



15 years | 2004 - 2019

## Coronavirus (COVID-19) Resource Guide

*\*\*\*These resources were available as of April 13, 2020 and may be subject to change.*

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# Information on COVID-19 in New York City



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It can feel like the situation with COVID-19 in New York City changes day to day, sometimes even hour to hour. It's important to stay up to date so that you can do everything you can to keep you and your family safe and healthy.

**For daily updates on COVID-19 in NYC:**

- Text "COVID" to 692-692
- You can also visit [NYC Health](#) for the latest updates on COVID-19 in NYC.
- Updates for all of New York State can be found through the [NYS Dept of Health](#).

**For questions about health, employment, childcare, and other COVID-19 concerns:**

- Call the New York State Department of Health's Novel Coronavirus 24-Hour Hotline at 1-888-364-3065

**For questions about caring for loved ones, supporting local businesses, and emergency assistance in NYC:**

- Visit the [New York City Council](#) website

# Staying Healthy



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## If You Have Questions About Your Health:

- Call EHHOP at 862-242-5952. Leave us a message. Someone will return your call as soon as possible.
- Visit the [Mount Sinai COVID-19 webpage](#) for more information.
- Text the Mount Sinai Health System at 4-SINAI (474624) to ask questions about symptoms, testing, and treatment for COVID-19.

## How You Can Protect Yourself From COVID-19:

Washing your hands is one very important way you can protect yourself from germs. Make sure you're washing your hands correctly. [Click here](#) to see the basic steps.

There are a few other important ways you can keep yourself safe from COVID-19. [Click here](#) to learn more about the basic steps you can take to protect yourself from COVID-19.

## If a Loved One Dies from COVID-19:

If a loved one dies from COVID-19, you can get help with funeral expenses. [Click here](#) to learn more.

[Click here](#) to view the application for funeral assistance and to see which expenses are covered. Applications and supporting documents may be submitted in person, by email at [BurialServices@hra.nyc.gov](mailto:BurialServices@hra.nyc.gov), or by fax at 917-639-0476.

- Office address: 33-28 Northern Blvd, 3rd Floor, Long Island City, NY 11101
- Phone: 718-473-8310

# Mental Health Care



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Are you feeling anxious? Stressed out? Overwhelmed? It's normal to feel any of these things right now.

You may be feeling scared, sad, or just sort of "off". That's okay. Talking to someone about how you're feeling can help.

**NYC Well has trained counselors you can talk to privately.** You can reach a counselor by phone or text, or you can chat with someone online.

**Phone:** Call 1-888-NYC-WELL (1-888-692-9355)

**Text Message:** Text "WELL" to 65173

**Online Chat:** Visit [nyc.gov/nycwell](https://nyc.gov/nycwell)

NYC Well has many online resources you can use too. [Click here](#) for a list of apps and other online resources.

For survivors of domestic violence or anyone who may be living in an unsafe home, [click here](#) for a list of resources.

# Housing and Business



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**You can not be forced to leave your home or business (evicted) right now. [This protection](#) lasts until at least June 20th, 2020.**

- **If you need help fighting an eviction:** call 311 or infoline at 718-557-1399
- **If you are facing eviction at Housing Court:** You may be able to get free legal help through the HRA's Office of Civil Justice. Call 311 for more information.
- **If you need help paying your rent or overdue utility bills:** Call 311 to apply for emergency cash assistance. If you already have an active Cash Assistance case, you can apply for help online at [www.nyc.gov/ACCESSHRA](http://www.nyc.gov/ACCESSHRA)

# Legal Help



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**Your documentation status does not affect your ability to get tested or treated for COVID-19.**

You may have heard about changes to something called “The Public Charge Rule.” This rule affects immigration in the United States. The [Public Charge](#) rule does not impact any services related to COVID-19.

If you have questions about the Public Charge Rule, or want more information, call the **Legal Health Public Charge Intake Line at 212-659-6188.**

If you have any other legal questions or concerns, **Mount Sinai Hospital’s [Resource, Entitlement, and Advocacy Program \(REAP\)](#)** can help. Call the **REAP referral line at 212-423-2813.**

# Utilities and Internet



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## **Free Wifi**

**Until NYC schools reopen, Spectrum is offering FREE wifi to households with children in grades K-12. To sign up, call 1-844-488-8398. (You may be on hold for a long time.)**

Follow instructions for “new service.” Tell the person you speak with that you would like the free service for NYC school students.

Make sure that whoever is calling does not have an overdue bill with Spectrum. If they do, they won’t be able to sign up for free Wifi.

## **Companies That Won’t Shut Off Your Phone or Internet**

**Con Edison will not shut off your utilities even if you can not pay your bill right now.** They won’t charge you for any new late payments either.

**Many other companies have promised that they won’t shut off anyone’s phone or internet either. Even if someone can’t pay their bill right now.** These companies have also promised that they won’t charge late fees. This applies to both personal homes and small businesses. Finally, they have also promised to open their Wi-Fi hotspots to anyone who needs them.

This promise lasts through May 16th, 2020. To see a full list of companies who have made this promise, [click here](#).

# Food Assistance



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## [NYC Food Delivery Assistance](#)

This program is for people who can not go out and get food on their own, and who do not have anyone else who can get food for them. It is for people who are not already receiving meals from other food delivery programs, like Meals on Wheels.

Sign up at [this link](#) or call 311 to learn more about this program.

## [Invisible Hands Delivery Service](#)

This group of young, healthy people will deliver grocery items for you. Items can be prepaid or EHHOP can help you coordinate a delivery. Click [HERE](#) for the delivery form.

## [Meals on Wheels](#)

This program will deliver one premade meal to your home, one time each day. You must be 60 years old or older. You must also live between East 59th Street and 143rd Street.

**To Apply: Call 212-218-0506** and leave a message with your name and call-back number. Someone will call you back and ask for your birthday and address. Tell them that you're not able to leave your home. You can say something like: "My doctor told me not to leave my home."

[World Central Kitchen](#) is providing free lunches at the following locations at 12:00pm/noon:

<b>House of Justice</b> 106 W. 145th Street New York, NY 10039	<b>La Fonda Boricua</b> 169 E. 106th Street New York, NY 10029	<b>Red Rooster Harlem</b> 310 Lenox Ave. New York, NY 10027
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**NYC School's Grab-and-Go**

<b>Services</b>	<b>Location</b>	<b>Hours</b>
<p>Three pre-made meals available for pick-up at any "Meal Hub" location.</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>• Vegetarian and halal options are available at every Meal Hub site.</li> <li>• Parents can pick up meals for children.</li> </ul>	<p>To find a "Meal Hub" near you, <b>text NYCFood or COMIDA to 877-877</b></p> <p>Meals can not be eaten at the Meal Hub.</p> <p>You do not need to register or bring an ID.</p>	<p><b>Monday - Friday</b></p> <p><u>Families and Children:</u> 7:30am - 11:30am</p> <p><u>Adults:</u> 11:30am - 1:30pm</p> <p>No one will be turned away at any time.</p> <p>Adults and children can pick up meals together.</p>

**Stanley Isaacs Senior Center**

For information about other services, call 212-360-7620.

<b>Services</b>	<b>Location</b>	<b>Hours</b>
<ul style="list-style-type: none"> <li>• Breakfast and Lunch</li> <li>• Extra meals on Wednesdays and Thursdays</li> </ul>	<p>415 E. 93rd Street New York, NY 10128</p>	<p><b>Breakfast:</b> 8:30am - 9:15am</p> <p><b>Lunch:</b> 11:30am - 12:30pm</p>

**Westside Campaign Against Hunger**

For information about other services, call 212-362-3662 or email [socialservices@wscah.org](mailto:socialservices@wscah.org)

<b>Services</b>	<b>Location</b>	<b>Hours</b>
<ul style="list-style-type: none"> <li>• Food pantry</li> <li>• Help with SNAP benefits</li> </ul> <p>You must bring an ID.</p>	<p>263 W. 86th Street New York, NY 10024</p> <p>(Between Broadway and West End Ave.)</p>	<p><b>Tuesday - Friday</b> 9:00am - 1:00pm</p>

### [New York Common Pantry](#)

For the latest updates, call 917-720-9700 and press “0,” or visit the [website](#).

Services	Location	Hours
<p><b>Choice Pantry Program:</b></p> <ul style="list-style-type: none"> <li>● Grocery packages in five food categories: protein, dairy, grains, fruits, and vegetables</li> <li>● Based on the number of people in your home</li> <li>● Provided every two weeks</li> </ul> <p><b>Hot Meals Program:</b></p> <ul style="list-style-type: none"> <li>● Hot, healthy meals</li> </ul>	<p>8 E. 109th Street New York, NY 10029</p> <p>Please note:</p> <ul style="list-style-type: none"> <li>● Pick-up only</li> <li>● No online ordering (must order at site)</li> </ul>	<p><b>Choice Pantry Program:</b></p> <p>Wednesday - Saturday: 10:00am – 2:30pm</p> <p><b>Hot Meals Program:</b></p> <p>Mondays and Tuesdays: 11:00am</p> <p>Wednesday - Fridays: 2:00pm</p>

### [Little Sisters of the Assumption](#)

For information about other services, call 646-672-5206 and leave a message with your name, phone number, and the service you’re calling about.

Services	Location	Hours
Food pantry	333 E. 115th Street New York, NY 10029	<b>Wednesdays</b> 9:30am - 11:30am 1:00pm - 3:00pm

### [Saint Cecilia Parish](#)

For information about other services, call the main phone line at 212-348-0488 or the Helpline at 1-888-744-7900. Spanish-speaking staff are available.

Services	Location	Hours
<p>Food pantry once per month</p> <p>You must bring an ID to prove that you live in East Harlem.</p>	125 E. 105th Street New York, NY 10029	<b>Wednesdays</b> 9:00am - 12:00pm (noon)

[Another Choice Youth and Family Outreach Inc - Mount Zion AME Church](#)

For information about other services, call 212-369-6643 or email mtzionamec1765@verizon.net

Services	Location	Hours
Food pantry  You must bring an ID.	1765 Madison Ave. New York, NY 10029	<b>Fridays</b> 10:00am - 11:00am

[Urban Outreach Center NYC](#)

For information about other services, call 212-288-6743. You can also email questions to info@uocnyc.org

Services	Location	Hours
<ul style="list-style-type: none"> <li>• Weekly food pantry</li> <li>• Hot dinners every Tuesday night</li> </ul>	<p><b>Food pantry:</b> 161 E. 104th Street New York, NY 10029 (inside the Church of the Living Hope)</p> <p><b>Tuesday night dinners:</b>  921 Madison Ave. New York, NY 10021</p>	<p><b>Food pantry:</b>  <b>Wednesdays and Fridays</b>  <u>Seniors and immunocompromised people only:</u> 9:00am - 10:00am</p> <p><u>Everyone:</u> 10:30am - 1:00pm</p> <p><b>Tuesday night dinners:</b> Grab-and-Go at 6:00pm</p>

[Salvation Army](#)

For information about other services, call 212-860-3200.

Services	Location	Hours
<ul style="list-style-type: none"> <li>• Food pantry</li> <li>• Soup kitchen</li> </ul>	175 E. 125th Street New York, NY 10035	<b>Monday - Friday</b>  Pantry: 9:00am - 2:00pm  Kitchen: 1:00pm - 2:00pm

# Grocery Stores in East Harlem



<b>CITY FRESH MARKET</b> <ul style="list-style-type: none"> <li>• Offers senior discounts</li> <li>• Walks customer home to drop off groceries</li> <li>• Three locations:</li> </ul>		
<b>125 E 116th St.</b> New York, NY 10029  (646) 590-3050	<b>235 E 106th St.</b> New York, NY 10029  (212) 369-8444	<b>2212 3rd Ave.</b> New York, NY 10029  (212) 876-1500
<b>SHOP FAIR</b> 160 E 110th St. New York, NY 10029  (212) 860-2999	<b>FINE FARE</b> 1718 Madison Avenue New York, NY 10029  (212) 360-7608	<b>CHERRY VALLEY</b> 1968 2nd Avenue New York, NY 10029  (212) 369-2974
<b>IDEAL FOOD BASKET</b> 1635 Lexington Avenue, New York, NY 10029  (212) 410-6733  (delivers in East Harlem for purchase under \$50)	<b>NYC FRESH MARKET</b> 1660 Madison Ave New York, NY 10029  (212) 996-4600	<b>KEY FOOD</b> 1769 2nd Avenue New York, NY 10029  (212) 860-1903