

COVID-19 Resource Guide (As of March 25th 2020)

This resource guide provides a list of free services being offered across central and western New York to support families facing increased hardship due to COVID-19. Please feel free to share this document with patients and youth, and other program beneficiaries. We hope you find this guide useful.

Emergency Resources

211 is a free, confidential, referral and informational helpline/website that connects people of all ages and from all communities to the essential health and human services they need, 24 hours a day, seven days a week. **211** can be accessed by phone or computer.

Compilation of general resources

- https://docs.google.com/spreadsheets/u/0/d/1cO-OnUa9_UhruGVvet4ucXbZ4PhWTKFc5EjzRIh_0Q/htmlview (Rochester area) * Community care resources compiled by members of the Rochester area. Includes food pantries, mental health, clothing closets, credit counseling, etc.
- <https://www.glowwomenrise.org/covid-19> (GLOW Counties) *Organization that is volunteer run will network resources for you or your family if needed.
- <https://www.thedailynewsonline.com/bdn01/covid-19-community-support-map-20200318&> (GLOW Counties community support. List of community supports in GLOW counties.)

Emergency Childcare Resources

- **Batavia** <http://caoginc.org/programs/child-care-resource-and-referral/>
- **Buffalo:** <https://familyhelpcenter.net/>
 - **Child Care Resource Network** (716-877-6666) - continues to match essential front-line workers in need of childcare with childcare programs that have temporary vacancies. Additionally, CCRN has a supply of diapers and wipes, we will be packaging and delivering small diaper grants for childcare providers in need, grants will be provided on a first come first serve basis until supplies run out. Please fill out these surveys below to qualify for a grant.
 - Parent Survey: http://survey.constantcontact.com/survey/a07egzfmneak80olxid/_tmp/questions
 - Provider survey: http://survey.constantcontact.com/survey/a07egzfmntak80ot3h1/_tmp/questions
 - **The YMCA Buffalo Niagara** has opened its doors at six locations to provide care for school-age children (5-12) of first responders and medical personnel. The program takes place at the following Family YMCAs: Independent Health, Amherst; Southtowns, West Seneca; William-Emslie; Delaware; Ken-Ton, Kenmore; and Lockport.

- School locations are: Maryvale Primary, Cheektowaga; Lewiston-Porter Primary, Youngstown; and W.T. Hoag Education, Angola.
 - School districts signing up so far include: Amherst, Clarence, Cheektowaga, Sweet Home, Williamsville, Maryvale, Hamburg, Orchard Park, Lancaster, Buffalo, Newfane, Starpoint, Barker, Roy-Hart, Kenmore-Tonawanda, North Tonawanda, Grand Island, Tonawanda City and Lakeshore.
- **Canandaigua:** Child and Family Resources in Canandaigua - 585-919-2476
 - **Rochester :** <http://www.centerforyouth.net/> 585-271-7670
 - **Syracuse:** Child Care Solutions 315-446-1220
- *Rachel S. also has a full PDF document to share out to staff for general Ontario County resources*
 - *Department of Social Services & HEAP Main Number 1-877-814-6907*

Utilities

National Grid: Collections activities and disconnections –National Grid has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship caused by the COVID-19 pandemic. These policies will remain in effect at least until the end of April, when we will evaluate their continued need. Customers looking for more information on payment assistance programs in general can click here. <https://www.nationalgridus.com/Upstate-NY-Home/covid-19#conditionscontinue>

National Fuel: National Fuel also understands that there may be instances where customers find themselves facing financial difficulties. National Fuel is here to help and we encourage customers to contact them to discuss how we might be of assistance as numerous payment assistance programs are available. Late charges for people impacted by this pandemic will be waived.
<https://www.natfuel.com/COVID-19.pdf>

NYSEG and RG&E walk-in centers are closed indefinitely as of March 17th
<https://www.nationalgridus.com/Default.aspx> NYSEG and RG&E are suspending late-payment charges beginning Tuesday March 17h. Evening .

City of Buffalo Water Customers, please note that if your water has been shut off for nonpayment, you can get it turned back on without payment at this time.

- Please call Veolia customer service number at 716-847-1065
Press 1 for an emergency related to water services
Then press 1 to be connected to the Dispatch Department
Then give name, address, and account #

If you have any problems getting your water restored under this emergency procedure, please call NLS at 716-847-0650.

Health & Wellbeing

- **Virtual AA Meetings:** <https://www.nyintergroup.org/remote-meetings/list-of-remote-meetings-to-join/>
- **Urgent Cares:** To find an urgent care nearest you, Google "urgent care near me"
- **Pharmacies:** Continue to remain open during this time.
- **Health Insurance and state benefits**
 - NYS DOH has a phone number for health insurance help - 1-855-355-5777 and their website is: <https://nystateofhealth.ny.gov/>. You may also find out if you are eligible for SNAP nutrition benefits through this website/phone application for health insurance.
 - On Monday, NY State of Health, the State's official health plan Marketplace, announced measures to ensure that healthcare is available to all who need it. A special enrollment period for eligible individuals to enroll in insurance coverage through the Marketplace, or directly through insurers, has been opened through April 15. Individuals who enroll in Qualified Health Plans through NY State of Health or directly through insurers between now and April 15, 2020 will have coverage effective starting April 1, 2020.
 - Individuals who are eligible for other NY State of Health programs – Medicaid, Essential Plan and Child Health Plus – may enroll year-round at nystateofhealth.ny.gov, **by phone at 855-355-5777, and by working with enrollment assistors**.
 - New York State is currently preparing for potential staffing shortages during the pandemic. Willing and qualified health professionals (including retired individuals) are asked to submit their information [here](#).
 - **Free Mental Health Hotline for All New Yorkers: 1-844-863-9314**
 - Excellus members will not pay for cost of COVID-19 testing
- **Mental Health Association of Rochester:** Creative Wellness Opportunities, Life Skills Services and Self Help Drop In Center Service programs are working to create virtual workshops and events for our community. As these events are scheduled, more information will be posted on MHA website and on social media.
- The Mental Health Association of Rochester encourage you to continue participating with them in our virtual settings. For those in need of our Family Support Services and Home Community Based Services, MHA is still taking referrals and delivering services via tele-mental health. If you are unable to connect due to existing technology resources, please let them know, as we have been working with our agency partners to provide the resources necessary to avoid isolation and reduce anxiety. Mental health and wellness remains a priority during this time of uncertainty. It is essential that we continue to communicate and support one another in these challenging times. Make sure to call your family and friends to check in. Video chats are a good way to feel less isolated. Please check MHA website for [available Local and National resources](#) to support those who are feeling anxious and/or overwhelmed.

- **Jewish Family Service:** Are you in need of counseling? While JFS staff is working remotely due to COVID-19, they are conducting business as usual in the counseling department via **Telehealth Counseling**. They are here to support you and your children for crisis intervention or short/long term counseling. All you need is a WiFi enabled device. Please call the JFS Helpline at: 585-461-0114 <https://www.jfsrochester.org/>

Food Access

Many school districts across the region are providing free meals to students. Check with your local school for details. Below is a listing of public food pantries.

Emergency Food for Children & Adults [Call 211](#)

Batavia: <https://www.homelesshelterdirectory.org/cgi-bin/id/cityfoodbanks.cgi?city=Batavia&state=NY>

Buffalo: <https://www.foodpantries.org/ci/ny-buffalo>

Canandaigua: <https://www.foodpantries.org/ci/ny-canandaigua>

Niagara Falls: https://www.foodpantries.org/ci/ny-niagara_falls

Rochester: <https://roccitylibrary.org/wp-content/uploads/MONROE-COUNTY-AREA-FOOD-CUPBOARDS.pdf>

Syracuse: [https://211cny.com/catsearch.php?&cat=pant&county\[\]=O](https://211cny.com/catsearch.php?&cat=pant&county[]=O)

Staying Connected

Free unlimited smartphone data from all four major service providers (Verizon, Sprint, T-Mobile, AT&T) thanks to the FCC'S recent "Keep Americans Connected Pledge" which also includes:

- Not terminating service due to an inability to pay:
- Waiving late fees
- WiFi hotspots Source: <https://www.fcc.gov/.../chairman-pai-launches-keep-americans-...>
- 60 days of free Comcast Internet for low-income households, the elderly, and veterans - continued service not required, can be cancelled at anytime.
<https://www.internetessentials.com> and <https://corporate.comcast.com/covid-19>
- Free streaming from:
 - Pluto TV (<https://pluto.tv/welcome>)
- Kanopy; "kids-only" TV, library card required (<https://www.kanopy.com/kids>)
 - Free access to nightly streaming from the Metropolitan Opera
- Source: <https://www.metopera.org/.../met-to-launch-nightly-met-opera.../>

Banking and Financial Services

Student loans

- "The department also announced that people with federal student loans will automatically have their interest rates set to 0% for at least the next 60 days. Borrowers will also have the option to suspend payments entirely for at least two months without accruing interest, but they must request these terms — officially called forbearance — by reaching out to their loan servicers either online or on the phone. This may become a challenge, as many servicers have been disrupted by the pandemic. The department has also authorized an automatic suspension of payments for any borrower more than 31 days delinquent as of March 13, 2020, or who becomes more than 31 days delinquent, essentially giving borrowers a safety net during the national emergency." Source: <https://www.npr.org/sections/coronavirus-live-updates/2020/03/20/818977484/education-dept-makes-changes-to-standardized-tests-student-loans-over-coronaviru>

Resources for Loved Ones

Children: Educational Resources

- 20 days free access to Scholastic Learn at Home (up to 3 hours per day)
Source: <https://classroommagazines.scholastic.com/.../learnathome.htm...>
- Free science lessons from Mystery Science (K-5th)
Source: <https://mysteryscience.com/school-closure-planning>
- There's a BUNCH of free education resources here:
<http://www.amazingeducationalresources.com/>
- This Free Virtual Field Trip Google doc:
<https://docs.google.com/.../1SvldgTx9djKO6SjyvPDs.../mobilebasic>
- You can find a variety of free ebooks from:
 - <https://earlybirdbooks.com/>
 - <https://www.bookbub.com/welcome>
 - <https://www.freebooksy.com/>
 - <https://www.free-ebooks.net/>
- Movement based learning: <https://www.gonoodle.com/>

Support for Older Persons

- **Shopping:** Dollar General is among the store chains nationwide opening for older adults only during its first hour of operations. Target will offer its first hour every Wednesday.
 - Tops grocery stores will be open Tuesdays and Thursdays from 6 AM to 7:30 AM for older patrons.

- To better support customers age 60 and up, Wal Mart stores will host a special shopping hour from 6 AM to 7 AM every Tuesday, March 24 through April 28. It will start one hour before stores open up to the public, and pharmacies will be available at this time as well. Vision centers will also be open to help with emergency and essential needs only.
- Emergency Food Services - age 55+ Call [315 218-1987](tel:3152181987)
- **Lifespan:** Offers a host of resources to those 60 and older living in Monroe County. Can help with emergency grocery shopping/prescription pick-up. The agency also has volunteers available to call older adults who live alone in Monroe and outlying counties. Other resources on its [website](#). For more information, call 585.244.8400.

Unemployment Insurance Benefit

New York State is waiving the seven-day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines. Additional information and a link to the application is available [here](#).

Self-care Tips

- Virtual hangouts with friends and loved ones
- Walks in the park, around the neighborhood (while maintaining six feet distance from others)
- Unwind to some music
- Unplug from the news and media
- Do some breathing or meditation exercises : <https://positivepsychology.com/meditation-exercises-activities/>
- Call a friend or a loved one
- Read a book or a magazine