:30-5 M-Th, 7:30-4:00 Fr. Bus line: Carrboro bus lines. Sliding scale fees. Children of all ages and adults are eligible. Call for appointments or visit: <http://www.cdl.unc.edu/familyAppointments.aspx> or <http://www.cdl.unc.edu/>

Diagnosis and treatment for people with developmental disabilities. Spanish-speaking staff available by appointment. Leadership Training is a major focus.

Disability Rights North Carolina

877-235-4210 or 919-856-2195 • 2626 Glenwood Ave, Suite 550, Raleigh, NC 27608. • 8-5, M-F Web:www.disabilityrightsn.org
Email: info@disabilityrightsn.org

Disability Rights North Carolina is a nonprofit organization based in Raleigh. Its team of attorneys, advocates, paralegals and support staff provide advocacy and legal services at no charge for North Carolinians with disabilities to protect their civil rights under the Americans with Disabilities Act. Bilingual services available.

Division for the Treatment and Education of Autistic and Related Communication-Handicapped Children (TEACCH)

919-966-5156 • TEACCH Autism Program. Mailing: UNC-CH CB #6305, Chapel Hill, NC 27599-6305. Physical location: 100 Renee Lynne Court, Carrboro, NC 27510. 9-5 M-F. Bus line: All hospital routes. www.teacch.com

Diagnosis and intervention for children with autism and their families.

Easter Seals UCP North Carolina

919-783-8898 or 800-662-7119 • 5171 Glenwood Ave. Suite 400, Raleigh, NC, 27612. Web:www.nc.eastersealsucp.com.
Email: info@nc.eastersealsucp.com

Services available for a broad range of people with disabilities, such as cerebral palsy, autism, spina bifida, mental retardation, muscular dystrophy, stroke, spinal cord injuries, head injuries, hearing and visual impairments, and mental health diagnoses.



Educational Therapy Associates

919-933-8880 • Franklin Square, Suite 1100B, 1829 E. Franklin St., Chapel Hill, NC. 9-5 M-F. Email: edtherapy@earthlink.net. By appointment only.

Provides educational evaluation for learning problems, consultation and advocacy for students and families. Specializes in diagnosis of reading problems.

Exceptional Children's Assistance Center

800-962-6817 • Parent Info Line
Raleigh Office, 4601 Lake Boone Trail, Suite G, Raleigh, NC, 27607.
9-3 M-Th by appointment. www.ecac-parentcenter.org

Provides information, individual resource and referral, lending library, workshops, newsletter, information and assistance to parent groups of children with disabilities. Bilingual staff in Davidson, NC office: 1-800-962-6817

Family Support Network of North Central Carolina (FSN-NCC)

919-560-3000 • 115 Market St., Suite 201, Durham, NC, 27701. 9-5 M-F.
Web: familysupportcentralnc.org

Provides support and information to families of children ages birth-school age with a variety of special needs. Support is provided by connecting parents and caregivers with others that have a child with similar needs or with trained support parents. There are no fees and all information is confidential.

Governor Morehead School/Preschool for the Visually Impaired

919-733-6192 • Main Office
919-732-6462 • Local Program. School: 303 Ashe Avenue, Raleigh, NC 27606; Preschool: 331 Ashe Ave, Curran Bldg. 8:30-4 M-F. Call for information or appointment. Sliding scale fee based on family income and size.
www.governormorehead.net

Preschool provides Early Intervention services for children ages birth to five years with visual impairments. Services provided in child's home or their school setting.

KidSCOpe

919-644-6590 • Orange Co. Office: 500 N. Nash St., Hillsborough, NC 27278
919-240-5624 • Carrboro Office: 205 Lloyd Street, Suite 104, Carrboro, NC, 27510. 8-5, Flexible to meet client needs. www.chtop.org/KidSCOpe.html

KidSCOpe provides early intervention mental health. Services include mental health screening for children to determine the need for further assessment, support to children through age 6 who experience emotional, social, behavior, and developmental difficulties. Bilingual translator available. Program run by Chapel Hill Training Outreach Project Inc.



Mental Health America of the Triangle

919-942-8083, ext. 1 • 3729 Murphy School Rd. Durham, NC, 27705 (Orange County location). Monday-Friday, 9am-5pm. Call about meeting times. Support groups are free and confidential. Web: www.mhatriangle.org.
Email: info@mhatriangle.org

MHAT operates three community programs to address the needs of adults and children living with a mental health condition or their family members, including the Family Advocacy Network (FAN), Compeer and the Pro Bono Counseling Network (PBCN). The organization also is home for an initiative of social reform, the Orange Partnership for Alcohol and Drug Free Youth, which works to change the way our community views underage drinking and prescription substance abuse. Services and supports are provided free of charge.

NC Early Intervention Program for Children who are Deaf or Hard of Hearing

888-736-3117 • Eastern NC Early Intervention Program for Children who are Deaf / Hard of Hearing, PO Drawer 2768, Wilson, NC, 27894. 9-5 M-F. Call for information or appointment. Sliding scale fee based on family income and size. www.ncoes.net

Provides services to children who are deaf, hard of hearing, or deaf/blind, ages birth to three, and their families. Concentrating on language and communication skill development, itinerant professionals provide family-centered intervention in home and daycare settings. At age three, the program works to establish a smooth transition to the local education agency.

Orange/Chatham Chapter Autism Society of North Carolina

health.groups.yahoo.com/group/asncoc

Provides local support and resources to parents with children identified with autism.

Orange County Health Department

644-3350 • Spanish message line
245-2429 • 300 W. Tryon St., PO Box 8181, Hillsborough, NC 27278.
www.co.orange.nc.us/health/ccsc.asp

Home visiting services, free to families. Developmental screening, information and resource connection for families of children birth to 5 years at risk for developmental delays or chronic illness.



- *Who can I call when I need emergency funds for medication, clothing, housing, utilities, and/or transportation to a doctor?*

Interfaith Council for Social Service (IFC)

919-929-6380 • 110 W. Main St., Carrboro, NC 27510. Office: 9-5 M-F. Bus line: J. Services are free. Some services are limited to Chapel Hill/Carrboro residents. www.ifcweb.org

Emergency services provided include food pantry, rent and utility assistance, clothing vouchers and transportation assistance. Serves English and Spanish-speaking clients.

Orange Congregations in Mission (OCIM)

919-732-6194 • 300 Millstone Dr., Hillsborough, NC 27278. Samaritan Relief: M-F 9-5; Meals on Wheels: M-F 9:30-1:30; Thrift Store: Tu 10-6, Wed-Sat 9-5. Samaritan Relief is a referral-based program, most referrals are through the Orange County Department of Social Services. Samaritan Relief and Meals on Wheels serve areas in the Orange County School District (excludes Chapel Hill/Carrboro school district) www.ocimnc.org

Emergency funds, Food pantry, Meals on Wheels, low-cost clothing and furniture through the Thrift Shop. Spanish-speaking staff available.

Catholic Charities

919-286-1964 • 902 Broad Street, Durham, NC, 27705
Financial Assistance: Second Tuesday of every month, Clothing: Monday and Thursday from 9-10:30am. Food Pantry: Wednesdays from 9:30-12:30pm

Emergency financial assistance, clothing, food pantry.

St. Thomas More Catholic Church

919-942-6216 • Financial Ministries, Mon and Thurs 8:30am-1:00pm
919.942.9222 or 919.967.8277 • Caring and Sharing Center
940 Carmichael St, Chapel Hill, NC 27514

Services include emergency rent and utility assistance. The Caring and Sharing center provides clothing and household goods for families and individuals in the community and surrounding areas.

Central NC American Red Cross

919-942-4862 • 4737 University Dr., Durham, NC, 27707. 8:30-5 M-F.
www.redcross.org

Red Cross volunteers are on call to respond to emergencies around the clock, seven days a week.



Orange County Department of Social Services (DSS)

919-644-3086 • Spanish language message line
919-245-2800 • 113 Mayo St., Hillsborough, NC 27278
919-968-2000 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
8-5 M-F. OPT and Bus line.
www.co.orange.nc.us/socsvcs/emergency_assistance.asp

Families who are experiencing a financial emergency may be eligible for financial help to pay for housing, utilities, food, gas, and/or medicine. There is a limit in Orange County of \$200 per twelve-month period.

PTA Thrift Shop

919-942-6101 • Village Plaza, 103 S. Elliott Rd, Chapel Hill, NC 27514.
8:30am-7pm Mon-Sat, Sunday 12pm-7pm
919-967-1272 • 201 W. Weaver St, Carrboro, NC, 27510 (NOTE: after reconstruction, location will change to: 125 W. Main St. Suite 100, Carrboro).
8:30am-6pm M-Sat. Bus line: C, D, F, J. www.ptathriftshop.com

Sells low-cost used clothing, housewares, furniture and books.

- *Who can I call when I need food?*

Inter-Faith Council (IFC)- Community Kitchen

919-967-0643 • 100 W. Rosemary St., Chapel Hill, NC 27516. Breakfast 6:15-7, Lunch 11:15-12:30, Dinner 6:15-7 M-Sat. Sunday breakfast and lunch are served one hour later. Bus line: A, N, one block from downtown, close to main transfers. www.ifcweb.org

Free hot meals (soup kitchen) provided every day of the year.

Inter-Faith Council (IFC)- Food Pantry

919-929-6380 • 110 W. Main St., Carrboro, NC 27510. Walk-in hours: M-F 9am-11:30am until available walk-in slots are full. Other hours available by appointment. www.ifcweb.org

Food pantry. Spanish-speaking staff available.

Orange Congregations in Mission (OCIM)

919-732-6194 • 300 Millstone Dr., Hillsborough, NC 27278. Samaritan Relief: M-F 9-5; Meals on Wheels: M-F 9:30-1:30; Thrift Store: Tu 10-6, Wed-Sat 9-5. Samaritan Relief is a referral-based program, most referrals are through the Orange County Department of Social Services. Samaritan Relief and Meals on Wheels serve areas in the Orange County School District (excludes Chapel Hill/Carrboro school district) www.ocimnc.org

Emergency funds, Food pantry, Meals on Wheels, low-cost clothing and furniture through the Thrift Shop. Spanish-speaking staff available.



Catholic Charities

919-286-1964 • 902 Broad Street, Durham, NC, 27705
Financial Assistance: Second Tuesday of every month, Clothing: Monday and Thursday from 9-10:30am. Food Pantry: Wednesdays from 9:30-12:30pm

Orange County Department of Social Services (DSS)/ Food and Nutrition Services

919-644-3086 • Spanish language message line
919-245-2800 • 113 Mayo St., Hillsborough, NC 27278
919-968-2000 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
8-5 M-F. OPT and Bus line. Bring proof of income, resources, and residency. www.co.orange.nc.us/socsvcs/food_stamps.asp

The Food and Nutrition Services Program is a federal program that provides a monthly allotment of benefits issued via Electronic Benefit Transfer cards (EBT cards).

Piedmont Health Services (PHS)

919-942-8741 • Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510. 8-8 M, Tu 9-5, Wed 8-5, Th 8-8, Fr 8-5, Sat 8-1.
336-562-3311 • Prospect Hill Community Center, Off Hwy 86 N, 322 Main St., Prospect Hill, NC 27314. 8-5 M-W, 8-8 Th, 8-1 F.
There is a sliding fee scale. Bring Medicaid card if you have one, but you do not have to qualify for Medicaid. www.piedmonthealth.org

WIC program and supplemental food program for pregnant women and for children through age 5. Serves English, Spanish, Burmese, and Karen-speaking patients.

• *Who can I call when I need emergency/temporary shelter?*

Compass Center for Women and Families

919-968-4610 • 210 Henderson St. Chapel Hill, NC, 27514
1-919-929-7122 (toll free) • 24-hour Hotline
www.compassctr.org

Provides emergency shelter placement for safety in cases of family violence.

Inter-Faith Council/Community House

919-967-0643 • Community House, 100 W. Rosemary St., Chapel Hill, NC 27516.
Always open. Bus line: A, N. One block from downtown, close to main transfers. Shelter is free. www.ifcweb.org

Emergency/temporary shelter for single men, please call ahead.



Inter-Faith Council/Home Start

919-932-6025 • 2505 Homestead Rd., Chapel Hill, NC 27516.
Always open. Bus line: A. Services are free. www.ifcweb.org

Emergency shelter and transition housing for women and children. Please call ahead for more information.

Orange County Emergency Services

919-245-6100 • PO Box 8181, Hillsborough, NC, 27278
919-732-5063 • 24-hour line. Administrative Office Hours: M-F 8am-5pm
<http://www.co.orange.nc.us/emergency/>

Orange County Emergency Services is the agency dedicated to ensuring the appropriate and efficient response to emergencies throughout Orange County operating twenty-four hours each day, year round.

• *Where can I go for regular check-ups for me or my child, or for care when we get sick?*

Orange County Health Department

919-644-3350 • Spanish language message line
919-245-2400 (Appointment Line) • 300 W. Tryon St., Hillsborough, NC 27278
919-968-2022 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516

8-5 M-F, applies to both offices. There is a sliding fee scale. Bring income and residency information and a Medicaid card if you have one. You do not have to qualify for Medicaid to receive services. www.co.orange.nc.us/health

Clinic services every day with one evening clinic per week at each site. Same day appointments available. Provides care in Chapel Hill and Hillsborough: family planning, well child, STD, prenatal, primary care, and immunizations.

Piedmont Health Services (PHS)

919-942-8741 • Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510. 8-8 M, Tu 9-5, Wed 8-5, Th 8-8, Fr 8-5, Sat 8-1.
336-562-3311 • Prospect Hill Community Center, Off Hwy 86 N, 322 Main St., Prospect Hill, NC 27314. 8-5 M-W, 8-8 Th, 8-1 F.
There is a sliding fee scale. Bring Medicaid card if you have one, but you do not have to qualify for Medicaid. www.piedmonthealth.org

Provides primary health care, dental care, full range of women's health services, dietary counseling, and in-house pharmacy. Serves English, Spanish, and Karen-speaking patients.



Student Health Action Coalition (SHAC) Medical Clinic

919-843-6841 • 301 Lloyd St., Carrboro, NC 27510. W: 5:30-8:00 pm.

Please call for more information. Services are free. www.med.unc.edu/shac

Provides immunizations and other health care.

UNC Health Care

919-966-7890 • 101 Manning Dr., Chapel Hill, NC 27599. 8:30-5 M-F. Bus lines: A, C, CL, D, G, N, S, V, Blue line. Call for an appointment and financial assistance information. www.unchealthcare.org

Primary care providing a full range of women's and children's services. Family Practice Center, Urgent Care, Pediatrics, UNC Women's Hospital, UNC Children's Hospital. Spanish-speaking staff available in all clinical areas 24 hours/day, seven days/week.

- *Where can I go if I have a problem with my teeth or if I need regular dental care?*

Orange County Health Department

919-644-3350 • Spanish language message line

919-245-2435 • 300 W. Tryon St., Hillsborough, NC, 27278.

M-Th 8am-5pm, Friday 8am-12pm

There is a sliding fee scale. Bring income and residency information and a Medicaid card if you have one. You do not have to qualify for Medicaid to receive services. www.co.orange.nc.us/health

Routine dental services including exams, cleanings, fillings, and extractions.

Piedmont Health Services (PHS)

919-942-8741 • Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510. 8-8 M, Tu 9-5, Wed 8-5, Th 8-8, Fr 8-5, Sat 8-1.

336-562-3311 • Prospect Hill Community Center, Off Hwy 86 N, 322 Main St., Prospect Hill, NC 27314. 8-5 M-W, 8-8 Th, 8-1 F.

There is a sliding fee scale. Bring Medicaid card if you have one, but you do not have to qualify for Medicaid. www.piedmonthhealth.org

Provides primary health care, dental care, full range of women's health services, dietary counseling, and in-house pharmacy. Serves English, Spanish, Burmese, and Karen-speaking patients.



Student Health Action Coalition (SHAC) Dental Clinic

Temporary Location: UNC School of Dentistry, Ground Floor of Tarrson Hall, 101 Manning Dr, Chapel Hill, NC. Wednesdays 6pm-9pm. Patients are admitted based on lottery draw of all patients present at 6pm. www.med.unc.edu/shac/shacs-dental-clinic. Please visit website for updated information.

Provides free dental care. Screening, cleanings, fillings and extractions are the typical procedures done. Bilingual staff available.

- *Where can I go if I have a problem with my ears/hearing/speech or language?*

Total Rehabilitation, Inc.

919-968-3456 • 1829 E. Franklin St., Building 600, Chapel Hill, NC 27514.

8:30-5:00 M-F. Total_rehab@bellsouth.net

OT, PT, and Speech evaluation and therapy.

UNC-CH Hearing and Communication Center

919-493-7980 • 6015 Farrington Road Suite #103, Chapel Hill, NC 27517-8822. 8-4 M-F. <http://www.med.unc.edu/ahs/sphs/hcc>

Speech and hearing testing, evaluations and therapy.

UNC Hospitals/Pediatric Audiology Services

919-966-6495 • Clinic

919-843-4479 • Appointments

101 Manning Drive, G0303 Neurosciences Hospital, Chapel Hill, NC 27514. 8:30-5:00 M-F, Appointments 9-3. www.med.unc.edu/earandhearing/pedsprogs/pedsaud

Audiological and hearing aid evaluations.

UNC Hospitals/Speech Pathology Department

919-966-8872 • Appointments

G0303 Neurosciences Hospital. 8-5 M-F. Bus line: A, C, CL, D, G, N, S, V, Blue Line.

Speech evaluations and therapy.



- *Who can I call if I have concerns about my child's development?*

Children's Developmental Services Agency (CDSA)

919-732-5294 or toll-free 866-383-4372 • Hillsborough office.
919-560-5600 x 264 • Intake coordinator, Durham office. Bull City Business Center, Suite 201, 115 Market St, Durham, NC, 27701.
Call for information and appointments. To make a referral, call Durham office at 919-560-5600 x264 for the Intake Coordinator. www.ncei.org

Provides early intervention services to children ages birth up to age three who have developmental delays or an established condition that may lead to developmental delays. Services are provided on a sliding fee scale based on family income and size. Medicaid, NC Health Choice and private insurance can also be billed. No child is denied services due to inability to pay.

- *Where can I get information about immunization shots for my child?*

NC Family Health and Child Care Resource Line

1-800-367-2229 • 8-5 M-F; Closed holidays.
www.nchealthystart.org/ncfhr/owncfhrl.htm

Free information, referrals and advocacy services related to pregnancy, family planning, breastfeeding, parenting, child development, and health insurance (NC Health Check / NC Health Choice).

Orange County Health Department

919-245-2400 • 300 W. Tryon St., Hillsborough, NC 27278. M,W,Th,Fri 8-5, Tue 9:30-6pm.
919-968-2022 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516. Mon,Tues,W,Th, Fri 8-5, Th 9:30-6pm.
919-644-3350 • Spanish language message line
There is a sliding fee scale. Bring income and residency information and a Medicaid card if you have one. You do not have to qualify for Medicaid to receive services. www.co.orange.nc.us/health

Prenatal care, Birth Control/Family Planning, STD and TB screening and treatment, Immunizations, well childcare, Health Check, dental care (Hillsborough), nutrition services including Diabetes self management education, and primary care for those enrolled in prevention programs. Bilingual Staff available.



Piedmont Health Services (PHS)

919-942-8741 • Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510.
336-562-3311 • Prospect Hill Community Center, Off Hwy 86 N, 322 Main St., Prospect Hill, NC 27314
8-8 M, Tu-Wed 8-5, Th-Fr 8-3. www.piedmonthhealth.org

Immunizations.

UNC Hospital Clinics/Healthlink

919-966-7890 • all clinic information
919-966-1401 • General Pediatric Clinic
919-966-0210 • Family Medicine Center
101 Manning Dr., Chapel Hill, NC 27599. www.unchealthcare.org

Contact for all clinics (pediatric, family practice, walk-in, etc.). Assistance with physician referrals, appointments, and health information.

- *Who can I call if I need help paying for health services?*

NC Health Check/Health Choice

919-245-2800, ask for eligibility intake • Orange County Department of Social Services, 113 Mayo St., Hillsborough, NC 27278
919-968-2000, ask for eligibility intake • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
919-644-3086 • Spanish language message line
8-5 M-F. Call for information about Medicaid and NC Health Choice.
www.dhhs.state.nc.us/DMA/cpcont.htm

Health Choice is insurance for children 19 years of age and under who are currently uninsured, not eligible for Medicaid and whose families meet certain income requirements. Enrollment fee dependent on income. NC Health Check covers preventive health services for children who are eligible for Medicaid.

Social Security Administration

888-759-3908 or 1-800-772-1213 (national toll-free number) • 3004 Tower Blvd, Durham, NC 27707. 9-3 M-F, Wed 9-12. No appointments. Line forms before 8 am. Obtain Social Security Card, get information about Medicare. www.ssa.gov

Medicare, SSI Survivors Benefits, Disability and Social Security Retirement.



- *Where can I get help with injury prevention for my family?*

Central NC American Red Cross

919-942-4862 • 4737 University Dr., Durham, NC, 27707
8:30-5 M-F. www.redcross.org

Courses in CPR, first aid, lifeguard training, water safety, and babysitting.

Assistance with Child Car Safety Seats

919-969-2006 • Chapel Hill Fire Department-Fire and Life Safety Division
919-918-7347 • Carrboro Fire Department. www.carrborofire.org/carseats.html

919-732-7911 • Orange Rural Fire Department. www.orfd.org

Provides free child car seat safety checks. Call for days and times.

- *Who can I call for health information for my child?*

Orange County Family Resource Centers (FRC)

919-490-5577 • Chapel Hill Training-Outreach Project, 800 Eastowne Dr., Suite 105, Chapel Hill, 27514
919-932-3606 • South Estes FRC, 391 S. Estes Dr., Chapel Hill, 27517
919-240-7941 • Dobbins Hills FRC, 1749-A Dobbins Drive, Chapel Hill, 27514
919-932-2910 • Airport Gardens FRC, 821 Martin Luther King, Jr. Blvd., Chapel Hill, NC 27514
www.chtop.org/Programs/FRC.html

Health and developmental screenings; immunizations; well-child examinations; access to pediatric care. Program run by Chapel Hill Training Outreach Project, Inc.

El Centro Hispano

919-945-0132 • Carrboro Branch: 104 Hwy 54, Suite FFF, Carrboro, NC, 27510
919-687-4635 • 600 East Main Street, Durham, NC, 27701
M-Th 11am-5pm.

El Centro Hispano's Health Program works with the Hispanic/Latino community to advance overall health and well being through our Health Prevention & Promotion, Health Service Access, and Healthy Activities programming.



- *When should my child have well child checkups and shots?*

2 weeks	Routine health screenings and hepatitis shot (unless given at hospital)
2 months	Routine health screenings and shots
4 months	Routine health screenings and shots
6 months	Routine health screenings and shots
9 months*	Routine health screenings
12 months	Routine health screenings and shots
15 months*	Routine health screenings
18 months	Routine health screenings
* A checkup may be done at either 9 or 15 months	
2 years	Routine health screenings
3 years	Routine health screenings
4 years	Routine health screenings
5 years	Routine health screenings and shots
6 years*	Routine health screenings

* A routine checkup is needed every 3 years after age 6

Check with your child's physician or health care provider to see if your child needs a different schedule.



- Which shots will my child need and when?

Child Immunization Schedule

Age	DTP or DTaP	Polio	MMR	HepB	Hib	Td	Var	PCV
Birth				•				
2 mos.	•	•		•	•			•
4 mos.	•	•			•			•
6 mos.	•			•	•			•
6-18 mos.		•						
12-15 mos.			•		•			•
12-18 mos.							•	
15-18 mos.	•							
4-6 yrs.	•	•	•					
Every 10 yrs.						•		

DTP or DTaP = Diphtheria-Tetanus-Pertussis
 MMR = Measles-Mumps-Rubella
 HepB = Hepatitis B
 Hib = Haemophilus Influenza Type B
 Td = Diphtheria-Tetanus
 Var = Varicella (Chicken Pox)
 PCV = IM Prevnar (Pneumococcal)

DTP/DTaP & HBV have an alternate schedule. For information about immunizations call the Department of Pediatrics at UNC: 966-6669; Orange County Health Department: 245-2400 or 968-2022; or Piedmont Health Services: 942-8741.



- Who can I call about low-cost housing?

Chapel Hill Department of Housing

919-968-2850 • 317 Caldwell St., Chapel Hill, NC 27516. 8:30-5 M-F.
 Bus line: A. www.townofchapelhill.org/index.aspx?page=71

Serves to provide decent, safe and affordable rental housing for Chapel Hill's public housing families. Manages 336 public housing apartments in 13 neighborhoods throughout Chapel Hill and Carrboro.

Habitat for Humanity of Orange County

919-932-7077 • 88 Vilcom Center Drive, Suite L110, Chapel Hill, NC, 27514
 9-5 M-F. www.orangehabitat.org

Home ownership program for low-income families.

Joint Orange/Chatham Community Action Agency (JOCCA)

919-542-4781 • 35 Chatham St. PO Box 27, Pittsboro, NC 27312. Offices in Chapel Hill on Franklin St (Skills Development). Youth Center in Carrboro (Building Futures) on Main Street. Business office and neighborhood centers open M-F 8:30-5:30. OPT and Bus Line: A. www.nccaa.net

Weatherization programs (weatherizing homes and heat and cooling system replacements/repair.)

Community Home Trust

919-967-1545 • 104-C Jones Ferry Rd., Carrboro, NC 27510. 9-5 M-F. Services free to eligible families. Bus Line: C, J. www.communityhometrust.org

Home ownership counseling programs and new home development.

Orange County Department of Housing, Human Rights, and Community Development

919-245-2490 • 300 W. Tryon St., Hillsborough, NC 27278
 919-969-3016 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
www.co.orange.nc.us/housing

Home ownership programs and services, rental services, repair services, and housing programs for individuals with special needs. Can assist individuals on matters of unlawful discrimination regarding: housing, public accommodations and bias related incidents. The primary mission of the Orange County Housing, Human Rights and Community Development is to promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination. If you believe you have experienced housing discrimination in Orange County, you can file a free, confidential complaint by calling the Orange County Human Relations Commission at 919-245-2487.



HOUSING CONTINUED:

EmPOWERment, Inc.

919-967-8779 • 109 N. Graham St., Suite 200, Chapel Hill, NC, 27516
M-F 10am-5pm

Expanding home-ownership opportunities, building stronger neighborhoods, employing youth through our summer internship program, and offering home-buyer and financial education classes to emPOWER through knowledge.

- *Who can I call if I need legal help or help finding a lawyer?*

Dispute Settlement Center

929-8800 • 302 Weaver St., Carrboro, NC 27510. 9-5 M-F; other hours by appointment. Bus line: C. Call for appointment and to discuss fees. Some services are free. www.disputesettlement.org

Mediation of interpersonal disputes between family members, parents/teens, neighbors, co-workers and business associates, divorce/separation mediation. Training in conflict resolution skills for parents of small children and for parents and teens together. Spanish-speaking mediators available on request.

Disability Rights North Carolina/ Legal and Advocacy Services

877-235-4210 or 919-856-2195 • 2626 Glenwood Ave., Suite 550, Raleigh, NC, 27608. M-F 8-5
www.disabilityrightsncc.org

Disability Rights North Carolina is a nonprofit organization based in Raleigh. Its team of attorneys, advocates, paralegals and support staff provide advocacy and legal services at no charge for North Carolinians with disabilities to protect their civil rights under the Americans with Disabilities Act. Bilingual Services provided.

North Carolina Lawyer Referral Service

919-677-8574 • M-F 9:30-4:30. Referral service is free. All participating attorneys meet referred clients for up to 30 minutes for no more than \$50. Referrals also available online via Find-a-Lawyer tool at ncfindalawyer.org

Referral service to attorneys in local areas. Does not make referrals to pro bono.



Orange County Department of Housing, Human Rights, and Community Development

919-245-2490 • 300 W. Tryon St. Hillsborough, NC, 27278.
919-969-3016 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516. M-F 8-5. Service is free.
www.orangecountync.gov/housing/index.asp

Can assist individuals on matters of unlawful discrimination regarding: housing, public accommodations and bias related incidents. The primary mission of the Orange County Housing, Human Rights and Community Development is to promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination. If you believe you have experienced discrimination in Orange County, you can file a free, confidential complaint by calling the Orange County Human Relations Commission at 919-245-2487.

Compass Center for Women and Families • Legal Information Services

919-968-4610 • 210 Henderson St., Chapel Hill, NC 27514. M-W 9-5; Th 9-7
Bus line: All main transfer lines (walk 1 block down Henderson St. from Franklin St. Post Office).
www.compassctr.org

Legal Information Services: opportunity to speak to a volunteer attorney by phone. Family Law in NC: legal guide in easy-to-read question and answer format. Community Legal Project: UNC law students meet with clients and provide them with legal information. Attorney Referral Book: lists area attorneys with their fees and specialties.



- *Who do I talk to about better nutrition for my family?*

The Orange County Partnership for Young Children

Healthy Kids Campaign. 919-967-9091, www.orangesmartstart.org.

Offers programs for families that would like to improve nutrition and live more active healthy lives. Programs include: Growing Healthy Kids, access to community gardens located in Carrboro, and the Transplanting Traditions Community Farm. The Transplanting Traditions Community Farm (TTCF) is a vocational agricultural program that works to build economically viable, environmentally sound, and socially sustainable local agricultural business opportunities for refugees living in N.C. The farm also supports a Community Supported Agricultural (CSA) vegetable subscription program. For more information, please visit the TTCF Blog at www.ocpyc.wordpress.com

Orange County Health Department/Nutrition Counseling Services

919-245-2400 • 300 W. Tryon St., Hillsborough, NC, 27278
 919-968-2022 • Southern Human Services Center Complex, 2501 Homestead Rd. Chapel Hill, NC 27516
www.co.orange.nc.us/health/Nutrition.asp

The Orange County Health Department offers nutrition counseling (Medical Nutrition Therapy) to help you prevent or manage certain medical conditions. Meet with a Registered Dietitian to develop a personalized plan to help you prevent or better manage medical conditions or simply to improve the way you feel. Fees are charged on a sliding scale (\$15 minimum fee) and may be covered by insurance.

Orange County Health Department/Healthy Carolinians

919-245-2400 • 300 W. Tryon St., Hillsborough, NC, 27278
<http://www.co.orange.nc.us/healthycarolinians>

Healthy Carolinians of Orange County (HCOC) is a network of agencies and citizens partnering to promote health and wellness in Orange County. Members of HCOC are representatives from schools, human service agencies, churches, civic groups, businesses, local government, UNC Chapel Hill, health care organizations including UNC Healthcare, and concerned citizens. Our mission is to advocate, guide and assist Orange County in planning and implementing health care strategies to promote healthy lifestyles, improve health status and prevent premature death and injury for all residents in the county regardless of age, race, income or educational level. The overall goal of the program is to reduce health disparities.



- *Who can I call if I need or want parenting support or classes?*

Chapel Hill-Carrboro Mother's Club

www.chapelhillmothersclub.org

A non-profit support group for area parents providing a variety of activities such as parent/child playgroups and activities designed to help parents take care of themselves.

Chapel Hill Pediatrics and Adolescents, PA

919-942-4173 • 205 Sage Rd, Suite 100, Chapel Hill, NC 27514. 8-5 M-F, Urgent care appointments available M-F 5-7pm, Sat 8-12, Sun 11-2, open all holidays. All families are eligible; fees for services. www.chapelhillpeds.com

Special group for parents of newborns and toddlers. Call-in program for parents to get answers about parenting concerns. Treats children with ADD/ADHD.

El Futuro, Inc.

919-338-1939 • 110 W. Main St., Suite 2H, Carrboro, NC 27510
www.elfuturo-nc.org

Parent education classes available in Spanish. Programs for parents and children with interactive time for the family during the group; designed to be fun as well as life-changing.

Orange County Family Resource Centers (FRC)

919-490-5577 • Chapel Hill Training-Outreach Project, 800 Eastowne Dr., Suite 105, Chapel Hill, 27514
 919-932-3606 • South Estes FRC, 391 S. Estes Dr., Chapel Hill, 27517
 919-240-7941 • Dobbins Hills FRC, 1749-A Dobbins Drive, Chapel Hill, 27514
 919-932-2910 • Airport Gardens FRC, 821 Martin Luther King, Jr. Blvd., Chapel Hill, NC 27514
 Hours vary depending on program. www.chtop.org/Programs/FRC.html

Strengthening Families Program: 14 week evidenced based parenting program for parents with children 6-11 years. Tuesdays 5:30-8:30, Circle of Parents: Every other Friday 11:30-1:30 creating a network of social support; listen, exchange, share parenting tips; learn more about community resources. Parent education classes, child development activities, parent-to-parent support groups. Program run by Chapel Hill Training Outreach Project, Inc.



El Centro Hispano

919-945-0132 • Carrboro Branch: 104 Hwy 54, Suite FFF, Carrboro, NC, 27510
919-687-4635 • 600 East Main Street, Durham, NC, 27701. M-Th 11am-5pm.

El Centro Hispano provides educational programs for our community members through our ESL, adult literacy, parenting and youth classes, as well as special activities. Our three main areas of focus are adult education, youth education, and family development.

Exchange Program for the Prevention of Child Abuse

919-732-7282 • 331 Exchange Park Ln, Hillsborough, NC, 27278. 9-5 M-F.
Call about program specifics. Serves parents throughout Orange County.

Parent-Aide Project - provides long-term in-home parenting education and support. Parents may refer themselves or agencies may make a referral. The parent must have at least one child in the home under 12 years of age. No income restrictions. Parent classes - small or large group facilitation of topics that relate to parenting, safety and child abuse prevention. Community Awareness - presentations on topics of child abuse/neglect and prevention are available upon request to agencies, churches, and individuals. The Center is also able to deliver specific topics by contract to agencies and other interested bodies utilizing its pool of experienced facilitators.

Orange County Health Department

919-245-2400 • 300 W. Tryon St., Hillsborough, NC 27278
919-644-3350 • Spanish language message line
M-F 8-5. Services are free if eligibility requirements are met.
www.co.orange.nc.us/health

Child Service Coordination (CSC) Program, Maternity Care Coordination (MCC), prenatal care education, parenting education, developmental screenings, referrals to services and information and home visiting support. Breast-feeding Support Services provide education and support through home visits and clinic visits (OCHD and Piedmont Health Services) to mothers who are interested in and/or need help with breastfeeding. Services are available to any Orange County resident. Spanish speaking staff are available.

Orange County Literacy Council/Family Literacy Program

919-636-4457 • 200 N. Greensboro St., Suite C-2, Carrboro, NC, 27510
M-Th 9am-7:30pm; Fr 9am-5pm. Bus line: J, F, CW.
www.orangeliteracy.org

Provides free comprehensive Family Literacy Program for parents of children age 5 and under. Parents receive English instruction, parenting support, and ideas for helping in their child's development and education. Pre-school children receive age appropriate pre-literacy and literacy instruction.



Exceptional Children's Assistance Center

800-962-6817 • Parent Info Line
Raleigh Office, 4601 Lake Boone Trail, Suite G, Raleigh, NC, 27607
9-3 M-Th by appointment. www.ecac-parentcenter.org

Provides information, individual resource and referral, lending library, workshops, newsletter, information and assistance to parent groups of children with disabilities.

Mental Health America of the Triangle- Family Advocacy Network

919-942-8083, ext. 1 • 3729 Murphy School Rd. Durham, NC, 27705
(Orange County location). 9-5 M-F. Call about meeting times. Support groups are free and confidential. www.mhatriangle.org

FAN Advocates work 1:1 and in groups to assist parents of children who struggle with emotional/behavioral challenges, mental health issues, learning disabilities, high-functioning Autism, substance abuse or any of these disorders and are also court involved. Advocates help parents to navigate the complex system of treatment services, special education services or court system while also teaching them skills to improve family and self-advocacy, coping, and family strengths. Monthly workshops on related topics and parent support groups are offered monthly. Services and supports are offered free of charge.

Bilingual Children's Resource Coordination- Piedmont Health Services (PHS)

919-942-8741 • Carrboro Community Health Center, 301 Lloyd St., Carrboro, NC 27510. www.piedmonthealth.org

Facilitates access to community resources for Orange County immigrant and refugee families with children aged birth to 5 years, with an emphasis on Health Check and Early Intervention Services. Serves English, Spanish, Burmese and Karen-speaking patients. On-site breastfeeding consultants available.

KidSCOpe- Incredible Years Parent Education

919-644-6590 x 4821 • 500 North Nash Street, Hillsborough, NC 27278.
919-593-4655 • Alexandra Morris, MSW
Web: <http://chtop.org/Programs/KidSCOpe.html>
Email: amorris@kidscope.chtop.org

The evidence-based Incredible Years Parent Training Program is a free 15-week program for parents of children aged 3-6 years in Orange and Chatham Counties. Parents learn skills to promote children's social competence, school readiness and to reduce behavior problems. Offered in English and Spanish, classes focus on play and positive involvement with children, praise and rewards, effective limit setting and non-violent discipline practices.



- *Who can I call if I need help talking with my child about sex?*

Orange County Rape Crisis Center

1-866-WE LISTEN (935-4783) • 24-hour crisis line
 or 919-968-4647 • 1506 East Franklin Street, Suite 302, Chapel Hill, NC,
 27514. Office hours: 9-5 M-F.
www.occcc.org

We provide 24-hour crisis intervention services to survivors of sexual violence. Our services include our 24-hour Help Line, support groups, workshops and therapy referrals. Additionally, the Center offers educational programs for both raising awareness about sexual violence and teaching prevention skills. All our crisis services and education programs are offered in Spanish

Planned Parenthood of Central NC

919-942-7762 • 1765 Dobbins Dr., Chapel Hill, NC 27514. M-Tu 9am-7pm,
 Wed-Fri 9am-5pm, Sat 8:30am-3pm. Call to make an appointment.
www.plannedparenthood.org/centralnc

Uses Askable Parent Model when working with parents to help them become sensitive and knowledgeable listeners for their children around sexuality issues. Health educators can provide parents with tools and resources.



- *Where can I or my child go for athletic, arts, and other recreational activities and programs?*

The ArtsCenter

918-929-2787 • 300-G East Main St., Carrboro, NC 27510. 10am-10pm M-Sat (Hours for building and gallery) Box Office: 9-5 M-F, Sat 9:30-5pm.
www.artscenterlive.org

Offers art classes, concerts, theater productions, children and family programs (including summer and after-school programs), and gallery exhibits.

Chapel Hill-Carrboro YMCA

919-442-9622 • 980 Martin Luther King, Jr. Blvd, Chapel Hill, NC, 27514.
 5:30am-9pm M-F, 8am-7pm Sat; 1pm-7pm Sun. Bus line: P, G, T, A. Fees for services; financial assistance is available. www.chcymca.org

Membership and program scholarships, youth activities, swimming lessons, sports, after school, full day preschool.

Boy Scouts of America/Cub Scouts/Venturing

1-800-662-7102 or 919-636-3478 • Occoneechee Council, Boy Scouts of America, PO Box 41229, Raleigh, NC 27629. Physical location: 3231 Atlantic Ave, Raleigh, NC 27604. Call for local troop locations and times. Small fee.
bsaorange.org

Character/esteem development opportunities for youth and children, ages 6-20. Some troops Spanish-speaking.

Girl Scouts

919-782-3021 or 1-800-284-4475 • Regional office: Girl Scouts - NC Coastal Pines, PO Box 91649, 6901 Pinecrest Rd., Raleigh, NC 27613. M-Th 8:30-5, Fr 8:30-12:30 Call for times and places in Orange County.
www.nccoastalpines.org

Character/esteem development opportunities for girls ages 5-17. Some troops have Spanish-speaking leaders.

Orange County 4-H

919-245-2057 • 306-E Revere Rd., Hillsborough, NC 27278. Office: 8-5 M-F, evening appointments available. Meeting days and times of groups vary. Services are free, but some fees are charged for overnight activities, summer programs and camping experiences. www.orange.ces.ncsu.edu

Provides "learning by doing" opportunities centered around Head (Managing and Thinking), Heart (Caring and Relating), Hands (Giving and Working), and Health (Being and Living). In 4-H, youth can go to camp, learn about animals and technology, practice public speaking, cultivate leadership skills and initiate community service projects.



Parks and Recreation Departments

919-918-7364 • Carrboro Recreation and Parks, Carrboro Century Center, 100 N. Greensboro St., Carrboro, NC 27510. M-F 8:30-5. Call for details. Fees vary. www.carrbororec.org
919-968-2784 • Chapel Hill Parks and Recreation, 200 Plant Rd., Chapel Hill, NC. www.chapelhillparks.org
919-563-3629 • Mebane Recreation Department, 106 E. Washington St., Mebane, NC 27302. www.cityofmebane.com/parks.asp
919-245-2660 • Central Recreation Center, 300 W. Tryon St., PO Box 8181, Hillsborough, NC 27278. M-F 8-5.
www.co.orange.nc.us/recparks

Programs include classes, workshops, special events, summer camps, athletics for youth and adults.

Public Libraries

919-245-2525 • Orange County Main Library, 137 W. Margaret Ln; Hillsborough, NC 27278. M-Th 9am-8pm, F 9-5, Sat 9-5, Sun 1-5. www.co.orange.nc.us/library
919-968-2777 • Chapel Hill Library, 100 Library Drive, Chapel Hill, NC 27514. M-W 10-8, Th-Fri 10-6, Sat & Sun 1-5
chapelhillpubliclibrary.org
919-969-3006 • Carrboro Branch Library, McDougle Middle School, 900 Old Fayetteville Rd., Chapel Hill, NC 27516. M-Th 3:30-8pm, Sat 10-2, Sun 1-5.
919-918-7387 • Carrboro Cybrary, Carrboro Century Center, 100 N. Greensboro St; Carrboro, NC, 27510. M-F 9am-4pm, Saturday 10am-2pm, closed Sunday

Variety of children's programs offered. Call for details.

Rainbow Soccer

919-967-8797 • P.O. Box 3093, Chapel Hill, NC 27515. Call for season and registration information. www.rainbowsoccer.org

Recreational soccer for all ages. Registration deadline for Fall season is July 31st, Spring season is January 31st. Financial Aid available.

Orange County SportsPlex

919-644-0339 • 101 Meadowlands Dr., Hillsborough, NC 27278. M-Sat 5:30am-10pm, Sun 12pm-7pm. Fees vary depending on program. Memberships available. www.trianglesportsplex.com

Ice rink with youth and adult skating and hockey classes, swimming pool with classes for all ages. Fitness facility with group exercise classes. Afterschool, holiday camps, summer camp, and pre-school.



- *Who can I call if I need transportation?*

Chapel Hill Transit

919-969-2070 • Spanish language line
919-969-4900 • 6900 Millhouse Road, Chapel Hill, NC 27516. Free bus service. Reduced schedules during the summer months and holidays.
www.townofchapelhill.org/transit/

Operates fixed-route and demand-responsive service. Serving Chapel Hill, Carrboro, and UNC. Connecting routes to regional transit (Triangle Transit).

Orange County Public Transportation (OPT)

919-245-2008 • 600 Highway 86 North, Hillsborough, NC 27278. 8am-5pm M-F. Call for schedules. Public Shuttle runs 4 times daily M-F between Hillsborough and Chapel Hill. Round trip cost is \$2.00.
www.co.orange.nc.us/transportation/ridethebus.asp

Orange Bus provides transportation in Orange County, Durham County, and parts of Caswell and Alamance counties.

Triangle Transit

919-549-9999 or 919-485-RIDE (7433) • P.O. Box 13787, Research Triangle Park, NC 27709. Fares vary, call for more information.
www.triangletransit.org

Transportation between Durham, Raleigh, Chapel Hill, Cary, Apex, Garner, Wake Forest, Knightdale, Wendell, Zebulon, and RDU Airport



- *Who can I call about special programs and services for my teen?*

Orange County Health Department

245-2400 • 300 W. Tryon St., Hillsborough, NC 27278
968-2022 • Southern Human Services Center, 2501 Homestead Rd., Chapel Hill, NC 27516
644-3450 • Spanish language message line
8-5 M-F. www.co.orange.nc.us/health

Integrated clinics are available at both locations. Parental consent is needed for some services.

Street Scene Teen Center

919-929-9675 • 179 E. Franklin St., Chapel Hill, NC 27514. School year: M-Th 3pm-7pm, Fri 3pm-11pm, Sat 7-11. Hours vary during the Summer months, please call for more information.
townhall.townofchapelhill.org/parksrec/chat/StreetScene.html

Offers a variety of recreational activities for teens, ages 12-18, including a pool and computer lab.

Volunteers for Youth

919-967-4511 • 205 Lloyd St., Suite 103, Carrboro, NC 27510. 9-5 M-F. Bus line: C. Services are free. Agency materials available in Spanish.
www.volunteersforyouth.org

Children ages 7-17 are matched with adult volunteers for weekly meetings aimed at fostering positive behaviors. Also provides supervision for juvenile offenders completing community service hours along with a Teen Court which accepts referrals of first-time offenders ages 11-17.

Compass Center for Women and Families/Teens Climb High and M.A.G.I.C. Project

919-968-4610 • 210 Henderson St., Chapel Hill, NC 27514. 9-5 M-W; 9-7 Th. Bus line: All main transfer lines (walk 1 block down Henderson St. from Franklin St. Post Office). www.compassctr.org

Adolescent pregnancy prevention and skills building program for 10 to 14 year olds from low-income families at select local middle schools. Provides health education, academic support, recreational activities and skills training. M.A.G.I.C. Project fosters critical thinking about media messages related to gender and body image.



YOUTH SERVICES CONTINUED:

Radio Latijam

P.O. Box 17212, Chapel Hill, NC 27516
Fridays from 5-6 on 103.5 FM in Carrboro, streamed live on wcomfm.org.
For general questions about Latijam, please email us at lcargas@email.unc.edu or visit: latijam.jomc.unc.edu/latijam

Radio Latijam is a Spanish-language program produced by, and catering to Latino youth. It provides a means for Latina and Latino teens to play their music, voice their opinions, learn about topics that concern them and inform other teens. It offers valuable service-learning opportunities to both Latino youth and UNC students taking APPLIES service-learning courses.

- *Where can I get a driver's license or picture identification card?*

North Carolina Division of Motor Vehicles

919-732-2427 • 1201 Highway 70W, Hillsborough, NC 27278. 8-4:30 M-F.
Bus line: Carrboro: C, Carrboro Plaza park and ride route.
929-4161 • 104-GG Carrboro Plaza, Carrboro, NC 27510. 8-4:30 M-F.
www.ncdot.org/dmv

Issues learner's permits, driver's licenses and picture identification cards. Voter registration information also available.

- *Where can I get a Social Security card?*

Social Security Administration

888-759-3908 or 1-800-772-1213 (national toll-free number) • 3004 Tower Blvd, Durham, NC 27707. 9-3 M-F, Wed 9-12., No appointments. Line forms before 8 am. Obtain Social Security Card, get information about Medicare.
www.ssa.gov

Medicare, SSI Survivors Benefits, Disability and Social Security Retirement.



1. Be warm, loving, gentle & responsive.

When children receive warm and responsive care, they are more likely to feel safe & secure with the adults who take care of them.

2. Respond to the child’s cues & clues.

Repeat the sounds & copy the movements and expressions that your child makes.

3. Talk, sing & read to your children.

These interactions help your child’s brain make the connections it needs for growth and lifelong learning.

4. Establish routines & rituals.

Children feel safe and secure when their daily activities happen on a regular schedule. Develop daily routines for everyday activities such as bathtime, story-time and bedtime.

5. Encourage exploration & play.

Children learn through playing which includes exploring the world around them. Adults need to provide safe spaces and constant supervision.

6. Make television & video watching selective.

Television and videos alone cannot teach language or communication skills. Sit and talk with your child about what they are seeing.

7. Use discipline as an opportunity to teach.

Teach acceptable behavior by example and gentle reminders. Never hit or shake a child. Remove the object or the child when behavior becomes unacceptable.

8. Recognize that each child is unique.

Children grow and develop at different rates. It is not helpful to compare one child to another. Celebrate the special and wonderful qualities in each child.

9. Choose high quality caregivers for children.

Use caregivers who are well qualified to care for young children. Be sure the space is clean and safe. Check references.

10. Take care of yourself.

When you are exhausted, overworked, irritable, or depressed, it will be harder for you to be the nurturing parent you want to be. Reach out to a friend or a parent support group for some help.

Adapted from: *The First Five Years Last Forever*; Good Beginnings Alliance, Honolulu, Hawaii.



The first years last forever; help your child develop in these areas:

Personal

Independently take care of toilet needs

Blow nose and use a tissue

Wash hands

Snap, button, and zip own clothes

Dress self

Recognize and care for own belongings

Eat unassisted with silverware

Use table manners

Social

Handle anger appropriately

Accept limits set by an adult

Share and take turns with other children

Cooperate with children and adults

Say “please” and “thank you”

Respect the property of others

Follow established rules

Put toys away when asked

Separate from parents comfortably



Language

Listening

- Follow simple instructions
- Listen without interrupting
- Sit still to hear a story
- Handle books appropriately (hold upright, turn pages)

Speaking

- Ask and answer questions
- Repeat a 6-8 word sentence
- Repeat familiar rhymes and songs
- Tell and retell familiar stories
- Express feelings and needs

Physical (fine and gross motor skills)

Run, jump, climb, use balls, play outdoors

Use scissors, pencils, and crayons

Work with puzzles



Tips To Catch Your Child Doing Good

- Make clear rules for your child and keep it simple
- Post rules in a high traffic area such as a kitchen
- Limit the number of rules to five or fewer
- Make the rules DOs rather than DON'Ts
- Make a list of consequences for breaking rules
- Be consistent in applying the rules and consequences

SIDS: Back Sleeping and Safe Bedding

- Make sure that everyone who cares for your baby puts the baby on his or her back to sleep.
- Use a firm, tight-fitting mattress in a crib that meets current safety standards.
- Remove pillows, quilts, comforters, sheepskins, stuffed toys, and other soft products from the crib.
- Dress your baby in sleeping clothing so that you will not have to use other covering over the baby.
- Place your baby so that his or her feet are at the bottom of the crib.
- Tuck a thin blanket around the bottom of the crib mattress, reaching only as far as the baby's chest.
- Make sure the baby's head remains uncovered during sleep.
- Keep your baby warm, but not too warm.
- Make sure everyone who cares for your baby understands the dangers of soft bedding.
- Avoid adult beds, waterbeds, sofas, or other soft surfaces for sleep.



Dental Care

- Mouth care should begin at birth.
- After each feeding, gently wipe your baby's mouth with a soft, damp washcloth.
- Start cleaning your child's teeth as soon as they appear.
- Use a child-sized, soft-bristled toothbrush with only a pea-sized dab of children's fluoride toothpaste.

Add tooth brushing to the daily morning or afternoon routine for children ages 2 1/2 years and older.

Steps to Finding a Child Care Program

- Begin as early as possible; enroll months ahead.
- Find out as much as you can about child care quality, options, and regulations.
- Decide what is important for you and your child.
- Visit a minimum of three childcare programs, spending at least an hour at each site.
- Get references from other parents whose children are enrolled in the child care program.
- Review the compliance history of each program that you are considering.
- After narrowing down, revisit the childcare program a second time to observe at a different time of day.



Checklist for Choosing a Quality Childcare Program

Many studies have been done about what features of a childcare program makes it high quality. These studies have also shown that high quality childcare can really make a difference for your child. Your child will be with the teacher you choose for many hours each day, learning from the world around him or her. What he/she learns or doesn't learn has a lot to do with the staff working in that childcare program. The following checklists are designed to help you use what the experts know to find the best possible childcare placement for your child.

Family Childcare Home Checklist

- Does the family childcare home meet higher than minimal standards by either having a 3-5 star rated license or a national accreditation through the National Association of Family Child Care?
- Is the family childcare provider sensitive and responsive to the needs of each child in his/her care?
- Does the family childcare provider regularly participate in training opportunities, CPR, and First Aid?
- Does the family childcare provider see himself or herself as a professional?
- Does the family childcare provider have planned activities for the children?
- Does the family childcare provider have written policies and procedures for parents?
- Does the family childcare provider have a credential or degree in early childhood education or development or a related field?
- Are the parents always welcome in the home?
- Does the family childcare provider participate in a family childcare association or other professional association?
- Are there lots of materials and activities, such as blocks, puzzles, and art supplies available for the children to explore all day long?



Child Care Center Checklist

- Do childcare teachers have credentials and/or degrees in early childhood education or development?
- Are childcare teachers who do not have credentials or degrees taking college courses to earn them?
- Are there low child/teacher ratios so that children can receive lots of individual attention all day?
- Is the childcare center director an experienced childcare administrator with formal education in early childhood education or development and childcare administration?
- Does the childcare center have low turnover of teachers, less than 20% each year?
- Does the center meet higher than minimal licensure standards by either having a 3-5 star rated license or a national accreditation through the National Association for the Education of Young Children (NAEYC)?
- Are the teachers well paid and do they have benefits?
- Do parents have an opportunity to be involved in the center as volunteers in the classroom and on an advisory committee or board?
- Do teachers wash their hands often and help the children wash their hands?
- Are there lots of materials and activities, such as blocks, puzzles, and art supplies available for the children to explore all day long?



Pre-Registration

Children must be 5 years old on or before October 16 of the year they enter school. (School begins after August 24.)

Kindergarten pre-registration is held at each school in March and April.

If you miss pre-registration, then you must contact your child's school as soon as possible prior to school opening in August.

To determine your child's school assignment, call a nearby school or the School Administration Office (967-8211).

Registration Requirements

Proof of Residence

Property deed, rental lease agreement, or utility bill. A driver's license is not acceptable.

Official Birth Certificate with Seal

Obtain from the county or state Health Department in the area where the child was born, or the Office of Vital Records at 1903 MSC, Raleigh, NC 27699. Attach \$10.00 check or money order for NC Vital Records. Children born outside of the country may use a passport.

Health Assessment Form

The law requires a physical examination, no earlier than 12 months prior to the date of school entry, before a child can enter Kindergarten. The Kindergarten Health Assessment Form (PPS-2K, revised 12/99) is available from the public schools, county Human Services Department, or area doctors' offices. A physical exam and/or immunizations may be obtained at the county Public Health Department.



“Children’s Work is Children’s Play”

Through play, children learn to imitate the world around them, master language and literacy skills, and to celebrate their individuality. When children play with each other, they learn how to socialize, how to follow, and how to lead. They learn how to solve problems and how to create. In many forms of play they develop math, science, art, music, and literacy skills. By recognizing that play is one of the best ways that children learn, we can help them develop by creating an environment in which play is encouraged.

How Can Adults Help Children Play? It’s As Simple As 1-2-3!

Be the Observer

Look and listen. Watch how your children play. You can see your child develop and predict future behavior and skill development.

Be the Facilitator

Plan the environment to be safe, healthy, and stimulating for children. Model, guide, and support children’s interactions with others, toys, and materials. Change the materials in the environment—put out different toys and materials to use at different times. Provide children with long amounts of time to play. It takes children 15 minutes to plan, communicate, and begin to play.

Be the Participator

Play with your child and model behavior. Take turns and share with your child during play. Create an environment that is comfortable for you to relax in with your child. Do something with your child that you think is fun too.



Power outages are frequent during or after a snow or ice storm. The following safety tips will help you to be prepared for the inconveniences that power outages can bring for you and your family.

Be prepared...

Prepare an emergency kit including:

- Battery powered radio to be informed at all times
- A flashlight
- Additional batteries
- Bottled water and canned food (3-5 day supply)
- Candles and matches
- First aid kit
- Baby supplies (if needed)
- Medicines and prescriptions
- Important papers and insurance information
- Several clean containers for water, large enough for a 3-5 day supply of water (about five gallons for each person)
- Sleeping bags or extra blankets
- Water-purifying supplies, such as chlorine bleach or iodine tablets or unscented, ordinary household chlorine bleach
- Disposable cleaning cloths such as “baby wipes” for the whole family to use in case bathing facilities are not available
- Personal hygiene supplies, such as soap, toothpaste, sanitary napkins, deodorant, etc.
- For your car: bring food, flares, booster cables, maps, tools, a first aid kit, fire extinguisher, sleeping bags, etc.

Prepare an emergency telephone list to contact the police, fire department, hospital, electric company, and local emergency management office. Include your address and telephone number on this list. REMEMBER: cordless phones don’t work without power!

If you are experiencing a power outage, verify that you are the only one in your area without power. Then check your breaker box to make sure all breakers are in the ON position. If you still don’t have power, call your electric company to report the outage. Don’t assume your electric company knows you are without power.



Make sure to turn off all appliances, especially any heat-producing electric equipment such as electric stoves, toaster ovens, irons, or hair curlers. Leave one light fixture on so you'll know when power is restored.

Keep candles away from furniture, curtains, or any other flammable material. Never leave children alone in a room with a burning candle or open flame.

Never try to use gas stoves, charcoal or briquette grills, or camp stoves to heat your home. They are designed to be used only outdoors where there is enough space to ventilate the toxic fumes they produce. If you use them indoors you will rapidly deplete the amount of oxygen in your house and increase the carbon monoxide inside your home. Carbon monoxide causes serious intoxication problems and even death.

If you are outside, stay away from any downed power, telephone, or cable lines. Do not touch any object that is in contact with downed power lines if it might transmit electricity (such as water, metal, etc).

Never drive your car over power lines. If a power line falls over your car while you are driving, stay inside your car until you receive appropriate help.



1. When an emergency occurs, one person should provide assistance while another calls for help. If only one person is available, check victim carefully to assess the problem, then call for help. If cell phone is immediately available, call 911 while staying with victim.

2. Dial 911. Give the dispatcher the required information using steps 3, 4 & 5 as a guideline.

3. Give the location of the emergency including the address, cross streets & the telephone number you are calling from.

4. Describe what happened, such as "There's been an automobile crash," or "My son has suddenly become very sick." Tell the 911 dispatcher what appears to be wrong, such as "My daughter is bleeding," or "My mother is unconscious."

5. Inform the dispatcher what, if any, first aid is being given, such as resuscitation, controlling of bleeding, etc.

6. Don't hang up until the dispatcher hangs up. The dispatcher may tell you how to care for the victim. Return to the scene & help to care for the victim until medical assistance arrives.

Everyone should know what to do in an emergency.

Call your local American Red Cross at 942-4862 for information on CPR & first aid courses.



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