

# COVID-19 RESOURCES PACKET

## COVID-19 In Plain Language

### What is COVID-19 or the new coronavirus?

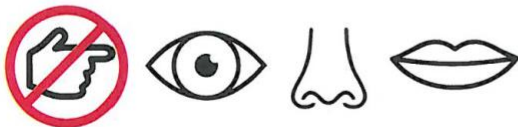
It is a new virus making people sick all over the world, including here in New York State.

### How do you get the coronavirus?

Someone that has the coronavirus gives you their germs when they cough or sneeze. Their germs then get into the air, on you, and on things. Germs get into your body through your mouth, nose, and eyes.



**Avoid touching your face, eyes, nose, and mouth**



### How can you keep yourself from getting the coronavirus?

#### You should:

- Wash your hands often with soap and water for at least 20 seconds, especially before and after eating, after using the restroom, after coughing or sneezing, and after touching surfaces.



- Don't touch your eyes, nose, or mouth with unwashed hands.
- Stay away from people who are sick.
- Cover your mouth when you cough. Sneeze using a tissue and then throw it away into a closed container.

- Regularly clean surfaces and objects in your home.

### Stay Inside! If you must go outside:

- Avoid close contact with people. Keep a distance of at least 6 feet.
- Avoid games and activities that have close contact.
- Avoid surfaces and objects that get touched a lot. This includes store countertops or playground equipment like slides and swings.
- Wash your hands with soap and water for at least 20 seconds when you return indoors.

### How will I know if I have the coronavirus?

#### The coronavirus may cause:

- Cough
- Fever
- Trouble breathing



Symptoms may appear in as few as 2 days or as many as 14 days after you catch it. Just because you have these symptoms doesn't mean you have the coronavirus.

You could have a cold or the flu.

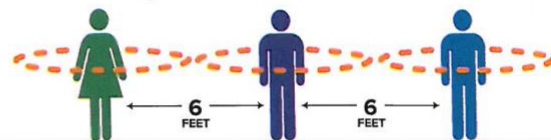
### If you are sick:

- Call your doctor. Do NOT go to a hospital or an urgent care center.
- Stay away from others. If you have a separate room you can stay in and a separate bathroom you can use, that is best.
- Wash your hands with soap and water.
- Avoid sharing personal items.

### If you have had contact with someone who is sick in the last 14 days:

- You should stay home.
- You may enjoy spending time in your own backyard or other personal outdoor space but you should not go into public outdoor spaces.

**Keep a distance of at least 6 feet**



### If someone you live with gets sick:

- Stay at least 6 feet away from the sick person.
- Do not touch surfaces or food that the sick person has touched.
- Keep washing your hands well.
- Call your care manager to see if there is someplace else you can stay for a few days.

### How do I say hello to my friends?

Text, call, video chat, or send a message.

## **ANNOUNCEMENTS**

New Yorkers must wear face coverings when social distancing is not possible, including on public transport, in stores and on crowded sidewalks. Permitted face coverings include proper masks, as well as scarves or bandannas. Fines can go as high as \$1000.

**New Yorkers should text COVID to 692-692 to get regular updates on the latest developments regarding COVID-19.**

**Text COVIDESP for Spanish**

### **TAXES DEADLINE EXTENDED**

The 2019 income **tax** filing and payment **deadlines** for all taxpayers who file and pay their Federal income taxes on April 15, 2020, are automatically **extended** until July 15, 2020.

### **REAL ID DEADLINE EXTENDED**

The new **deadline** for **REAL ID** enforcement is October 1, 2021.

### **DONATE BLOOD**

Since the outbreak of COVID-19, there have been severe blood shortages in New York and throughout the country. Giving blood is safe. Governor Cuomo is strongly encouraging eligible and healthy New Yorkers to make an appointment to donate blood.

**<https://coronavirus.health.ny.gov/donate-blood>**

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## **FOOD RESOURCES**

<https://www.schools.nyc.gov/school-life/food/free-meals>

**The New York City Department of Education is committed to making free meals available daily for any New Yorker.** Any New Yorker who wants one can get free meals at more than 400 Meal Hubs across the city.

- Meals can be picked up at all Meal Hubs 7:30 am to 1:30 pm, Monday through Friday
- Meals Hubs will operate for children and families from 7:30 am to 11:30 am, and for adults from 11:30 am to 1:30 pm
  - No one will be turned away at any time
  - All adults and children can pick up multiple meals at one time
  - Vegetarian and halal options available at all sites
- No dining space is available, so meals must be eaten off premises
- Parents and guardians may pick up meals for their children
- No registration or ID required

## **KOSHER MEALS**

[https://www.opt-osfns.org/schoolfoodny/meals/kosher\\_service.aspx](https://www.opt-osfns.org/schoolfoodny/meals/kosher_service.aspx)

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**FOOD BANK FOR NEW YORK CITY**

212-566-7855

**<https://www.foodbanknyc.org/get-help/>**

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Feeding Westchester-Use link to find Food pantries in the Westchester area.

914-923-1100

**<https://feedingwestchester.org/>**

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## **FOOD RESOURCES CONT'D**

### **Carolyn McLaughlin Community Center Food Pantry**

For safety, three people will be admitted to enter the pantry at time on a first come first serve basis. To register contact by email [asepulveda@bronxworks.org](mailto:asepulveda@bronxworks.org) or call 718-508-3169.

**1130 Grand Concourse**

**Bronx NY 10456**

**Contact: Email [asepulveda@bronxworks.org](mailto:asepulveda@bronxworks.org) or call 718-508-3169**

### **Jewish Community Council of Pelham Parkway**

Food Pantry

**2157 Holland Avenue, Bronx, NY 10462**

**Time: Thursday 10:30 am until supplies last**

**Contact: 718-792-4744**

### **Christ Apostolic Church WOSEM Citadel of God Almighty**

Food Pantry

**442 East 183rd Street, Bronx, NY 10458**

**Time: Wednesday 6:30pm-8:30pm**

**Contact: 718-364-4320**

### **Shiloh Temple Pentecostal Church**

Food Pantry

**719 E. 223rd St., Bronx, NY 10466**

**Time: Tuesday 8am-12pm & Thursday 9am-1pm**

**Contact: 718-405-1280**

### **BOOM!Health Harm Reduction Center**

Food Pantry requirement must bring ID.

**226 East 144th St., 3rd Fl., Bronx, NY 10451**

**Time: Monday, Wednesday, Friday 12- 2PM**

**Contact: 718-292-7718 x228**

### **The Campaign Against Hunger at Andrew Jackson Housing Dev**

Food Pantry

**785 Courtlandt Ave, Bronx, NY 10451**

**Time: Monday - Friday 10 am- 3pm**

**Contact: 718-773-3551**

**Community Food Pantry at Highbridge**

Food Pantry requirements bring ID with photo and current address.

**1363 Ogden Ave., Bronx, NY 10452**

**Time: Tuesday 10am-1pm, Thursday 12pm-3pm**

**Contact: 718-960-2262**

**St. Luke's Food Pantry**

Food Pantry- ID is required with proof of address clients living in 10453 zip code.

**623 E. 138th St., Bronx, NY 10453**

**Time: Friday 10am-12pm.**

**Contact: 718-665-6677**

**St. Ann's Church of Morrisania**

Food Pantry ID is required.

**295 St. Ann's Ave, Bronx, NY 10454**

**Time: Wednesday & Friday 10:30 am – 2 pm, Sunday 11:30 am – 2 pm**

**Contact: 718-585-5632**

**Bread Basket at Woodcrest United Methodist Church**

Food Pantry

**89 West 166th St., Bronx, NY 10452**

**Time: Wednesday 12 pm - 2 pm**

**Contact: 718-538-7500**

**Project BRAVO**

During COVID-19, clients who arrive early to the food pantry will be assisted before 12 pm on Monday's and Friday's. Those who arrive Wednesday's before 10 am will be assisted.

**3058 Bainbridge Avenue, 10467**

**Time: Monday and Friday 12 pm -2 pm, Wednesday 10 am-12 pm**

**Contact: 718-655-3648 x23**

**Part of the Solution (POTS)**

Pre-Package Bags

**2759 Webster Avenue, 2nd Fl, Bronx, NY 10458**

**Time: Mon-Sat 9am-12pm, or Saturday 3:30 pm-5:30pm**

**Contact: 718-220-4892**

**Salvation Army Bronx Citadel**

Food Pantry & Soup Kitchen

**425 E. 159th St., Bronx, NY 10451**

**Time: Monday, Wednesday, Friday 1 pm-2 pm Soup Kitchen**  
walk-ins.

**Tuesday 10 am-12 pm** ID and proof of address required to register by  
appointment but are taking walk-ins.

**Contact: 718-665-8472**

**SENIORS OR HOME BOUND PERSONS**

**Home Delivery:** [nyc.gov/GetFood](https://nyc.gov/GetFood) or call 3-1-1

**Food Delivery Assistance:**

The following website is intended for individuals and families who meet all the  
following criteria as a result of the COVID-19 emergency:

**<https://cv19engagementportal.cityofnewyork.us/#/display/5e7555117ad6750216160409>**



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**RESOURCES FOR BURIAL ASSISTANCE & SERVICES**

- [Catholic Charities](https://catholiccharitiesny.org/)—call (888) 744-7900 <https://catholiccharitiesny.org/>

- [Direct Cremation Company Ltd](https://directcremationcompany.com/38/Home.html)—call (212) 532-1870 or (800) 649-5050
- [Direct Cremation in New York offered by City Funeral Service](https://www.nycremation.com/cost-cremation-new-york)—call (914) 963-4499
- [Edhi International Foundation](https://edhi.org/usa/)—call (718) 639-5120
- [Volunteers of Legal Services Burial Guide](https://volsprobono.org/)—call (212)-966-4400
- [National Philoptochos Society \(Greek Orthodox\)](http://www.philoptochos.org/)—call (212) 977-7770
- [Muslims for Humanity](https://www.icnarelief.org/new-york/)—call (718)-658-7028
- [NYC Human Resources Administration \(HRA\) Burial Assistance](https://www1.nyc.gov/site/hra/help/burial-assistance.page)—HRA provides financial assistance to low-income New York City residents in need of assistance to meet funeral expenses
- [Funeral Consumers Alliance of Long Island and New York City](https://funerals.org/local-fca/)—this organization works with local funeral homes to provide low-cost funeral services to New York City and Long Island residents
- [Hebrew Free Burial Association](https://www.hebrewfreeburial.org/)—this association helps Jewish families to coordinate burial services at a low cost. While it is not a funeral home, it coordinates with funeral homes to provide a traditional Jewish funeral and burial regardless of financial means.
- [Metropolitan Funeral Service](https://metropolitanfuneralservice.com/)—this family-owned firm is a fully registered and licensed New York State provider of direct cremations and other low-cost funeral services and funeral service alternatives.
- [Society of St. Vincent de Paul for the Archdiocese of New York \(Catholic\)](https://svdpnyc.org/)—the Society provides services to needy families located in Manhattan, the Bronx, and Staten Island.
- Burial Assistance for Foreign Born Persons—comprises several organizations that provide burial assistance for foreign-born New Yorkers. They will contact your nation's embassy or consulate for any programs that may exist for those of your heritage.

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## **RESOURCES FOR PET OWNERS**

If you are a pet owner affected by COVID-19 and need assistance, call the NYC COVID-19 Pet Hotline 1-877-204-8821, 8 a.m. to 8 p.m., 7 days a week.

Si es dueño de un animal y se ha visto afectado por el COVID-19 y necesita ayuda, llame a la línea de ayuda de COVID-19 de animales al 1-877-204-8821, de 8 a.m. a 8 p.m., 7 días a la semana.

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## **RESOURCES FOR MENTAL HEALTH - ANXIETY & SUBSTANCE ABUSE**

## **Mental Health Resources for Children**

- Mindfulness exercises with Cookie Monster  
[https://www.timeout.com/new-york-kids/news/practice-mindfulness-with-cookie-monster-thanks-to-monster-meditation-041520?cid=email--NEWSLETTER--US\\_NYCKIDS\\_EN\\_EDITORIAL\\_20200428--193651--4/28/2020&subsid=27184--64--5190409](https://www.timeout.com/new-york-kids/news/practice-mindfulness-with-cookie-monster-thanks-to-monster-meditation-041520?cid=email--NEWSLETTER--US_NYCKIDS_EN_EDITORIAL_20200428--193651--4/28/2020&subsid=27184--64--5190409)
- Coping Resources during COVID-19 - A Workbook to Help Kids Cope During the Coronavirus Pandemic (*collaboration between Yale Child Study Center and Scholastic*)  
<http://teacher.scholastic.com/education/coronavirusworkbook/index.html>
- Child Mind Institute offers clinical and supportive resources for children exhibiting behavior difficulties, anxiety, and issues with mood including *daily video, articles, Facebook live chats* (10 AM and 4:30 PM). They also have specific resources regarding ADHD, autism, grief, discipline, and mindfulness.  
<https://childmind.org/coping-during-covid-19-resources-for-parents/>

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### **Resources for parents of anxious children**

<http://www.worrywisekids.org/>

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### **NAMI Helpline Monday-Friday, 10:00 a.m. to 6:00 p.m., ET (800) 950-6264** **Find your local NAMI**

The National Alliance on Mental Illness (NAMI) is the nation's largest grassroots mental health organization dedicated to building better lives for the millions of Americans affected by mental illness. NAMI has over 600 state organizations and affiliates across the nation. Find your local NAMI here:

<https://www.nami.org/findsupport> or in crisis, text "NAMI" to 741741

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- **NYC Well** offers free, confidential mental health support. New Yorkers can speak to a counselor via phone, text, or chat and get access to mental health and substance use services, in more than 200 languages, 24/7/365. **Call: 888-692-9355 or text "WELL" to 65173**

- ThriveNYC has published a new **Guide to Mental Health Services** that New Yorkers can access while staying at home, including a list of free apps to help address anxiety, depression, recovery, and other mental health resources.
- [https://thrivenyc.cityofnewyork.us/mental\\_health\\_support\\_while\\_home](https://thrivenyc.cityofnewyork.us/mental_health_support_while_home)

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### **PROJECT RISING- MONTEFIORE**

A comprehensive, individualized outpatient treatment program for adolescents and young adults (ages 14-24) facing challenges related to substance misuse

Wellness Center at Waters Place 1510 Waters Place, Bronx, NY 10461  
Phone: (718) 409-9433; Email: [niulopez@montefiore.org](mailto:niulopez@montefiore.org)  
Hours of Operation Mon-Thurs 11-7, Friday 9-5

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### **RESOURCES ON DOMESTIC VIOLENCE / CHILD ABUSE**

(Amid the ongoing COVID-19 pandemic, Governor Andrew M. Cuomo today announced the state will extend the window for victims to file otherwise time-barred cases under the Child Victims Act for an additional five months until January 14, 2021. Last year, Governor Cuomo signed the Child Victims Act to ensure survivors of childhood sexual abuse have a path to justice, including the ability to file a case which had already been time-barred or expired, but only for one year, that window to file an expired or time-barred case was set to close August 14, 2020, but the COVID-19 pandemic has caused a reduction in court services that has limited survivors' ability to file claims and effectively prepare their cases with an attorney.)

#### **The J.E. and Z.B. Butler Center For Children and Families**

J.E and Z.B. Butler Center for Children and Families  
3314 Steuben Avenue  
Bronx, NY 10467

#### **Medical Evaluations and Forensic Interviews**

**718-920-5833**

#### **Behavioral Health**

**718-920-8071**

<https://www.montefiore.org/butlercenter>

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**Our Buildings May Be Closed, But We Are Here For You**

With the situation quickly evolving, we must all do our part in stopping the spread of COVID-19. Today, we are taking the next step to protect the safety of our community, including our families, our staff, and our clients.

Effective immediately, our Family Justice Centers (FJC) are temporarily closed. During this difficult time, we are here for you. Please reach out. You may be asked to leave a message, and someone will get back to you as quickly as possible, with guidance on immediate safety planning, shelter assistance, and community resources, including FJC updates.

**From Monday to Friday, 9 a.m. to 5 p.m., you can call your nearest FJC:**

**NYC Family Justice Center, Bronx**  
Call 718-508-1220

**NYC Family Justice Center, Brooklyn**  
Call 718-250-5113

**NYC Family Justice Center, Manhattan**  
Call 212-602-2800

**NYC Family Justice Center, Queens**  
Call 718-575-4545

**NYC Family Justice Center, Staten Island**  
Call 718-697-4300

**How Can the Family Justice Centers Help?**

NYC Family Justice Centers can help you with:

- Planning for your safety
- Applying for public benefits, shelter, housing, and other support services and programs
- Mental health and counseling services for you and your children to support emotional well-being
- Referrals to job training and education programs, including educational workshops to help with budgeting, credit repair, resume writing, and interviewing skills
- Legal help for orders of protection, custody, visitation, child support, divorce, housing, and immigration
- Connecting to trained law enforcement, such as the NYPD, the NYC Sheriff's Office, and the District Attorney's Office

**In the evenings or weekends:**

- Call NYC's **24-hour Domestic Violence Hotline (800-621-4673)**; or
- Visit the **NYC HOPE Resource Directory** online at [www.nyc.gov/NYCHOPE](http://www.nyc.gov/NYCHOPE)

You can also chat with a Safe Horizon advocate who can offer information, advocacy and support online, through **SafeChat**, on Monday to Friday, 1 p.m. to 6 p.m. (except for holidays).

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**Domestic Violence Shelters are still open for intake.** Call the City's 24-hour Domestic Violence hotline (1-800-621-4673; TTY: 1-800-810-7444) to learn more.

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**Be aware of the City's confidentiality policies with regard to immigration status.**

- New York City has a confidentiality policy to protect immigration status and other personal information. **If an immigrant does share his or her immigration status, City employees must keep this information confidential and treat it like other confidential information held by the City.**
- For survivors who want to report a domestic violence crime to the NYPD, know **that police officers are prohibited from asking about immigration status from crime victims and witnesses.**
- Further, the NYPD does not conduct federal immigration enforcement.

**If you or others in your community hear about an immigration enforcement raid, you can report it.**

You can contact the **Legal Aid Society's** hotline at 1-844-955-3425.

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**Remember that all New Yorkers, regardless of immigration status, can continue to access City services.**

Call 311 or visit the **Mayor's Office of Immigrant Affairs** (MOIA) for more information, and check MOIA's **Resources for New York City Immigrants**. Domestic violence resources in every community are available on the **OCDV website**, or by calling the City's 24-hour domestic violence hotline at 1-800-621-HOPE (1-800-621-4673).

Together, we can continue to protect the rights of all immigrant victims of domestic violence by spreading the word that New York City is a safe city – a City that fully supports the right of immigrants to safely access supportive social and legal services, and live a life free from abuse.

**HOW TO COMMUNICATE WITH CHILD/TEENS ABOUT COVID**

# HOW TO TALK TO YOUR CHILD ABOUT THE CORONA VIRUS

*Don't be afraid to discuss the coronavirus. Most children will have already heard about the virus or seen people wearing face masks, so parents shouldn't avoid talking about it. Not talking about something can actually make kids worry more.*

## 1 If they ask...What is the Corona Virus?

### You can say...

- COVID-19 is the short name for "coronavirus disease 2019." It is a new virus. Doctors and scientists are still learning about it.
- Recently, this virus has made a lot of people sick. Scientists and doctors think that most people will be ok, especially kids, but some people might get pretty sick.
- Doctors and health experts are working hard to help people stay healthy.

## 2 If they ask...Are you going to be ok?

### You can say...

- COVID-19 can look different in different people. For many people, being sick with COVID-19 would be a little bit like having the flu. People can get a fever, cough, or have a hard time taking deep breaths.
- While a lot of adults get sick, most adults get better.
- I don't know exactly what is going to happen or when I'm going to come home, but I'm in the hospital right now so the doctors can help my body get better

## 3 If they ask...Am I going to get sick?

### You can say...

- From what doctors have seen so far, some children can get the virus but most children do not seem to get very sick.
- Tell a grown-up if you start feeling sick
- You don't need to worry. Right now, lots of amazing grown ups are working hard to keep people healthy. Luckily, we already know a lot about how to keep healthy

## 4 For more information on talking to children about COVID-19...

### These websites have helpful resources...

Childmind.org  
cdc.gov  
kidshealth.org



# IF CORONAVIRUS WERE A VIRAL SOCIAL MEDIA POST....

How to Talk to Teens about COVID-19



Adina Levitan, MS, CCLS



## OMG, CORONAVIRUS! I HAVE TO SHARE THIS POST!

Coronavirus is like a viral social media post. When people share, like or post a photo or video, it gains more views and more people see it, eventually, "going viral."

**The same goes for COVID-19. When people SHARE and SOCIALIZE in close proximity, COVID-19 has the ability to spread.**



## SHARING A POST DOESN'T AFFECT ME. WHY SHOULD I CARE?

You may share a post or a meme that you think is funny and it doesn't bother you. However, that post or meme could be offensive, insulting, or painful to someone else. By not sharing a post, you are helping someone else from feeling upset or sad.

**COVID-19 is most harmful to elderly people, people who are immunocompromised or immunosuppressed. When you do not practice social distancing and share space with others, you put them at a greater risk for getting sick.**



## SO HOW DO I STOP A VIRAL POST?

The best way to stop a viral post from spreading is easy: don't share it! Don't like it! Don't comment!

**For COVID-19, the best way to prevent it from spreading is to stay away from others. Stop sharing germs by being in close contact to others. Wash your hands regularly with soap and water.**



## WHEN WILL THE VIRAL POST STOP SPREADING?

The less people who share, like or comment, the more likely it is to stop spreading around. Therefore, it is your job to just close the app and stop sharing! Practice social media distancing!

**COVID-19 works the same way. The less social interactions we have with others, the less opportunity the virus has to spread.**



## BUT I REALLY LIKE SHARING MEMES AND POSTS.

This is only temporary. Given current events, sometimes it is best not to share or post certain images, memes or videos. Find another way to express yourself that will not hurt others.

Dance to your favorite music; draw a beautiful picture; read a new book or call a friend!

**COVID-19 will stop spreading when we maintain social distancing and practice good hand hygiene. These small actions WILL SAVE LIVES.**

## **Visual Resources for Children about COVID-19**

- **A comic for kids about COVID-19:**  
<https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus>
- **A video for young kids about social distancing:**  
[https://www.youtube.com/watch?v=DA\\_SsZFYw0w&feature=youtu.be](https://www.youtube.com/watch?v=DA_SsZFYw0w&feature=youtu.be)
- **Story books for kids about COVID-19:**
  - <https://www.mindheart.co/descargables>
  - <https://www.flipsnack.com/KeshetChicago/coronavirus-social-story/full-view.html>
  - <http://piploproductions.com/trinka-and-sam-virus/>
- **Talking to your children and teens about COVID-19:**
  - <https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/helping-children-cope-with-changes-resulting-from-covid-19>
  - <https://adaa.org/learn-from-us/from-the-experts/blog-posts/consumer/how-talk-your-anxious-child-or-teen-about>
  - [https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/talking-with-children.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronaviruss%2F2019-ncov%2Fcommunity%2Fschoools-childcare%2Ftalking-with-children.html](https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/talking-with-children.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronaviruss%2F2019-ncov%2Fcommunity%2Fschoools-childcare%2Ftalking-with-children.html)
  - <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>
- **Parenting tips during COVID-19**
  - <https://www.unicef.org/coronavirus/covid-19-parenting-tips>
  - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/healthy-parenting> (*Easy, brief tip sheets from WHO*)
  - [https://www.healthychildren.org/English/family-life/family-dynamics/communication-discipline/Pages/Positive-Parenting-and-COVID-19\\_10-Tips.aspx](https://www.healthychildren.org/English/family-life/family-dynamics/communication-discipline/Pages/Positive-Parenting-and-COVID-19_10-Tips.aspx)
  - <https://www.healthysteps.org/article/caring-for-yourself-and-young-children-during-the-coronavirus-covid-19-crisis-147>

# **RESOURCES FOR FAMILIES WITH SPECIAL NEEDS CHILDREN/OPWDD/IEP MEETINGS**

## **Welcome to the New York State Office for People with Developmental Disabilities Front Door!**

What is the Front Door?

“The Front Door is how you access services. Helping you opening the door to a richer, fuller life is the goal of the New York State Office for People with Developmental Disabilities (OPWDD). Our Front Door offers a person-centered approach to planning supports for people with developmental disabilities. The Front Door process will guide you through the steps involved in finding out if you are eligible for services offered by OPWDD, identify your service needs, and help you work on a plan for getting those services. The goal of the Front Door process is to provide supports and services that help individuals and family members in ways that are respectful of their abilities, language and cultural values and traditions.”

[https://opwdd.ny.gov/system/files/documents/2020/03/040\\_front-door-access-to-services\\_340209.pdf](https://opwdd.ny.gov/system/files/documents/2020/03/040_front-door-access-to-services_340209.pdf)

## **Virtual Front Door Sessions**

OPWDD is offering virtual Front Door sessions for individuals and families in need of new or additional services. We were just informed that the 4/30 session is full, in case you are trying to register. The virtual webinars are being held statewide. The next webinar for NYC will be 5/14 at 10am, please see below for contact information to register.

Each region has their own schedule. NYC is capping at 200 with each borough allowed a specific number based upon need. Register by either calling the Front Door phone in their borough or by contacting a specific person in their borough:

### **Front Door:**

**Manhattan - 646 766 3220 Kathleen.kingston@opwdd.ny.gov**

**Brooklyn - 718 642 8576 shaqueen.c.walcott@opwdd.ny.gov**

**Bronx - 718 430 0757 Myron.woodley@opwdd.ny.gov**

**Queens - 718 217 6485 Soreth.x.mitchell@opwdd.ny.gov**

**Staten Island - 718 982 1913 Kerry.panarella@opwdd.ny.gov**

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## **ADDITIONAL RESOURCES FOR PARENT OF CHILDREN WITH DISABILITIES**

**<https://www.extremekidsandcrew.org/virtual>**

**<http://www.keonimovementarts.org/calendar>**

**<https://www.schools.nyc.gov/learn-at-home/activities-for-students/diverse-learning-for-special-populations>**

**<https://www.schools.nyc.gov/learn-at-home/chancellor-s-message-for-families/message-to-parents-of-children-with-disabilities>**

**<https://www.schools.nyc.gov/learning/special-education/help/committees-on-special-education>**

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## **LEGAL / IMMIGRATION**

Call the New York Legal Assistance Group (NYLAG's) COVID-19 Legal Resource Hotline (929-356-9582) to get answers to legal questions for New Yorkers impacted by COVID, Monday-Friday, 10 a.m. – 1 p.m.

When leaving a message, include your name, the best number to call back, and a description of the issue.

NYLAG will follow-up within two business days.

The hotline can offer advice on Advanced Planning (Standby Guardianship, Power of Attorney, Healthcare Proxy, Wills), Consumer Debt (Debt Collection, Wage Garnishment), Employee Rights (Paid Leave, FMLA, Working Conditions), Housing (Eviction, Rent Arrears, Foreclosure, Mortgage Relief Options), Unemployment Benefits, Public Benefits, Special Education issues (K-12), Stimulus Payment Questions.

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**You should not be afraid to seek medical care because of your immigration status.** There is no ICE presence in hospitals, and you do not need to disclose your immigration status when going to the emergency room to access services.

Use of health services related to COVID-19 will NOT be considered under the Public Charge rule and will NOT impact your ability to apply for a green card or citizenship.

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## **Immigrant Rights and Services: Public Benefits Available to Immigrants**

Many important services and benefits are available to all people, regardless of immigration status. Some of these services are for emergency needs. **The services listed below are available to all people, including undocumented immigrants.**

- Child welfare and foster care services
- Public school education
- School breakfast and lunch programs
- Senior services and senior center programs provided by the Department for the Aging
- Services that protect against consumer fraud provided by the Department of Consumer Affairs
- Protection against discrimination provided by the Human Rights Commission
- Services and facilities provided by the Department of Parks and Recreation
- Services provided by the Department of Health and Mental Hygiene
- Public library services and special events
- Public transportation
- Police and fire protection
- Children under 19 are eligible for health insurance under the New York State Children's Health Insurance Program (CHIP)
- Pregnant women, children under 5 years of age, and mothers of babies up to 6 months old (or 12 months if breastfeeding) are eligible for nutrition education, nutritious food, and breastfeeding support under Women, Infants and Children Program (WIC)
- Prenatal care for pregnant women under the Prenatal Care Assistance Program (PCAP)
- Emergency medical care, including ambulance services
- Domestic violence counseling
- Immunizations
- HIV testing and counseling
- Emergency Shelter
- Poison Control Hotline
- Food pantry services

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## **SHELTERS-HOUSING**

**<https://freshyouth.org/covid19-resources/#housing>**

**Northern Manhattan Improvement Corporation (NMIC):** Are you experiencing harassment from your landlord or do you need advice on a housing issue? Call NMIC's temporary hotline at **(929) 512-4565**. The Hotline is open on Wednesdays from 9:00 AM to 12:00 PM.

**Tenants' Rights Hotline** by the Met Council on Housing: **(212) 979-0611** (English and Spanish). **Hours:** Mondays 1:30 PM – 8:00 PM; Tuesdays 5:30 – 8:00 PM; Wednesdays 1:30 PM – 8:00 PM; Fridays 1:30 PM – 5:00 PM.

We can give brief answers to your rights as a tenant and explain your options for dealing with a housing situation. Common questions relate to: getting repairs from negligent landlords, getting adequate heat in the winter months, dealing with the threat of eviction, questions about leases and lease renewals, legal rent increases for rent-regulated apartments, and more.

**Legal Services NYC** has opened a hotline to help New Yorkers apply for public benefits like SNAP and Medicaid, as well as manage rent and utilities arrears. Call **(917) 661-4500** for a free, confidential assessment.

**New York Legal Assistance Group (NYLAG)** has launched the NY COVID-19 Legal Resource Hotline to help New Yorkers impacted by COVID-19 get answers to essential legal questions. Reach the hotline and leave a message at **(929) 356-9582**, Monday-Friday from 10:00 am - 1:00 pm. When leaving a message, include your name, the best number to call you back at, and a description of the legal question or issue.

**Report attempted evictions!** Anyone with knowledge of City marshals attempting to execute on warrants of eviction can report this activity by calling DOI's Bureau of City Marshals at **(212) 825-5953**.

**Support for Eviction Prevention:** Bronx Works, Catholic Charities (helps regardless of denomination), Coalition for the Homeless

**NYCHA Information for Residents Struggling with Rent Hardships:** NYCHA encourages households experiencing a loss of income to visit the **NYCHA Self-Service Portal**. Section 8 participants can report a decrease in household income by completing an Interim Recertification via the NYCHA Self-Service Portal at **<https://selfserve.nycha.info>**. Section 8 participants can also call NYCHA's Customer Contact Center (CCC) at 718-707-7771 to request the Voucher Holder's Request Interim Change form by mail.

Families who experience a complete loss of income may qualify for NYCHA's Minimum Rent Exemption. NYCHA will automatically apply the exemption as appropriate.

**ACCESS NYC** (updated daily): If you're not finding what you're looking for on our website, visit ACCESS NYC for additional resources.

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**STAY SAFE**  
AND STAY  
**POSITIVE**