



EAST HARLEM HEALTH OUTREACH PARTNERSHIP

Coronavirus (COVID-19) Resource Guide

*****These resources were available as of March 24, 2020 and may be subject to change.**



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- **Sign up for updates from the city by texting COVID to 692-692.**
- Call the New York State Department of Health's Novel **Coronavirus Hotline 24-hour hotline at 1-888-364-3065.**
- *Feeling sick or have concerns?* Call the **EHHOP main line 862-242-5952** and leave a message. Someone will return your call as soon as possible.



[NYC Health Fact Sheet](#) provides information on:

- How coronavirus is spread
- Who is most at-risk
- What are symptoms
- Who should get tested
- What to do if you show symptoms or if you are sick at home
- How long to stay home if you are sick or think you may be
- Protecting yourself and others
- How to practice social (physical) distancing and help other New Yorkers

[NYC Health](#) has the latest updates on what you need to know, current number of people infected with Coronavirus in NYC, and state-wide orders made by the governor. Similar New York State updates are provided here through the [NYS Dept of Health](#).

Visit the [New York City Council](#) website for information on caring for loved ones, seniors, and children, as well as supporting local businesses and emergency assistance for families. Here you can also find links to information from the Centers for Disease Control (CDC), NYC Health and Hospitals, Hand in Hand, and the Domestic Employers Network.

The [Massachusetts Department of Public Health](#) has general printable fact sheets on prevention, what to do when sick and more details about the Coronavirus. The fact sheets are also available in Spanish, Chinese, Portuguese, Haitian Creole, and Vietnamese.



Feeling anxious, stressed, or overwhelmed? Connect with trained [counselors at NYC Well](#), the city's confidential helpline by **calling 1-888-NYC-WELL (1-888-692-9355)**, **texting "WELL" to 65173**, or **chatting online at nyc.gov/nycwell**.



The [New York State Governor announced a 90-day moratorium](#), or pause, on any residential or commercial evictions until at least June 20, 2020.

- For **eviction assistance**, please call 311 or Infoline at 718-557-1399 to be referred to one of the Human Resources Administration (HRA)'s offices.
- If you are facing eviction at Housing Court you may be able to access **free legal representation** through the HRA's Office of Civil Justice. Please Call 311 for more information.
- Individuals seeking **emergency Cash Assistance to cover rent or overdue utility bills** can visit any one of the HRA's Job Centers to apply for these benefits also known as "one shot deals." Additionally, individuals with an active Cash Assistance case can also visit www.nyc.gov/ACCESSHRA to apply online. Eligibility will be determined based on factors including available income and resources. Call 311 to find your local Job Center.



Public Charge rule does not restrict access to testing, screening, or treatment of communicable diseases, including Coronavirus (COVID-19). For further information or questions, please call the **Legal Health Public Charge Intake Line at 212-659-6188**.

Other Legal Issues? Call Mount Sinai Hospital's Resource, Entitlement, and Advocacy Program (REAP) at 212-423-2813 ext 32813



Free Wifi

- Until NYC schools reopen, Spectrum is offering FREE wifi to the households of children in grades K-12. To sign up call 1-844-488-8398.
 - There may be a long wait, but follow instructions for “new service.” Mention you would like the free service for NYC school students. Ensure that the person calling does not have an outstanding balance with Spectrum or else they will be denied service.
 - As of 3/16, Spectrum stores were open. Families will either have to self-install or have a Spectrum employee come to their home.

Hold on internet shut-offs: The following companies listed under “pledges” have signed onto the “Keep Americans Connected Pledge” for the next 60 days starting March 16.

They will:

- 1) Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- 2) Waive any late payment fees that wireless, home phone and broadband residential or small business customers may incur because of economic hardship related to the coronavirus pandemic.
- 3) Open its Wi-Fi hotspots to any American who needs them.



Con Edison will not shut off electric, natural gas or steam service due to payment difficulties resulting from the health crisis. They are also waiving new late-payment charges for all customers. [Learn more here](#) about all the measures Con-Ed is taking during the pandemic.



Last week, Mayor Bill de Blasio issued a [State of Emergency and announced emergency assistance available](#) for New Yorkers.

- The Department of Social Services will activate the City's **emergency food contracts** in coordination with other City agencies as needed.
- If you need **emergency assistance with food**, call 311 to find your local pantry or kitchen – note there is no income guideline for emergency food.
- Please go to ACCESS/HRA at www.nyc.gov/ACCESSHRA to **see if you qualify for SNAP/food stamps**.

[New York Common Pantry](#) (8 East 109th Street) remains open! *Pick-up only and no online ordering at this time*. For latest updates, call 917-720-9700 and press "0," and/or visit the news page on their [website](#).

- **Choice Pantry Program:** Pantry packages are supplemental grocery packages in five food categories: protein, dairy, grains, fruits and vegetables, proportional to the number of individuals in the family and provided every two weeks
 - Hours: Wed – Sat 10am – 2:30pm for on-site ordering and pick-ups.
- **Hot Meals Program:** provides hot, nutritionally balanced meals to guests
 - Hours: Mon & Tues at 11am; Wed-Fri at 2pm

[NYC School's Grab-and-Go](#) (updated 3/23)

- Every weekday from 7:30 a.m. to 1:30 p.m. any child under 18, no matter what school they attend (be it charter, private or public) can go to the public school nearest them for **3** free meals.
 - All three meals a day may be picked up at the same time.
 - Parents and guardians may pick up meals for their children

Meals on Wheels will deliver one premade meal to the home 1x a day

- Eligibility: 60yr old or older (provide DOB by phone) and live between East 59-143 St.
- To Apply: **Call 212-218-0506** for Lenox Hill Neighborhood House and **leave a message with name and call-back number**. You will get a call back and will be asked for DOB and address. Tell the person who you calls back, "I am homebound and have been medically advised to not go out."

Stanley Isaacs Senior Center located at 415 E 93rd St, New York, NY 10128

- Breakfast: 8:30 am -9:15 am & Lunch: 11:30 am-12:30 pm
- Extra meals on Wednesdays and Thursdays

Invisible Hands Delivery Service is a group of young healthy people practicing social distancing who will deliver items. Items can either be prepaid or EHHOP can coordinate a delivery for you. Click [HERE](#) to fill out the delivery form.

Supermarkets in East Harlem:

CITY FRESH MARKET – Senior discounts. Walks with client home to deliver

1. 125 E 116th St, New York, NY 10029
(646) 590-3050
2. 235 E 106th St, New York, NY 10029 ·
(212) 369-8444
3. 2212 3rd Ave, New York, NY 10029 ·
(212) 876-1500

SHOP FAIR

160 E 110th St, New York, NY 10029
(212) 860-2999

FINE FARE SUPERMARKETS

1718 Madison Avenue, New York, NY 10029
(212) 360-7608

IDEAL FOOD BASKET

1635 Lexington Avenue, New York, NY 10029
(212) 410-6733

CHERRY VALLEY MARKETPLACE

1968 2nd Avenue, New York, NY 10029
(212) 369-2974

NYC FRESH MARKET

1660 Madison Ave, New York, NY 10029
(212) 996-4600

KEY FOOD SUPERMARKETS

1769 2nd Avenue, New York, NY 10029
(212) 860-1903