

COVID-19 RESOURCES

BENEFITS AND FINANCIAL ASSISTANCE

[ACCESS HRA](#) or call Infoline at 718-557-1399 - to obtain SNAP (Supplemental Nutrition Assistance Program), Cash Assistance, Medicaid, Fair Fares benefits.

Uninsured or Underinsured

NYS Dept. of Health Uninsured Care Programs
Visit [website](#) or call 1-800-542-2437 or 1-844-682-4058.

Family First Coronavirus Response Act (FFCRA)

FFCRA will help by reimbursing some employers with tax credits for the cost of providing employees with paid leave taken for specified reasons related to COVID-19. The legislation ensures that workers are not forced to choose between their paychecks and the public health measures needed to combat the virus, while at the same time reimbursing businesses. [For more information](#).

Office of People with Developmental Disabilities (OPWDD) & COVID-19

The State of Emergency declared by Gov. Cuomo had allowed for as much flexibility as possible for delivery of HCB Waiver services.

Services can be provided

- Directly in home
- Through Telehealth
- Not receive services at this time

Families can decide whether they want to allow workers in their homes or not or receive Telehealth services.

Community Habilitation can be used and workers can bill for time during the school day.

The Dept. of Health provides CDPAP to provide health related tasks (hygiene, self-care, daily living and companionship). This person can “do” the task (laundry, mopping, etc). This can be a parent or sibling and they can receive payment and benefits!

Self-Direction

Budget amendments can be requested at any time. For example, as camp has been cancelled a family requested amendment to budget so that camp monies be reassigned so that someone is with her child so she can return to work.

Employment

[Unemployment Insurance](#) is temporary income for eligible workers who lose their jobs through no fault of their own.

If you are not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) and are unable to work as a direct result of the coronavirus public health emergency, you may now be eligible through Pandemic Unemployment Assistance (PUA). Visit [this website](#) or call NY State Dept. of Labor Brooklyn 718 613-3867, Bronx 718 960-7901, Lower Manhattan 212 775-3584, Upper Manhattan 917 493-7247, Queens 718 321-6307

Food and Nutrition

Check out [nearest food pantry, soup kitchen, or DOE Grab'n'Go sites](#) located in your neighborhood.

[Food HelpNYC](#) - Use this map to find a location near your home distributing meals for free.

[Get Food NYC info](#) - Hours and locations on this map are subject to change. It is possible additional emergency food locations are open but not featured on this map.

[NYC Food Delivery Assistance](#)

Health and Wellness

Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.

- The symptoms can range from mild (or no symptoms) to severe illness.
- One can be infected by coming in close contact (about 6 feet or two arm lengths for more than 10 minutes) with a person who has COVID-19.
- Everyone is at risk of getting COVID-19 but older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.
- Staying home as much as possible and avoiding close contact with others is the best way to protect yourself.
- Be sure to wear a mask that covers your nose and mouth when in public settings and stay at least 6 feet away from others.
- Wash your hands often with soap and water or use a hand sanitizer with at least 60% alcohol and try to keep your hands away from your face as much as possible.

COVID-19 Testing

The COVID-19 test is safe, free and easy – a nasal swab, an oral swab or saliva sample may be used.

Testing is free to all eligible New Yorkers as ordered by a health care provider or by calling the NYS COVID-19 hotline at 1-888-364-3065.

If you go to a test site run by New York State, there is never any charge for your test.

If you go to a test site operated by local governments, private companies including pharmacies and medical practices or not-for-profit organizations, you are advised to check with the testing site and your insurer in advance of being tested to confirm you will not be responsible for any fees associated with your test.

Your [local health department](#) is your community contact for COVID-19 concerns.

For local testing sites by borough for COVID-19 as well as sites to obtain Flu Shots, click one of the links below:

[Bronx](#)

[Brooklyn](#)

[Manhattan](#)

[Queens](#)

Coping and Emotional Well-Being

COVID-19 can be stressful to you, your loved ones and your friends. It is natural to feel overwhelmed, sad, anxious and afraid. You may also experience other symptoms of distress, such as trouble sleeping.

NYC Well 1 888 692-9355 offers 24/7 well-being and emotional support. If your symptoms of stress become overwhelming, speak with a trained counselor.

You can also call New York State's COVID-19 Emotional Support Helpline at 844-863-9314 to talk to specially trained volunteer professionals. They will be there to listen, support and offer referrals from 8 a.m. to 10 p.m., seven days a week.

Getting Together Safely

The city is reopening, but there is still transmission of COVID-19 in New York City. As you move about the city, do so safely.

Check out these tips on how you can get together with friends, visit an outdoor restaurant, get some exercise and make your voice heard on the streets. Remember, the safest way to prevent the spread of COVID-19 is to stay home as much as possible.

Follow the tips below to stay safe when you head out.

- [Tips on Getting Together Safely](#) (PDF)
Other Languages: [Español](#)
- [How to Dine Out Safely](#) (PDF)
Other Languages: [Español](#)
- [How to Shop Safely](#) (PDF)
Other Languages: [Español](#)
- [Get the Medical Care You Need](#) (PDF)
Other Languages: [Español](#)
- [Staying Active While Protecting Yourself and Others](#) (PDF)
- [How to Protest Safely During the COVID-19 Pandemic](#) (PDF)
Other Languages: [Español](#)

Domestic Violence Assistance

[Staying Safe – NYC Hope](#)

NYC Domestic Violence Hotline 1-800-621-4673 (HOPE) in an emergency call 911
Get Free and Confidential Assistance

NYC Family Justice Centers (FJC) and many community-based organizations have advocates available to help you create a safety plan. Visit any FJC to get free and confidential assistance. Key agencies and service providers are located on-site, to make it easier for survivors to get help. No appointment is needed. [Learn about services available](#)

Housing

NYC tenant support 917-661-4505 OR 212-979-0611 If you're facing housing issues related to the coronavirus crisis in NYC.

Home Energy Assistance Program (HEAP) 212 331-3150 helps low income residents pay for utility and heating bills. 212 331-3150

Human Resources Administration (HRA) Infoline 718.557.1399 or 311 - help New Yorkers with a variety of serious needs, such as food or cash assistance to help make ends meet, one-time emergency assistance to avoid eviction, temporary shelter to escape domestic violence and much more.

New York City Housing Authority

NYCHA 718-557-1399 – call if you are a resident that experience a loss of income may qualify for a rent reduction. Households that have experienced a complete income loss may qualify for the Zero Income Policy. Human Resources Administration

Evictions

The Mayor's Office to Protect Tenants or the City's Tenant Helpline (which can provide free advice and legal counsel to tenants) by calling 311 or filling out the [Contact Us form](#).

Technology/Internet

Gaining access to cell phone service, internet and/or WiFi can make all the difference as we continue to remote learning. During the COVID-19 emergency, some carriers are offering discounts or periods of free service to their customers. For information on how you can access these services, please see the following or contact your carrier for more information:

- Free Internet Service for Low-Income Families:
 - Comcast is offering free internet service to low-income families for 60 days. [Visit Comcast](#) or call [1-855-846-8376](tel:1-855-846-8376) (English); [1-855-765-6995](tel:1-855-765-6995) (Spanish).
 - AT&T offers a discounted service for income-limited households or those who qualify for the National School Lunch Program or Head Start. Visit [Access from AT&T](#) for more information.

- Charter is offering free broadband and WIFI for a limited time to students to help learn during the outbreak:
 - <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>
 - Verizon FIOS is tripling data tier allowances:
 - <https://www.verizon.com/about/news/verizons-covid-19-relief-efforts>
 - Comcast is offering free WIFI hotspots:
 - <https://corporate.comcast.com/covid-19>

- Altice Advantage Internet - For households with students who do not currently have home Internet access, we are offering our Altice Advantage 30 Mbps broadband solution for free for 60 days to any new qualifying Internet customer household within our footprint
 - [To learn more](#). If any of your student families have difficulties with enrolling in Altice Advantage, please let us know so we can assist.

- Altice Business Student WiFi – Provides students with school issued devices the ability to use the Optimum WiFi hotspot network to access their school's network and resources from home for 60

days at no cost

- Optimum WiFi Emergency Hotspots ([a map](#)) – We have opened up our emergency outdoor hotspots for public use to non-subscribers
- Income-based free cell phone and airtime: [SafeLink Wireless](#) is a government supported program that provides a free cell phone and airtime each month for income-eligible customers. A private company provides the service. It is not connected to any New York City agency. Follow this [link](#) for more information about the program.
- Cell Phone Data: Metro PCS, T-Mobile, Sprint, AT&T and Comcast are all lifting their data caps for cell phone subscribers for at least 60 days. Contact your cellphone provider for more information.
- Numerous companies have signed the "[Keep Americans Connected Pledge](#)" and are agreeing to stop service termination and waive late fees for families experiencing financial hardship. You can contact your carrier for more information.
- Income-based free cell phone and airtime: [SafeLink Wireless](#) is a government supported program that provides a free cell phone and airtime each month for income-eligible customers. A private company provides the service. It is not connected to any New York City agency. Follow this [link](#) for more information about the program.