

Dear Resident:

This directory was created for you to use when looking for community services. The following pages provide contact information on local agencies that have been helpful to many of our residents. For your convenience, topics are listed alphabetically and detailed by agency in the index.

We encourage all members of your household to become familiar with this directory. Remember to store it in a convenient place. There is important safety information that may provide life saving help including 10 Steps to Take in an Emergency, 10 Ways to be Better Prepared and 10 Tips for Fire Safety. There is also a place to list your important telephone numbers as well as the Immunization and Allergy records for those in your household.

We hope this directory is a helpful resource. Please feel free to contact us for additional information. Also, let us know about your experience with these or other agencies you may use, so that we may be of better assistance to our community and our residents in the future.

Enjoy!

Your Falls Pointe Community Team



100 Cascade Falls Lane, Durham

www.fallspointeapartments.com

919.806.5400

Table of Contents

10 Steps to Take in an Emergency.....	4
10 Ways to be Better Prepared.....	6
10 Tips for Fire Safety.....	7
Adoption/Foster Care.....	8
Aging	8
Alcohol/Drug Abuse Prevention.....	9
Animal Control.....	10
Arts 10	
Athletics.....	11
Child Abuse.....	11
Children Activities and Support	12
Community	15
Consumer Protection	17
Credit Counseling	17
Crime Victims.....	18
Disability	18
Elections.....	19
Employment	19
Food, Clothing & Household Goods.....	20
Government.....	21
Health-Medical & Dental.....	22
Hearing & Vision Impaired.....	23
Hope & Crisis Telephone Line	23
Hospice.....	24
Legal Assistance	24
Library.....	24
Licenses	25
Parenting.....	25
Parks and Recreation	26
Poison Control	26
Postal Service.....	26
Pregnancy	26
Schools.....	27
Social Security	28
Taxes	28
Transportation.....	28
Veterans	29
Vital Records.....	29
Young Adult.....	30
Alpha Index to Services.....	31
Immunization and Allergy Records	36

10 Steps to Take in an Emergency

- 1. CALL 9-1-1 IMMEDIATELY.** Most people say they will call 9-1-1 when faced with a real emergency, but sometimes they don't. Why? They may not want to "bother" anyone, or they're worried that the situation isn't really an emergency. Instead, they call their doctor, the emergency room, or some other health care professional. You should know that the time spent waiting for a doctor to return your call could make a big difference to the victim's life. Advice given over the phone is not always correct. The fact is, no one can tell what's wrong without first seeing the patient. That's why it's important to get the victim in front of a health care professional as soon as possible. It is recommended that you don't drive to the hospital yourself unless you really have to.
- 2. CALL POISON CONTROL IMMEDIATELY.** A poison can hurt the victim if he or she swallows it, breathes it in, or splashes it on the skin or in the eyes. Get expert help by calling the Poison Control Center right away. The number is 1-800-222-1222, 24 hours a day.
- 3. IF YOU THINK THE VICTIM HAS BEEN SERIOUSLY INJURED, DO NOT MOVE HIM OR HER.** In a case such as a car crash or a really bad fall, moving the victim could result in permanent injury. Unless the victim is in further danger, keep him or her warm, still, and awake, if possible, until help arrives.
- 4. KNOW HOW TO TREAT THE VICTIM IN CASE OF A BURN.** For minor burns without blisters, soak the burned area in cold water until the pain is gone. DO NOT use ice, butter, petroleum jelly, or other home cures. For burns with blisters, call your doctor right away. For large and/or deep burns, call 9-1-1. Keep the victim warm and still until help arrives.
- 5. BE PREPARED IF THE VICTIM HAS A SEIZURE.** If the victim is not breathing, begin rescue breathing and have somebody call 9-1-1. If you don't know how to perform rescue breathing, the emergency operator can tell you what to do. If the victim is breathing, turn the victim on his or her side. Help protect the victim from further harm by moving objects out of the way. DO NOT prop up the victim's head or put anything in the

victim's mouth.

6. **KNOW WHAT TO DO IF THE VICTIM IS BLEEDING.** For really bad wounds or spurting blood, call 9-1-1 right away. Have the victim lie down and apply firm, direct pressure to the wound. If the pad becomes soaked, put another one on top of it. If possible, raise the wound higher than the victim's heart.

7. **KNOW HOW TO HELP A SOMEONE WITH A BROKEN BONE.** Call 9-1-1 immediately. Try to keep the injured limb from moving. Apply cold compresses to minimize swelling (NOT ICE). If a bone is sticking out from the skin, cover it with a large bandage, but DO NOT try to push it back in. If there is a lot of bleeding, use direct pressure around the area. DO NOT try to move the victim unless he or she is in immediate danger.

8. **DO NOT ADMINISTER THE HEIMLICH MANEUVER OR CPR UNLESS YOU ARE TRAINED.** Call 9-1-1 right away. The emergency operator can tell you how to help the victim until help arrives.

9. **HAVE YOUR EMERGENCY PLAN ON HAND.** Be prepared to give emergency medical personnel important information. Use the emergency plan included in this brochure to write down everything you will need.

10. **MAKE IT EASY FOR EMERGENCY PERSONNEL TO FIND YOU.** Turn on all the lights in your house. Have someone wait outside, if possible, to show fire, police, or emergency medical personnel where the victim is.

10 Ways to be Better Prepared

- 1. CHECK IF 9-1-1 IS THE RIGHT NUMBER TO CALL AT HOME AND WORK.** Some areas of the country do not have 9-1-1. Others have E-9-1-1 where your address is automatically stored in a database. Make sure you know what's available where you live and work.
- 2. KEEP A WELL-STOCKED FIRST-AID KIT ON HAND.** From minor cuts and bruises to sunburn and sprains, a good first-aid kit is a great first line of defense. To learn what makes a good first-aid kit, contact your health care provider, local pharmacy, or the American Red Cross.
- 3. MAKE A LIST OF EMERGENCY PHONE NUMBERS.** Write down the numbers you need in the spaces on page 2 of this brochure.
- 4. TEACH CHILDREN WHO TO CALL AND WHAT TO SAY.** Make sure children know where the phone numbers are for emergency help and poison control. If they call 9-1-1, the operator will ask, "Fire, Police, or Ambulance/Rescue?" Tell your child to stay on the line while the call is transferred.
- 5. MAKE SURE YOUR HOUSE NUMBER IS VISIBLE FROM THE STREET.** Turn the exterior lights on, and have someone outside directing police, fire officials, or emergency medical personnel to your home.
- 6. KEEP A CLEAR AND UP-TO-DATE RECORD OF IMMUNIZATIONS.** This can help doctors do a better job of diagnosing a problem in an emergency. For example, if the victim has had a bad infection, and the doctor knows they they have been vaccinated against Hepatitis, the doctor can rule that out. This can save time.
- 7. WRITE DOWN MEDICAL CONDITIONS, MEDICATIONS, AND DOSAGES.** Being prepared in advance can help assure proper treatment and prevent serious drug interactions.
- 8. MAKE A LIST OF ALLERGIES AND REACTIONS.** It helps ensure that health care professionals don't use medicines that can hurt the victim. And it might help emergency medical personnel find a reason for problems such as seizures or shortness of breath.
- 9. IF YOU HAVE HEALTH INSURANCE, CHECK YOUR EMERGENCY COVERAGE.** Check your policy in advance. Some insurance companies require that you call first for approval. Make sure you understand your policy, and carry all necessary cards and phone numbers with you.
- 10. TAKE FIRST-AID CLASSES.** A basic class will teach CPR and proper ways to treat burns, wrap sprains, apply splints, and perform the Heimlich maneuver. Remember, if you take time now, you won't lose precious time when someone's life could depend on it. If you

10 Tips for Fire Safety

Home hazards, smoke alarms, and escape plans

Eliminate home fire hazards

- **Kitchen Safety:** Never leave cooking unattended, keep cooking areas clean and uncluttered, and don't cook when you're drowsy.
- **Space Heaters:** Keep all space heaters at least three feet (about one meter) away from anything that can burn.
- **Smoking Materials:** Use large, deep, non-tip ashtrays, and wet butts and ashes before throwing them away. And never smoke when sleepy.
- **Matches and Lighters:** Store matches and lighters locked up high, away from children.
- **Electricity:** Replace damaged electrical cords and repair appliances that smell, smoke, or overheat.
- **Candles:** Keep candles away from anything that can burn. Blow them out when you leave the room or go to sleep.

Protect your home with smoke alarms

- **Installing smoke alarms:** Install smoke alarms on every floor of your home-and near or inside all sleeping areas. New construction requires a smoke alarm in each bedroom. It is recommended that alarms be wired together such if one sounds, they all sound.
- **Testing your alarms:** Test smoke alarms once a month, and replace their batteries twice a year, when you change your clock for daylight savings, or when an alarm "chirps" to tell you its battery is low. Replace any smoke alarm that is more than 10 years old.

Know what to do in a fire

- **If your clothing catches fire, stop-don't run. Drop to the ground. Cover your face with your hands if possible. And roll over and over or back and forth to smother the flames. Then cool the burned area with water and call for help.**
- **Practice your escape:** Make a home fire escape plan and hold fire drills at least twice a year so everyone in your household knows what to do in a fire emergency.
- **Crawl under smoke:** If you have to escape through smoke crawl on your hands and knees, keeping your head no higher than two feet (30 to 60 centimeters) above the floor, where the air will be cleanest.
- **When escaping a fire, test the doorknob and spaces around the door with the back of your hand. If it's cool, slowly open the door and look for signs of smoke or fire. If you encounter smoke, heat, or flames, try another escape route.**

Adoption/Foster Care

Durham County Child Placement & Supportive Services

220 E. Main Street
Durham, NC 27701
(919) 560-8092

NC Kids

(877) NCKIDS-1 or (877) 625-4371
www.dhhs.state.nc.us/dss/adopt/steps.html

Adoption and foster care referral network sponsored by North Carolina Department of Social Services.

North Carolina Division of Social Services

Albermarle Building, 8th Floor
325 N. Salisbury Street
Raleigh, NC 27601
Adoption Services: (919) 733-3801
Foster Care: (919) 733-9464

Aging

Coordinating Council for Senior Citizens

807 S. Duke Street
Durham, NC 27701
(919) 688-8247
www.councilseniorcitizens.org
Offers transportation, noon meal and senior adult services.

Durham County Adult Services

220 E. Main Street
Durham, NC 27702
(919) 560-8600
Services helping older and disabled persons remain independent and self-sufficient.

North Carolina Division of Aging and Adult Services

Taylor Hall, 693 Palmer Drive
Raleigh, NC 27603
(919) 733-3983
Promotes independence and the dignity of older and disabled persons and their families through a community-based system of opportunities, services, benefits, and protections

Triangle J. Area Agency on Aging

4307 Emperor Blvd., Suite 110 (Yorkshire Building)

Sheraton Imperial Center

Durham, NC 27703

(919) 549-0551

www.tjaaa.org

System of opportunities, services, protective supports, and operates over 25 senior centers in 7 county area.

NC Senior Games

4603 Western Blvd.

Raleigh, NC 27606

(919) 851-5456

www.ncseniorgames.org

Creates a year round health promotion and education program for adults 55 years of age

Retired and Senior Volunteer Program (RSVP)

1637 Lawson Street

Durham, NC 27703

(919) 686-3314

Recruits and places persons 55 years and older as volunteers with non-profit and public agencies.

Alcohol/Drug Abuse Prevention

Alcoholics Anonymous-Durham

(919) 286-9499

Al-Anon/Alateen Service Office

3509 Haworth Drive, Suite 107

Raleigh NC 27609

(919) 787-1653 or (919) 713-1516 (24 Hour Answering Service)

<http://alanonwakenc.org>

Offers hope and help to families and friends of alcoholics.

Alcohol & Drug Council of NC

3500 Westgate Drive, Suite 204

Durham, NC 27703

(919) 493-0003 or Referral Line: (800) 688-4232

www.alcoholdrughelp.org

To reduce the human suffering and economic cost of alcoholism and other drug abuse and addiction.

Narcotics Anonymous - Durham

(919) 856-5900

SouthLight

Administration:

3117 Poplarwood Court, Suite 326
Raleigh, NC 27604
(919) 787-6131

Treatment Center:

414 E. Main Street, Suite 202
Durham, NC 27701
(919) 956-7040

www.southlight.org

A private, non-profit, United Way funded organization whose mission is to eliminate addiction, abuse and misuse of drugs and alcohol. Youth, family and adult services.

Animal Control

Durham County Dept. of Animal Control

2117 E. Club Blvd.
Durham NC 27704
(919) 560-0630

Promotes humane treatment of healthy, injured, unwanted, dangerous, and stray animals

Animal Protection Society of Durham

2117 E. Club Blvd., Durham, NC 27704
919 560-0640
www.apsofdurham.org

Provides shelter for all animals. Educates the public about the humane care and treatment of animals, promotes spay/neutering, and encourages the adoption of homeless animals.

Best Friend Pet Adoption

919 661-1722
www.bfpa.org

An animal rescue organization providing medical assistance, foster homes and adoption services to lost, abandoned or neglected animals. BFPA never turns away or euthanizes an animal. An all foster network without an office or shelter building.

Arts

Durham Arts Council

120 Morris St.
Durham, NC 27701
(919) 560-2722
www.durhamarts.org

Promoting music, theatre, dance, visual media, and literary art. Classes for toddlers through senior adults.

North Raleigh Arts & Creative Theatre

7713-51 Lead Mine Road

Raleigh, NC 27615

(919) 866-0228

www.nract.org

Community-based performing arts center providing a creative outlet for youths, families and adults of all ages. Offering classes, performances and other events.

Kazoom Children's Theatre

The Carolina Puppet Theatre

431W PeaceSt

Raleigh, NC 27603-1133

(919) 829-0822

www.carolinapuppets.com

A participatory theatre for children where *they* get to be the stars or puppeteers.

Scrap Exchange

548 Foster Street

Durham, NC 27701-2107

(919) 688-6960

www.scrapexchange.org

Tired of coloring books and boring arts-and-craft ideas for the kids? Take them to the Scrap Exchange where they can find bins and bins of odd and wonderful materials to spark their creativity. Events, parties, workshops, and afternoon art activities.

Athletics

North Carolina Amateur Sports

1920 Highway 54 East Suite 340

Durham, NC 27713

(919) 361-1133

www.ncsports.org

Promoting the spirit of amateur sports, physical fitness and health to all ages and skill levels through participation in organized events

Durham Parks & Recreation Department

(919) 560-4355

www.ci.durham.nc.us/departments/parks/

Child Abuse

Child Abuse Hotline-Child Help USA

(800) 422-4453

Center for Child and Family Health

3518 Westgate Drive, Suite 100

Durham, NC 27707

(919) 419-3474

www.ccfhnc.org

Child and parent support services, assessment, abuse prevention, early intervention, treatment, and on-site law clinic.

Durham County Child Protective Services

220 E. Main Street

Durham, NC 27702

(919) 560-8424

Serves children known or alleged to be abused, neglected or dependent.

Children Activities and Support

Big Brothers Big Sisters of the Triangle

M & F Bank Corporate Center

2634 Durham-Chapel Hill Blvd, Suite 208

Durham NC 27707

919 402.1811

www.bbbsdo.org

The goal of Big Brothers Big Sisters of the Triangle is to reach new heights through mentoring our communities' children, by providing wholesome relationships for children primarily of single-parent homes in need of secondary, adult role models.

Boys & Girls Club

Enabling all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens.

www.johnavery.org

Lee Smith, Jr. Complex

808 East Pettigrew St.

Durham NC, 27701

919 688-7315

Birchwood Heights Unit (*NOTE: Currently being renovated*)

416 Walton Street

Durham NC, 27703

919 598-8669

Damar Court Unit

1024-F Sherwood Drive

Durham NC, 27705

919 383-1468

Child Care Services Association-Durham

2634 Durham Chapel Hill Blvd., Suite 100

Durham, NC 27707

(919) 403-6950

Helps provide referrals to childcare and childcare scholarships.

Durham Companions

315 East Chapel Hill Street, Suite 310

Durham, NC 27701

(919) 956-9466

www.durhamcompanions.org

Provides mentors for young people ages 6 - 16, who have made poor choices in their lives. The program's goal is to try to brighten the future of these young men and women, by giving them a consistent and positive relationship with an adult.

Durham County Alliance for Child Care Access

2634 East Chapel Hill Blvd., Suite 104

Durham, NC 27707

(919) 560-8300

Assisting children and their families with information and access to high quality child care services in Durham County through the collaboration and shared resources of Durham County Department of Social Services, Child Care Services Association, Operation Breakthrough, and Durham's Partnership for Children.

Durham County Child Support Enforcement

220 E. Main Street

Durham, NC 27702

(919) 560-8900

Promotes parental responsibility by locating non-custodial parents, establishing paternity, support, medical obligations, enforcing child support orders, and collecting child support.

Durham County Social Services, Community Initiatives

300 N. Duke Street Durham

(919) 560-8394

Programs available for adolescent parents, health network, school work, Big Sib Mentoring, Thanksgiving Dinner, and Share Your Christmas

Durham County Social Services, Daycare Information

Child Care Services Association: (919) 403-6950

Family & Children Immediate Services: (919) 560-8300

www.co.durham.nc.us/dssv/

North Carolina Cooperative Extension

Durham County Center

721 Foster Street

Durham, NC 27701

(919) 560-0525

www.ces.ncsu.edu/durham

Numerous programs including family, consumer, financial, and parent education, 4-H, youth outreach, home maintenance, nutrition, and Welcome Baby.

Pines of Carolina Girl Scout Council

P.O. Box 52294

Raleigh, NC 27612

(800) 284-4475

www.pinesofcarolina.org

Girls Scouts was founded in 1912 to help girls develop a sense of responsibility, commit themselves to the highest ideals, and foster teamwork so they could learn to support one another.

Girls on the Run of the Triangle

1415 West NC Highway 54, Suite 211

Chapel Hill, NC 27517

919-401-6307

www.gotrtriangle.com

Girls on the Run is a life-changing character development program for girls ages 8-12 that uses running to teach values and a sense of self.

National Student Partnerships-Durham

331 West Main St, Suite 604

Durham, NC 27701

(919) 956-2824

www.nspdurham.org

Year-round, student-led volunteer service organization that links people in need with the resources and opportunities necessary to become self-sufficient.

Sisterhood Agenda, Inc.

1721 Chapel Hill Road

Durham, NC 27707

(919) 493-8358

www.sisterhoodagenda.com

Uplifts and aids in the development of women and girls of African American descent.

Young Marines of RDU

5320 McCormick Road

Durham, NC 27713

(919) 688-7315

<http://rdyoungmarines.us>

The mission of the Young Marines is to positively impact America's Future by providing quality youth development programs for boys and girls that nurtures and develops its members into responsible citizens who enjoy and promote a healthy, drug-free lifestyle.

Community

American Red Cross Central North Carolina Chapter

4737 University Drive

Durham, NC 27707

919-489-6541

Offers compassionate services as follows: community services that help the needy; support and comfort for military members and their families; the collection, processing and distribution of lifesaving blood and blood products; educational programs that promote health and safety; and international relief and development programs.

Emily Krzyzewski Family Life-Community Center

905 West Main Street

Durham, NC 27701

(919) 688-3382

www.emilyk.org

Building a better future for the children and families in our community by creating an environment that fosters the development of life skills that are fundamental to reaching one's highest potential.

Lakewood YMCA

2119 Chapel Hill Road

Durham, NC 27707

(919) 493-4502

www.ymca.net

Working to meet the health and social service needs of men, women and children. For people of all faiths, races, abilities, ages & incomes regardless of ability to pay.

Lincoln Community Health Center

1301 Fayetteville St.

PO Box 52119

Durham, NC 27717-2119

(919) 956-4000

www.lincolnchc.org

Providing comprehensive primary and preventive health care. Vans and drivers are available to transport patients, based upon financial and/or medical need. Payment

status is based on the number of people in family and total family income.

NC Commission on Volunteerism and Community Service

Office of the Governor

0312 Mail Service

116 West Jones Street

Raleigh, NC 27699-0312

Phone: (919) 715-3470

www.volunteernc.org

Volunteerism, community service and mentoring activities for people of all ages and backgrounds.

The Salvation Army

909 Liberty Street

Durham, NC 27701

(919) 688-7306

Meet for worship, cross-cultural services, fellowship, musical activities, community outreach, character building for youth and adults, budget, family, and spiritual counseling.

Latino Community Development Center

201 West Main Street

Durham, NC 27701

(919) 688-4621

Provides training and technical assistance to new and existing Latino groups, supports leadership development and community organizing, and seeks to strengthen the voice and unity of grassroots Latino organizations.

NAACP

315 East Chapel Hill Street, Suite 206

Durham, NC 27701

(919) 688-7315

www.naacp.org

Working to ensure the political, educational, social and economic equality of rights of all persons and to eliminate racial hatred and racial discrimination.

Triangle J. Area Agency on Aging

4307 Emperor Blvd., Suite 110 (Yorkshire Building)

Sheraton Imperial Center

Durham, NC 27703

(919) 549-0551

www.tjaaa.org

System of opportunities, services, protective supports, and operates over 25 senior centers in a 7 county area.

Consumer Protection

Better Business Bureau of Eastern North Carolina

5540 Munford Road, Suite 130

Raleigh, NC 27612-2621

(919) 277-4222

www.bbbenc.org

Solving marketplace problems through the use of voluntary self-regulation and consumer education.

North Carolina Department of Justice, Consumer Protection Division

Of the Attorney General's Office

114 West Edenton Street, Old Education Building

Raleigh, NC 27602

(919) 716-6000

www.ncdoj.org

U.S. Consumer Product Safety Commission

(800) 638-2772

Regulates consumer products. Call to report injuries or complain about unsafe products, recall information and poison prevention information.

Credit Counseling

Durham Regional Financial Center

(formerly known as Consumer Credit Counseling Service of Durham)

3115 E. Chapel Hill Street, Suite 310

Durham, NC 27701

(919) 688-3381

North Carolina Cooperative Extension

Durham County Center

721 Foster Street Durham, NC 27701

(919) 560-0525

www.ces.ncsu.edu/durham

Numerous programs including consumer and financial planning.

Crime Victims

Durham Crisis Response Center

206 N. Dillard Street

Durham, NC 27701

(919) 403-9425

www.durhamresponse.org

Serves victims of domestic and sexual violence, including a 24-hour, confidential crisis line, short-term emergency shelter, hospital and court accompaniment, weekly legal clinics with local attorneys, support groups, short-term individual counseling, and referrals for job training, housing, childcare and other community services—all direct services are offered to the community free of charge.

Durham County Department of Social Services

Adult Protective Services

220 E. Main Street

Durham, NC 27702

(919) 560-8600

Protects disabled adults from abuse, neglect and exploitation.

North Carolina Coalition Against Domestic Violence

(919) 956-9124

Disability

North Carolina Therapeutic Riding Center

9608 South Lowell Rd.

Bahama, NC 27715

(919) 477-5005

Teaches children and adults with disabilities to ride horses as a source of therapy and fun.

Durham Center

501 Willard Street

Durham, NC 27701 (919) 560-7200

www.durhamcenter.org

Helps individuals & families affected by developmental disabilities, mental illness and substance abuse.

North Carolina Council on Developmental Disabilities

3801 Lake Boone Trail, Suite 250

Raleigh, NC 27607

(919) 420-7901 voice/TDD or 1-800-357-6916

www.nc-ddc.org

Promoting the independence, productivity, integration and inclusion into the community of people with developmental disabilities and their families.

Elections

Durham County Board of Elections

706 W. Corporation Street

Durham, NC 27701

(919) 560-0700

Supervises voter registration and conducting all elections within Durham County.

Employment

Center for Employment Training

807 Main Street B-4

Durham, NC 27701

(919) 838-1090

Seeks to promote the human development and education of low-income people by providing them with marketable skills training and supportive services that contribute to economic self-sufficiency.

Durham County Job Listings at the Human Resources

www.co.durham.nc.us/common/db-dept.cfm?ID=20

Durham County Work First Program

300 N. Duke Street

Durham, NC 27702

Employment Services (919) 560-8322

Welfare to Work (919) 560-8349

Employment Security Commission of North Carolina

1105 S. Briggs Avenue

Durham, NC 27703

(919) 560-6880

Job Line: (919) 560-5870

www.ncesc.com

Job postings, reemployment, services, benefits, unemployment insurance & more.

Excellence By Choice Inc.

212 Corcoran Street Suite 229

Durham, NC 27701

(919) 688-5982

ctepdurham.net

Educational and career opportunities for at-risk, low- income or disadvantaged

citizens.

Food, Clothing & Household Goods

Durham County Food Stamps

300 N. Duke Street

Durham, NC 27002

(919) 560-8000

Provides food stamp benefits to eligible households.

Durham County Swap Shop

Redwood Convenience Center at Redwood Road and Electra Road

(919) 682-8200

Household goods, clothes and consumer products.

Durham Rescue Mission

1201 East Main St.

Durham, NC 27701

(919) 688-9641

<http://www.durhamrescuemission.org>

Christian Rescue Mission providing the needy with food, shelter, clothing, Biblical counsel, and vocational help.

Durham Farmers' Market

426 Market Street

Durham, NC

(919) 484-3084

www.durhamfarmersmarket.com

Locally grown fresh produce, plants, eggs, meats, dairy, and more.

Goodwill Industries of Eastern North Carolina

Retail Store: 4318 Garrett Road

Durham, NC 27707

(919) 493-1182

www.goodwillsp.org

Habitat Hand-Me-Up Store

3710 Shannon Road

Durham, NC

(919) 403-8668

www.hhmu.org

Offers good quality household goods, furniture and appliances at a reasonable price for all customers.

Meals on Wheels of Durham, Inc.

2506 N. Roxboro Road

Durham, NC 27704

(919) 220-2128

www.mowdurham.org

Delivers hot nutritious meals to homebound persons who are unable to provide meals for themselves.

Food Bank of North Carolina-Durham Branch

708 Gilbert St. Durham, NC 27705

(919) 956-2513

www.foodbanknc.org

Collects and distributes food to agencies that directly assist people at risk of hunger

Salvation Army-Thrift Store

124 Latta Road

Durham, NC 27702

(919) 477-5457

Government

City of Durham

101 City Hall Plaza

Downtown Durham

(919) 560-1200

www.ci.durham.nc.us

Durham County Government

Social Services Department

220 E. Main Street

Durham, NC 27702

Phone: (919) 560-8000

Emergency Phone: 911

www.co.durham.nc.us

North Carolina Office of Citizen Services

Royster Building

1020 Richardson Dr.

Raleigh, NC 27603

919-855-4401

Enhancing communications between with the North Carolina Department of Health

and Human Services. Provides referrals to human service providers.

Health-Medical & Dental

American Social Health Association

100 Capitola Drive
Durham, NC 27713
(919) 361-8400
www.ashastd.org

To fight all sexually transmitted diseases and their harmful consequences to individuals, families & communities hotlines including the National AIDS Hotline, National Immunization Hotline, Herpes Hotline teen website: www.iwannaknow.org

Durham County Health Department

414 E. Main Street

Durham, NC 27701

Adult Women Health: Breast and Cervical Cancer Control Program (BCCCP)

(919) 560-7658

Breath of Life (Smoking Cessation Program)

(919) 560-7765

Communicable Disease Control

(919) 560-7608

Dental/Clinic

(919) 560-7680

Family Planning/Services

(919) 560-7630

Health Check and NC Health Choice Insurance

(919) 560-8000

Immunization Clinic (Flu Shots)

(919) 560-7608

Male Responsibility Program (MRP)

(919) 560-7630

Mental Illness-Durham Center

(919) 560-7200

www.durhamcenter.org

Nutrition Consultation

(919) 560-7791

Prenatal Clinic

(919) 956-4024

For transportation call (919) 956-4036

Refugee Health Assessment

(919) 560-7658

STD (Sexually Transmitted Disease) Control & HIV Testing & Counseling

(919) 560-7601

Lincoln Community Health Center

1301 Fayetteville St.

PO Box 52119

Durham, North Carolina 27717-2119

(919) 956-4000

www.lincolnchc.org

Providing comprehensive primary and preventive health care. Vans and drivers are available to transport patients, based upon financial and/or medical need. Payment status is based on the number of people in family and total family income.

Hearing & Vision Impaired

Division of Services for the Deaf and the Hard of Hearing

Raleigh Regional Resource Center

319 Chapanoke Road, Suite 108

Raleigh, NC 27603

Phone: (Voice/TTY) (919) 773-2963

Toll-Free: (Voice/TTY) (800) 851-6099

Division of Services for the Deaf and the Hard of Hearing serves individuals who are deaf, hard of hearing, deaf-blind, their families and the communities

Lions Club of Durham

1401 Forestview Drive

Durham, NC 27707

(919) 489-8150

www.linsclubs.org

Service to the blind, vision and hearing impaired as well as youth opportunities.

Hope & Crisis Telephone Line

HopeLine, Inc.

P.O. Box 10490

Raleigh, NC

Crisis Line (crisis & suicide prevention): (919) 231-4525

Teen Talk (teens talking about concerns): (919) 231-3626

Phone Friend (elementary school age assurance): (929) 231-3939

National Suicide Prevention Lifeline

(800) 273-TALK (8255)

Hospice

Carolinas Center for Hospice

2400 Weston Parkway
Cary, NC 27519
(919) 677-4600
www.carolinasendoflifecare.org
Resource for hospice and end of life care.

Legal Assistance

Legal Aid of NC - Durham Office

201 West Main Street, Suite 400
Durham, NC 27702
(919) 688-6396 or (800) 331-7594
Provides free legal representation to poor people in civil matters, both ensuring access to justice and contributing to the stability of society.

Carolina Legal Assistance

PO Box 2446
Raleigh, NC 27602-2446
(919) 856-2195
Provides legal representation for those with mental disabilities. Serves clients statewide.

NC Justice and Community Development Center

224 S. Dawson Street
P.O. Box 28068
Raleigh, NC 27611-8068
(919) 856-2570
Helping low income and working poor North Carolinians escape poverty and achieve economic security. Projects include: Budget & Tax Center; Education & Law Project; Health Access Coalition; Immigrants Legal Assistance Project; Poverty Law Litigation Unit; Public Interest Policy Project; Utility Watch Project; and the Welfare Reform Information Network.

Library

Durham County Library

Main Library
300 North Roxboro Street
Durham, NC 27701
(919) 560-0100

www.durhamcountylibrary.org/location.htm

Licenses

Driver License Office, Automobile Registration and Titles

(919) 715-7000

www.ncdot.org/dmv

License plate registration, driver's license, emissions, and inspections.

Durham County Animal Control

2117 E. Club Blvd.

Durham, NC

919 560-0630

www.co.durham.nc.us/common/agency-listing.cfm

Parenting

Durham County Social Services

Child Support Enforcement

300 N. Duke Street

Durham, NC 27702

(919) 560-8900

Promotes parental responsibility by locating non-custodial parents, establishing paternity, support, medical obligations, enforcing child support orders, and collecting child support.

Family Health & Child Resource Healthline

1-800-FOR-BABY or 1-800-367-2229

La Leche League of Durham

(919) 383-5679

Provides information and encouragement, mainly through personal help, to all mothers who want to breastfeed their babies.

North Carolina Healthy Start Foundation

1300 St. Mary's Street, Suite 204

Raleigh, NC 27605

(919) 828-1819

www.nchealthystart.org

Helping to reduce infant mortality and morbidity and to improve the health of young children.

Welcome Baby Program

Durham County Cooperative Extension

721 Foster Street

Durham, NC 27701

(919) 560-7150

www.ces.ncsu.edu/durham

Provides parenting education and support to families with young children. Free services for Durham residents with newborns and children to age 5.

Parks and Recreation

Durham Parks & Recreation Department

(919) 560-4355

www.ci.durham.nc.us/departments/parks

Poison Control

Poison Emergency

(800) 222-1222

**Call 911 if victim is not breathing or has collapsed*

Duke Regional Poison Control Center

919 684-8111

Postal Service

US Postal Service - RTP Branch

65 TW Alexander DR

Durham, NC 27709-9998

1 800 ASK-USPS

www.usps.com

Pregnancy

Adolescent Pregnancy Prevention Coalition of North Carolina

Facilitating the reduction in teen pregnancy

101 Market St., Suite D

Southern Village

Chapel Hill, NC 27516

(919) 932-9885

www.appcnc.org

North Carolina Healthy Start Foundation

1300 St. Mary's Street, Suite 204

Raleigh, NC 27605

(919) 828-1819

www.nchealthystart.org

Helping to reduce infant mortality and morbidity and to improve the health of young children.

Pregnancy Support Services

Chapel Hill: 121 South Estes Drive (919) 942-7318

Durham: 922 Broad Street (919) 286-7221

The Women's Center

210 Henderson Street

Chapel Hill, NC 27514

(919) 968-4610

www.womenspace.org

Provides educational and support services for all women. Programs include financial and career counseling, legal information, peer support, pregnancy prevention, and life skills building program targeting low-income youths.

Schools

Durham Public Schools

(919) 560-2000

www.dpsnc.net

Duke University

West/Central/East Campuses

Durham, NC 27708

919 684-8111

www.duke.edu

Durham Technical Community College

1637 Lawson Street

Durham, NC 27703

919 866-3300

www.durhamtech.edu

North Carolina Central University

1801 Fayetteville Street

Durham, NC 27707

919 866-3300

www.nccu.edu

Watts School of Nursing

3643 N. Roxboro Street Durham, NC 27704

919 470-7348

www.wattsschoolofnursing.org

Social Security

United States Government Social Security Administration Office

3308 Chapel Hill Boulevard

Durham, NC 27701

www.socialsecurity.gov

Taxes

Durham County Tax Administration

200 E. Main Street, 1st Floor, Old Courthouse

Durham, NC

(919) 560-0300

www.co.durham.nc.us

Internal Revenue Service

(800) 829-1040

www.irs.gov

North Carolina Department of Revenue

(919) 733-7211 or (877) 252-4052

www.dor.state.nc.us

Transportation

ABC Switchboard

804 S. Alston Avenue

Durham, NC

919 682-0437

Taxi dispatcher for multiple independent companies.

Durham Amtrak

400 W. Chapel Hill Street

Durham, NC

919 956-7932

www.amtrak.com

Train service across the USA.

Durham Area Transit Authority (DATA)

224 N. Hoover Road

Durham, NC

919 683-DATA

Intracity public transit. 18 bus routes and ADA paratransit vans.

Triangle Transit Authority

68 Alexander Drive

Durham, NC

(919) 549-9999

www.ridetta.org

Provides bus, shuttles, airport service, park & ride, vanpools, ride share, and emergency ride home.

Veterans

Durham County-Veterans Services

200 N. Mangum Street

Durham, NC 27701

(919) 560-8387

VA Benefits 800 827-1000

Education (GI Bill) 888 442-4551

US Dept. of Veterans Affairs

www.va.gov

VA Medical Center

508 Fulton Street

Durham, NC 27705

(919) 286-0411

Vital Records

Driver License Office, Automobile Registration and Titles

(919) 715-7000

www.ncdot.org/dmv

License plate registration, driver's license, emissions, and inspections.

Durham County Register of Deeds

200 E. Main Street, Ground Floor, Old Courthouse

Durham, NC 27701

(919) 560-0480

Custodian of land transaction files, deeds, corporations, military records, birth records, marriage license, administers oaths for notary public

North Carolina Vital Records

1903 Mail Service Center

Raleigh, NC27699-1903

(919) 733-3526

Responsible for registering all births, deaths, fetal deaths, marriages, and divorces which occur in North Carolina, coding those events for statistical research purposes, maintaining the records properly, and locating and providing certified or uncertified copies of those records.

Young Adult

National Public Allies

301 West Main Street Suite 280

Durham, NC 27701

www.publicallies.org

Selects Durham's most promising young leaders, ages 18-30, who commit to a rigorous and rewarding ten-month program of full-time, paid apprenticeships in community organizations.

Alpha Index to Services

10 Steps to Take in an Emergency 4

10 Tips for Fire Safety 7

10 Ways to be Better Prepared 6

A

ABC Switchboard 28

Adolescent Pregnancy Prevention Coalition of North Carolina 26

Adoption/Foster Care 8

Adult Women Health: Breast and Cervical Cancer Control Program (BCCCP) 22

Aging 8

Al-Anon/Alateen Service Office 9

Alcohol & Drug Council of NC 9

Alcohol/Drug Abuse Prevention 9

Alcoholics Anonymous-Durham 9

American Red Cross Central North Carolina Chapter 15

American Social Health Association 23

Animal Control 10

Animal Protection Society of Durham 10

Arts 10

Athletics 11

B

Best Friend Pet Adoption 10

Better Business Bureau of Eastern North Carolina 17

Big Brothers Big Sisters of the Triangle 12

Breath of Life 22

C

Carolina Legal Assistance 24

Carolina Puppet Theatre, The 11

Carolinas Center for Hospice 24

Center for Child and Family Health 12

Center for Employment Training 19

Child Abuse 11

Child Abuse Hotline-Child Help USA 11

Child Care Services Association-Durham 13

Children 12

City of Durham 21

Community 15

Consumer Protection 17

Coordinating Council for Senior Citizens 8

Crime Victims 18

D

Dental/Clinic 22
Disability 18
Division of Services for the Deaf and the Hard of 23
Driver License Office, Automobile Registration and Titles 25, 29
Duke Regional Poison Control Center 26
Duke University 27
Durham Amtrak 28
Durham Area Transit Authority (DATA) 29
Durham Arts Council 10
Durham Center 18
Durham Companions 13
Durham County Adult Services 8
Durham County Animal Control 25
Durham County Board of Elections 19
Durham County Child Placement & Supportive Services 8
Durham County Child Protective Services 12
Durham County Child Support Enforcement 13
Durham County Department of Social Services 18
Durham County Dept. of Animal Control 10
Durham County Food Stamps 20
Durham County Government Social Services Department 21
Durham County Health Department 22
Durham County Job Listings at the Human Resources 19
Durham County Library 24
Durham County Register of Deeds 29
Durham County Social Services 25
Durham County Social Services, Community Initiatives 13
Durham County Social Services, Daycare Information 13
Durham County Swap Shop 20
Durham County Tax Administration 28
Durham County Work First Program 19
Durham County-Veterans Services 29
Durham Crisis Response Center 18
Durham Farmers' Market 20
Durham Parks & Recreation Department 11, 26
Durham Public Schools 27
Durham Regional Financial Center 17
Durham Rescue Mission 20
Durham Technical Community College 27

E

Education (GI Bill) 29
Elections 19

Emergency, 10 Steps to Take in an 4
Emily Krzyzewski Family Life-Community Center 15
Employment 19
Employment Security Commission of North Carolina 19
Excellence By Choice Inc. 19

F

Family Health & Child Resource Healthline 25
Family Planning/Services 22
Fire Safety 7
Food Bank of North Carolina-Durham Branch 21
Food, Clothing & Household Goods 20

G

Goodwill Industries of Eastern North Carolina 20
Government 21

H

Habitat Hand-Me-Up Store 20
Health Check and NC Health Choice Insurance 22
Health-Medical & Dental 22
Hearing & Vision Impaired 23
Hope & Crisis Telephone Line 23
HopeLine, Inc. 23
Hospice 23

I

Immunization Clinic (Flu Shots) 22
Immunization and Allergy Records 36
Internal Revenue Service 28

K

Kazoom Children's Theatre 11

L

La Leche League of Durham 25
Lakewood YMCA 15
Latino Community Development Center 16
Legal Aid of NC - Durham Office 24
Legal Assistance 24
Library 24
Licenses 25
Lincoln Community Health Center 15, 23
Lions Club of Durham 23

M

- Male Responsibility Program (MRP) 22
- Meals on Wheels of Durham, Inc. 21
- Mental Illness-Durham Center 22

N

- NAACP 16
- Narcotics Anonymous 9
- National Public Allies 30
- National Student Partnerships-Durham 14
- NC Commission on Volunteerism and Community Services 16
- NC Justice and Community Development Center 24
- NC Kids 8
- NC Senior Games 9
- North Carolina Amateur Sports 11
- North Carolina Central University 27
- North Carolina Coalition Against Domestic Violence 18
- North Carolina Cooperative Extension 14, 17
- North Carolina Council on Developmental Disabilities 18
- North Carolina Department of Justice, Consumer Protection Division 17
- North Carolina Department of Revenue 28
- North Carolina Division of Aging and Adult Service 8
- North Carolina Division of Social Services 8
- North Carolina Healthy Start Foundation 25, 27
- North Carolina Office of Citizen Services 21
- North Carolina Therapeutic Riding Center 18
- North Carolina Vital Records 30
- North Raleigh Arts & Creative Theatre 11
- Nutrition Consultation 22

P

- Parenting 25
- Parks and Recreation 26
- Pines of Carolina Girl Scout Council 14
- Poison Control 26
- Poison Emergency 26
- Postal Service 26
- Pregnancy 26
- Pregnancy Support Services 27
- Prenatal Clinic 22

R

- Refugee Health Assessment 23
- Retired and Senior Volunteer Program (RSVP) 9

S

- Salvation Army, The 16
- Salvation Army-Thrift Store 21
- Schools 27
- Scrap Exchange 11
- Sisterhood Agenda, Inc. 14
- Smoking Cessation Program 22
- Social Security 28
- SouthLight 10
- STD (Sexually Transmitted Disease) Control & HIV Testing & Counseling 23
- Suicide Prevention Lifeline, National 23

T

- Taxes 28
- Transportation 28
- Triangle J. Area Agency on Aging 9, 16
- Triangle Transit Authority 29

U

- U.S. Consumer Product Safety Commission 17
- United States Government Social Security Administration 28
- US Dept. of Veterans Affairs 29
- US Postal Service 26

V

- VA Benefits 29
- VA Medical Center 29
- Veterans 29
- Vital Records 29

W

- Watts School of Nursing 28
- Welcome Baby Program 26
- Women's Center, The 27

Y

- YMCA 15
- Young Adult 30
- Young Marines of RDU 14

Immunization and Allergy Records

Use these forms to keep track of immunizations and allergies for each person in your household. They can provide valuable information for emergency medical personnel.

Immunization Records

Name	Immunization	Date

Allergy Records

Name	Allergy	Reaction