

COVID-19 RESOURCE GUIDE

Keeping our communities safe and engaged



COVID-19 RESOURCES

MAP
The Mayor's Action Plan for
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Please note that this is a live document. Resources will be continuously updated. Last update March 31, 2020.

Hello.

In times like this we want to be **here for you.**

This **resource guide** offers you an overview of services available in times where New York City is responding to **COVID-19**

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Credible Resources on COVID 19

- [Center for Disease Control Information](#)
- [NYC Health Information](#)
- [Text Updates](#) - To get regular updates on the latest developments with coronavirus in New York City text COVID to 692-692.
 - For Spanish Text COVIDESP to 692-692



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This document offers you **resources** in the following topics:

TO ACCESS A SPECIFIC RESOURCE, **CLICK ON THE HEADINGS**

AFFORDABLE HOUSING.

CONFLICT RESOLUTION.

CONTINUED LEARNING.

COURTS.

CRIME VICTIM SERVICES.

DOMESTIC VIOLENCE.

FITNESS & WELLNESS

FOOD BANKS & MEALS.

HEALTH CARE.

INTERNET AND DATA ACCESS.

IMMIGRATION SERVICES.

EMPLOYMENT.

PUBLIC BENEFITS.

SCHOOLS.

SENIOR/OLDER ADULT SUPPORT.

SMALL BUSINESS ASSISTANCE.

UTILITIES.

VOLUNTEERING & COMMUNITY BUILDING.

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1.

Affordable Housing

AFFORDABLE HOUSING

NYCHA

- For the latest information on NYCHA's response, please see [NYCHA Journal](#).
- Residents are asked to use automated and online systems, including [MyNYCHA](#), the [Self-Service Portal](#), and kiosks, to complete their transactions. (Emergency Services include: gas leaks, water leaks, local power issues, stoppages, and other hazardous conditions).
- Residents can also call the emergency hotline at **718-707-7771**.
- Safety issues can also be reported to **(212) 306-7027**
- Property Management Offices:
 - Beginning Tuesday, March 17, for at least 30 days, NYCHA's property management offices will be open, but will suspend direct-contact meetings. Property office staff will continue to assist residents via telephone, email, and through scheduled appointments to speak to staff from behind the reception desk. Please do not walk into your property management office without an appointment unless it is absolutely necessary. Property Management Offices will be available for services such as:

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- Accepting documentation in the office or via email; call to schedule an appointment.
 - Discussing confidential information via phone or in the office; call to schedule an appointment.
 - Accepting notices of intent to vacate and return keys, or requests for cylinder/mailbox changes or copies of keys; call to schedule an appointment for drop-off or pick-up.
 - Accepting responses to the Annual Window Guard Notice and Child Under 6 Survey via phone or email.

- Rent Hardship
 - A household may qualify for rent reduction based on rent hardship if the following conditions:
 - There is at least 5% reduction gross income
 - Current rent is more than 30% of the net household income
 - Reduction in income has lasted at least two months
 - Residents can request a reduction through an interim recertification
 - This is a change in a households' income through recertification periods
 - Residents can initiate an interim recertification through the NYCHA Self Service Portal
 - Residents can request a paper application through their management office
 - Completed forms can be sent to:
 - New York Housing Authority
 - P.O Box 19202, Long Island City, 11101
 - Visit on.nyc.gov/payrent to learn more about how to pay your rent.

- Zero Income Policy
 - Households that experience complete loss of income may qualify for NYCHA's Zero Income Policy
 - If a household reports zero income they will have an interview with a Housing Assistant and fill out a Zero Income Questionnaire
 - To start the process residents can go to their property managers office or call (718) 707-7771

ADDITIONAL AFFORDABLE HOUSING

The following are temporarily suspended:

- Housing court eviction proceedings (residential and commercial) and the issuing of new eviction warrants (for at least 90 days)
- Shut offs of heat, electricity and water
- All subsidy termination actions (Section 8 terminations suspended for at least 60 days)
 - All tenant conferences and briefings scheduled will be postponed and rescheduled at a later date
 - All hearings for appeal are cancelled until further notice. HPD will continue to pay subsidy until a final determination is made
 - HPD will automatically provide additional time for anyone with an active voucher. Clients do not need to reach out to HPD for an extension.

In addition-

- Non-emergency housing Quality Standards (HQS) inspections are temporarily suspended. If you have a life-threatening condition, please call 311.

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- Although HPD's Client Services center at 100 Gold Street in Manhattan is closed for in person interactions, participants experiencing a rent hardship due to a decrease in income may contact HPD via DTRAI@hpd.nyc.gov or by fax at 212-863-5299.
- Housing Court Answers' hotline will still be operating from Monday - Friday, 9am to 5pm. Call 212-962-4795 or visit [Housing Court Answers](#) for updates.

OTHER

- U-Haul is [offering 30 days of free self-storage](#) to anyone with a college ID to aid college students who were forced to move out of dorms and head back to their hometown to start online classes. The offer is based on availability at your local U-Haul owned and operated facility.

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2.

Conflict Resolution

CONFLICT RESOLUTION

In Brooklyn & Manhattan

- [New York Peace Institute](#) is providing all services remotely via video or phone.
 - If you are interested in conflict mediation or coaching for any reason, call 718-834-6671 or visit [NY Peace - Get Help](#) to fill out an online form. Specific matters can be addressed as follows:
 - For Housing, Civil, or Small Claims Court: Samantha Adler at Sadler@nypeace.org or 718-834-6671 x 400.
 - For Family, Co-parenting, Special Education, or Early Intervention: Carol Himes at chimes@nypeace.org
 - For Criminal Court Referrals: conflictcoaching@nypeace.org, criminalmediation@nypeace.org, or call 347-442-7592.
 - Restorative or community conference: info@nypeace.org.
- [\(Red Hook\) Red Hook Community Justice Center](#) is conducting intakes, follow ups and personal advancement sessions by phone at 718.923.8200

In the Bronx

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- [Institute for Mediation and Conflict Resolution](#) is continuing its normal operations. For updates, see their website.

In Staten Island

- [New York Center for Interpersonal Development](#) is operating remotely via video and phone, and accepting calls at 718-815-4557.

In Queens

- [Community Mediation Services](#) (CMS) is operating remotely and can be reached by phone at 718.523.6868 or [online](#). Specific matters can be addressed as follows:
 - Community and Family Mediation: Debbie-Ann Henry - dhenry@mediatenyc.org
 - Special Education, IEP's, Early Intervention: Susan Petza - spetza@mediatenyc.org
 - Civil Court Matters: Laura Waldman - lwaldman@mediatenyc.org
 - Surrogate's Court Matter: JoAn Pangilinan-Taylor – jptaylor@mediatenyc.org
 - One-one-one conflict coaching Susan Petza: Susan Petza, spetza@mediatenyc.org

3.

Child Care

CHILD CARE

- **Pixel Academy:** Free childcare for essential personnel. Visit <https://www.facebook.com/PixelAcademy/>
- **Workers Need Childcare:** Connects essential workforce parents to a volunteer to help them find low-cost (or free) childcare options during the COVID-19 crisis. Visit <https://www.workersneedchildcare.org/>

4.

Continued Learning

CONTINUED LEARNING

- New York residents can apply for a library card through the [SimplyE app](#) and gain access to an array of digital resources—including e-books, audiobooks, databases, and more. The [Brooklyn Public Library](#) offers many online resources for those who already hold cards, curated a [reading list](#) to help the public understand the coronavirus pandemic.
- [JSTOR](#), an online library of academic content, is providing public access to over 6,000 ebooks and over 150 journals
- [ClassCentral.com](#) has free personal development online courses:
<https://www.classcentral.com/subject/personal-development>
- Comprehensive listings of free educational resources for students and schools:
 - [The Journal - Free Education Resources](#)
 - [School Choice Week - Keep Learning](#)
 - [cnet - online education classes for every grade](#)
 - [NYTimes - Schools - Lessons](#)
- Resources for Visual Art, Museums, & Other Attractions
 - Visit the [American Museum of Natural History virtually](#).

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- Take [Virtual Tours](#) of the world's museums with Google
- Uncover NYC's history together with <https://www.urbanarchive.nyc/>
- [Delhi Photo Festival](#) well designed and engaging photo stories
- [Johannesburg Art Gallery](#) photos of resistance
- [Yayoi Kasama](#) video of infinity mirrors exhibit
- [The Fiona Show](#) follow the adventures of Fiona the Hippo at The Cincinnati Zoo
- [Live Zoo Cams](#) watch the baboons, pandas, and tigers live at the San Diego Zoo
- [#museumfromhome](#) instagram exploration of museums of the world

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5. Courts

COURTS

- Although all city jails are closed to visitors, the City is increasing access to phones and postage stamps, as well as working to implement a televisit initiative for friends and family of currently incarcerated people.
- All nonessential court functions will be postponed until further notice. Further updates will be posted on [NY Courts](#).
 - Defendants who are awaiting trial will have their hearings either put off or conducted remotely using video cameras. Arraignments will also be conducted by video.
 - The city's Red Hook Community Court and the Midtown Community Court have been designated as video arraignment sites for people at "medical risk" for coronavirus

6.

Crime Victims Services

CRIME VICTIM SERVICES

- Crime Victims Hotline (1-866-689-HELP (4357))
- Sexual Assault Hotline (1-212-227-3000)
- Crime Victim Services Finder: <https://maps.nyc.gov/victimservices/>

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Domestic Violence

DOMESTIC VIOLENCE

- Domestic Violence Hotline (1- 800-621-HOPE (4673))
- [Online Resource Directory](#) (NYC Hope)
- Family Justice Centers (FJC) are temporarily closed. During this difficult time, we are here for you. Please reach out. You will find someone 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., please 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

8.

Employment

EMPLOYMENT

- New York State is waiving the 7-day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19).
 - Visit the [New York State Department of Labor](#) to file online or call 1-888-209-8124. *Telephone filing hours have been extended: Monday through Thursday, 8 am to 7:30 pm, Friday, 8:00 am to 6:00 pm, and Saturday, 7:30 am to 8:00 pm.
 - If you are filing a new unemployment insurance claim, the day you should file is based on the first letter of your last name. If your last name starts with A - F, file your claim on Monday. For last names starting with G - N, file your claim Tuesday. For last names starting with O - Z, file your claim on Wednesday. If you missed your filing day, file your claim on Thursday or Friday. Filing later in the week will not delay your payments or affect the date of your claim, since all claims are effective on the Monday of the week in which they are filed.
- Treasury and IRS to delay tax payment deadline by 90 days and businesses experiencing hardships directly related to COVID-19 will have penalties waived

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- Restaurant workers or small business owners may qualify to receive funds through the [Restaurant Workers' Community Foundation](#). Interested parties should email covidhelp@restaurantworkerscf.org.
- For a list of local relief funds for restaurant workers affected by COVID-19, see [this Eater article](#)
- Freelance Artists can visit [COVID-19 Freelance Artist Resources](#) to find information on relief funds for artists who have had gigs cancelled due to COVID-19, supportive resources for moving services online, and more.
- Interest payments on federal students loans have been temporarily suspended
- The collection of medical and student debt owed to the State of New York and referred to the Office of the Attorney General for collection has been temporarily suspended
 - New Yorkers with non-medical or non-student debt owed to the State of New York and referred to the OAG, may also apply to temporarily halt the collection of state debt. Individuals seeking to apply for this temporary relief can [fill out an application online](#). If an individual is unable to fill out the online form, they can also call the OAG hotline at 1-800-771-7755.
- The Hebrew Free Loan Society has interest-free loans of up to \$5,000 for all lower-income New Yorkers facing financial challenges caused by the coronavirus outbreak that can be used for making up lost wages or paying for childcare or medical expenses.
- [See this google document for 100+ companies hiring for remote work.](#)
- Register to be a driver and participate in the NYC Food Delivery program. Drivers must be licensed TLC Drivers, at least 18 years or older, eligible to work in the United States, Have a valid Social Security number, Be able to perform heavy physical labor

- Sign up at Food Delivery Driver Portal:
<https://cv19engagementportal.cityofnewyork.us/#/display/5e7634997ad67502161607c2>
- St

YOUTH:

- [Apply for the 2020 Summer Youth Employment Program \(SYEP\) program.](#) The deadline to submit applications is 4/10/2020. If you live in one of 24 designated NYCHA housing developments, you may qualify for a reserved spot in SYEP:
 - [Apply to SYEP “Career First” here](#) if you live in one of these developments: Farragut, Tilden, Baruch and Addition, Bronx River Houses, King Towers, Ravenswood, Throggs Neck, or West Brighton.
 - [Apply to SYEP “MAP to \\$uccess” here](#) if you live in one of these developments: Boulevard, Brownsville, Butler, Bushwick, Castle Hill, Patterson, Ingersoll, Tompkins, Van Dyke, Red Hook, Stapleton, Queensbridge, St. Nicholas, Polo Grounds, and Wagner.
 - If you have further questions about SYEP, contact NYC Youth Connect at (800) 246-4646 or visit: <https://application.nycsyep.com/>

9.

Fitness & Wellness

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FITNESS & WELLNESS

- While City recreation centers and gyms are closed, there are many groups offering free mobile and online options for staying active:
 - Join [Moving For Life](#) via Zoom every day for online dance exercise classes. Find a schedule [here](#).
 - [Planet Fitness](#) is offering free live workouts daily at 4 p PT/7 p ET on their [Facebook](#).
 - [Barry's Bootcamp](#) is offering live 20-minute workouts twice daily on their [Instagram](#).
 - [Corepower Yoga](#) is offering free on-demand yoga and sculpting videos on their [website](#).
 - [Peloton](#) is offering video and live-stream classes on their [app](#) free for 90 days. Download the app and sign up on the Apple App Store or Google Play Store to avoid sharing your credit card information.
 - [Rumble Boxing](#) is offering daily boxing-inspired cardio and bodyweight workouts via [Instagram](#).
 - [Orangetheory Fitness](#) is offering free daily workouts on [its app](#) and on this [webpage](#).
 - [Down Dog](#) is offering its popular [fitness apps](#) including Yoga, HIIT, Barre and more, free until May 1 (students and teachers are offered free membership until July 1st).
 - [305 Fitness](#) is posting at-home workouts and choreography to their [YouTube channel](#).
 - [19 Minute Yoga](#) is offering free live streamed yoga sessions on their [YouTube channel](#).

- [Gold's Gym](#) is offering their AMP app with over 600 video workouts free until May 31st; they are also offering free online on-demand and live classes. Visit [Gold's Gym Stronger Anywhere](#) for links to all options.
- [The Kelly Street Garden Wellness Kit](#) by The Laundromat Project NYC has guidance on how to take care of yourself through breathing and herbal remedies found in community gardens (bi-lingual).

10.

Food Banks & Meals

FOOD BANKS & MEALS

- **Three free meals available daily for any New Yorker** from Monday - Friday 7:30am-1:30pm (11:30 - 1:30 for adults) at NYC Schools. Click here <https://www.schools.nyc.gov/freemeals> to find a location near you.
- [COVID-19 Food Hub NYC](#) has compiled resources across the city to ensure New Yorkers have access to food during this time, including this [comprehensive map](#) listing food banks and other locations where food can be picked up. Also visit their [map of restaurants offering food to the community](#).

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- **Be sure to call before you go to any location! - hours are subject to change due to coronavirus!** [You can always call 311 to find food assistance near you.](#)
- Citymeals on Wheels is committed to delivering meals to elderly homebound New Yorkers. Visit their [website](#) to find your local Case Management Office and get meals delivered.
- **Homebound residents can get food delivered to their apartment** through the GetFoodNYC delivery program, The initiative provides food for coronavirus (COVID-19)-vulnerable & food-insecure individuals. Find out if you qualify for NYC Food Delivery Assistance: <http://nyc.gov/getfood>
- Anyone in need of emergency food assistance can call the Spanish hotline 1-877-8-HAMBRE (or Hotline at 1-866-3-HUNGRY for English) to find a food resource near them.
- **Amazon** allows customers to use **SNAP benefits** to purchase groceries online for home delivery in New York state, Washington state, and select regions of Iowa and Oregon. <https://www.amazon.com/snap-ebt/>
- **Expensify** is also offering [\\$50 grocery reimbursements for SNAP recipients.](#)
- **Plentiful** is a free, easy-to-use reservation system for food pantries and the people they serve. [Use Plentiful to find pantries and get the food you need, without waiting in line.](#)

RESTAURANT MEAL DONATIONS:

Brooklyn:

- The Bergen is providing Free Lunches and Free Dinners every night for Families who need. Menu Changes Daily, from 4:30 pm to 6:30 pm. 1299 Bergen Street, Brooklyn, NY 11213 • (347) 240-7046 <https://www.thebergenbk.com/>

Staten Island:

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- Milk-N-Things 843 Forest Ave, Offering free meals for students 14 and under.
- DiLeo's Pizzeria, 2491 Victory Blvd, Offering a regular slice of pizza and fountain drink to children 13 and younger
- Corner House BBQ: 102 Lincoln Ave, Offering a free meal to children aged 13 and younger and possibly anyone affected by the pandemic and in need of a meal.
- Ariana's South: 60 S Bridge St, Starting March 21st from 12pm-6pm offering grab and go lunches for anybody in need.



11.

Health Care

HEALTH CARE

If you become ill, call your regular health care provider for guidance. Do not go to a clinic or hospital without calling ahead.

- Go to [NY State of Health](#) or call 1-855-355-5777 to see if you can qualify for Medicaid or other free and low cost health insurance. *Health Insurance Enrollment has been extended to April 15th, 2020
 - There is No Cost Sharing for COVID-19 Testing Across Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans
- New York City residents without a health care provider or insurance can call NYC Health + Hospitals at 844-NYC-4NYC. You can also always call 311 for help finding a healthcare provider.
- If you have questions or concerns about health insurance costs related to COVID-19 tests or care, you can also call the Office of the Attorney General's Health Care hotline at 1-800-428-9071.
- Co-pays for telemedicine consultations have been eliminated due to COVID-19. For urgent care telemedicine, utilize [NewYork-Presbyterian](#), [Mount Sinai](#), or [NYU](#)

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[Langone](#). For mental health telemedicine, reach out to [Columbia Doctors](#). For diabetes telemedicine, reach out to [NYC Health + Hospitals](#).

- Neighborhood Health Action Centers remain open to serve residents' health needs:
 - [Brownsville Neighborhood Health Action Center](#)
258 Bristol Street, Brooklyn
Monday – Friday: 8 a.m. – 8 p.m.
Saturday: 8 a.m. – 4 p.m.
 - [East Harlem Neighborhood Health Action Center](#)
158 East 115th Street, Manhattan
Monday – Friday: 8 a.m. – 8 p.m.
Saturday: 8 a.m. – 4 p.m.
 - [Tremont Neighborhood Health Action Center](#)
1826 Arthur Avenue, Bronx
Monday – Friday: 8:30 a.m. – 8 p.m.
Saturday: 8:30 a.m. – 4 p.m.
- If you are being harassed due to your race, nation of origin or other identities, you can report discrimination or harassment to the NYC Commission on Human Rights by calling 311.
- [Planned Parenthood](#) is still providing service in person, through virtual appointments, or by phone. Undocumented people are welcome and will not be turned away. Find a health center online or call 1-800-230-PLAN.

MENTAL HEALTH

- If you are experiencing stress or feel anxious, contact NYC Well at 888-NYC-WELL (888-692-9355) or text WELL to 65173. [NYC Well](#) is a confidential help line that is staffed 24/7 by trained counselors who can provide brief supportive therapy, crisis

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counseling, and connections to behavioral health treatment, in more than 200 languages.

- The [CDC](#) also offers tips for managing stress related to coronavirus.
- Text “HOME” to 741741 to connect with a Counselor at the [Crisis Text Line](#).
- Text “TalkWithUs” to 66746 (TTY 1-800-846-8517) or call 1-800-985-5990 to reach the [Substance Abuse and Mental Health Services Administration’s](#) (SAMHSA’s) Disaster Distress Helpline.
- Several organizations offer resources to help talk to children and teens about coronavirus: Visit [Harvard Health](#), [UNICEF](#), and [The Clay Center for Young Minds](#) to get help.
- For Veterans: Veterans can access mental health support by calling the Veterans Crisis Line: 800-273-8255. You can also [subscribe to the NYC Dept. of Veterans’ Services weekly newsletter by clicking here](#).
- *For Runaway and Homeless Youth:* The NYC Department of Youth and Community Development is continuing to provide services for young people in Runaway and Homeless Youth Residences and Drop-In Centers. If you have questions about programming or service modifications, call DYCD Youth Connect at 1-800-246-4646 or 1-646-343-6800 or email DYCDCOVID19@dycd.nyc.gov.
- Click here to read [ThriveNYC's guide to mental health services](#). The guide includes information on how City agencies are modifying mental health services during the COVID-19 crisis and identifies resources for all New Yorkers-- seniors, veterans, students and young people, as well as those harmed by violence, crime or abuse. All services are free to New Yorkers, regardless of insurance coverage or immigration status.
- [Insight Timer](#) is a free app for guided meditations for sleep, anxiety and stress

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12.

Internet & Data Access

INTERNET & DATA ACCESS

- [Charter](#) is now offering households with K-12 students or college students free Spectrum broadband and wifi for 60 days.
- [Comcast](#) is offering 60 days of free Internet Essentials service to new customers and free wifi at their Xfinity hotspots.
- [AT&T](#) will be offering free service at their public wifi hotspots for 60 days.
- Verizon is offering free internet for households with school-age children. They are also offering learning tools and some premium TV channels offered to customers at no additional cost. [Read the release.](#)
- Verizon, AT&T, and, Spectrum, Comcast will not charge late fees or disconnect accounts for an indefinite amount of time.
- T-Mobile, Sprint, AT&T, and Comcast are all lifting their unlimited data caps for cell phone subscribers for at least 60 days.

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- Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin fMobile. Lifeline is a government assistance program. The Assurance Wireless offer provides eligible low-income free monthly data, unlimited texting, and free monthly minutes. Plus a free phone. Visit: <https://www.assurancewireless.com/>
- [Red Hook WiFi](#) is a community-led effort to provide free and reliable access to the internet and the resources it provides

13.

Immigration Services

IMMIGRATION SERVICES

- City agencies that provide direct social services are required by law to arrange for interpretation and translations in individuals' primary languages.
 - Local Law 30 of 2017 (LL30)
 - Spanish, Chinese, Russian, Bengali, Haitian, Korean, Arabic, Urdu, French, and Polish
- LA LEGAL can be contacted at 800-552-5616 or info@lalegal.com for assistance with DACA, Green Card, TPS, and Work Permit renewals.
- Call [The New York Immigration Coalition](#) Hotline at 1-800-566-7636 for help getting legal assistance. You can also search their [National Immigration Legal Services](#)

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[Directory](#) to find a provider. Be sure to call to confirm hours and availability! Some NYC Providers are included here:

- [African Communities Together \(New York City Office\)](#)
 - (347) 746-2281 / <https://www.africans.us>
- [Arab American Association of New York](#)
 - (718) 745-3523, www.arabamericanny.org/ , info@arabamericanny.org
- [Asian American Legal Defense and Education Fund](#)
 - (212) 966-5932, <http://aaldef.org> , info@aaldef.org
- [Camba Legal Services](#)
 - (718) 940-6311, <http://www.camba.org> , info@camba.org
- [Central American Refugee Center \(Brentwood Office\)](#)
 - (631) 273-8721, <http://www.carecenny.org>
- [Gay Men's Health Crisis, Inc. - Immigration Project](#)
 - (212) 367-1308, <http://www.gmhc.org> , vishalt@gmhc.org
- [Justice For Our Neighbors \(Flushing Office\)](#)
 - (718) 783-1501 , <http://nyac-jfon.org>

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Public Benefits

PUBLIC BENEFITS

- All in-person HRA appointments have been cancelled. You will get a text, email, or mail from HRA letting you know your next steps.
- NO NEGATIVE CASE ACTIONS WILL BE TAKEN during this time. Your Cash Assistance (CA) and/or Supplemental Nutrition Assistance Program (SNAP) case will stay open even if you do not attend in-person appointments.
- Please use ACCESS HRA online or via the mobile app to manage your benefits. The following can be managed via [ACCESS HRA](#):
 - SNAP
 - Apply for and recertify SNAP benefits online.
 - Complete your SNAP periodic report online.
 - Change or close your SNAP case online.
 - Take photos of requested documents with your phone and upload them.
 - After you apply and submit documents, you can call to complete your interview. **Call 718-SNAP-NOW (718-762-7669), anytime between 8:30 AM and 5:00 PM, Monday to Friday.**
 - [Cash Assistance](#)

- You can now submit an application for Cash Assistance on ACCESS HRA. HRA will call you for a phone interview.
- Submit a recertification application for Cash Assistance. HRA will call you for a phone interview.
- Take photos of requested documents with your phone and upload them.
- Submit an application for a special grant such as Emergency Rental Assistance.
- Manage Your Case
 - Check your application status.
 - Read e-notices online, or sign up to go paperless.
 - View the list of documents HRA has requested under 'Required Documents' and those already received under 'Case Record.'
 - View your benefit payments.
 - Update your contact information.
 - Sign up for text alerts for upcoming appointments, and for information regarding when your recertification is due.

15. Schools

SCHOOLS

- Visit the [Department of Education Info Hub](#) for more information on the following:
 - Public schools will move online beginning March 23rd
 - The Department of Education is making wifi devices available for pickup for those who need them. To receive a device, fill out a [Request Form](#).
 - Vulnerable students as well as the family of healthcare workers and first responders will be able to [visit several dozen regional “enrichment centers”](#)
 - Subsidized preschool and childcare programs are strongly encouraged to close, as well
 - Three free meals available daily for all NYC children from Monday - Friday 7:30am-1:30pm at NYC Schools. Click here <https://www.schools.nyc.gov/freemeals> to find a location near you.
 - The U.S. Dept of Education is considering waving requirements for statewide tests.

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- The deadline to submit pre-K applications has been extended to March 29th. Apply online via [MySchools](#) or via phone at 718-935-2009 between 8AM-6PM, M-F. Direct questions to ESEnrollment@schools.nyc.gov.
- [Charter](#) is now offering households with K-12 students or college students free Spectrum broadband and wifi for 60 days.

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16.

Senior & Older Adult Support

SENIOR/OLDER ADULT SUPPORT

- Call 212-AGING-NYC or 212-244-6469 to speak with an aging specialist about your options during this time
- Senior centers are no longer hosting grab-and-go meal distributions (as of March 30) in order to protect communities from the spread of COVID-19. Instead, the Department for the Aging (DFTA) is switching to meal delivery in a program called the Centralized Meal Delivery Pilot. Through this, people who were already receiving grab-and-go meals at senior centers will receive meals by delivery. For more information, please contact 212-AGING-NYC or 212-244-6469.
- [COVID-19 Food Hub NYC](#) has compiled resources across the city to ensure New Yorkers have access to food during this time, including this [comprehensive map](#) listing food banks and other locations where food can be picked up. Also visit their [map of restaurants offering food to the community](#).
- **You can always call 311 to find food assistance near you.**

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- Citymeals on Wheels is committed to delivering meals to elderly homebound New Yorkers. Visit their [website](#) to see if you qualify for free meal delivery.
- Seniors age 60+ in need of legal assistance, as well as their social workers, health care professionals, and caregivers, should contact Peter Kempner at the VOLS Elderly Project Legal Hotline: (347) 521-5704, pkempner@volsprobono.org, www.volsprobono.org

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17.

Small Businesses

SMALL BUSINESS ASSISTANCE

- The City is offering small businesses with fewer than 5 employees a grant to cover 40% of payroll costs for two months to help retain employees. Eligible owners who would like to learn more about these programs should [fill out this interest form](#).
- Businesses with fewer than 100 employees who have seen sales decreases of 25% or more will be eligible for zero interest loans of up to \$75,000 to help mitigate losses in profit.
- Consider applying for the [Shared Work Program through the NY Dept. of Labor](#). Shared Work lets you keep trained staff and avoid layoffs. Employees can receive partial Unemployment Insurance benefits while working reduced hours.
- For Guidance for Business Owners from NYC Small Business Services [click here](#).
- [Facebook Small Business Grants Program](#) is offering \$100M in cash grants and ad credits to help during this challenging time.

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18.

Utilities

UTILITIES

- Con Edison
 - Service will not be shut off for non-payment.
 - Waiving new late-payment fees.
 - Suspending no-access fees if we can't read your meter.
 - No fees for making payments with credit cards or debit cards.
 - Suspending fees for refusing smart meter installations
 - Most customers can arrange for payment extensions and agreements online through your personal online account

- National Grid
 - Is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April.

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19.

Volunteering & Community Building

VOLUNTEERING & COMMUNITY BUILDING

VOLUNTEERING SAFETY GUIDANCE

- NYC Service teamed up with New York Cares and the NYC Department of Health to develop safety guidelines for organizations and volunteers serving during this time. [Click here for guidelines.](#)

VOLUNTEER OPPORTUNITIES

- New York Cares is currently working on a volunteer response to help those most impacted by COVID-19. If you would like to be contacted with more information about volunteer opportunities, sign up [here](#).
- For information on how to donate supplies to NYC Hospitals, please visit this [article in The City](#)

Mutual Aid

- Several Mutual Aid Societies, partnerships in which neighbors self identify as available to offer assistance or in need of assistance, have formed to respond to

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COVID-19. If you would like to volunteer or request aid, please visit the following links:

- [Mutual Aid NYC](#)
- [Google Form Listing Several COVID-19 Mutual Aid Initiatives](#)
- [COVID Mutual Aid Community Care Resource List](#) (includes models of mutual aid, food lists, fact sheets and hygiene items)
- [Database of Localized Resources During Corona Outbreak](#)

COLLECTIVE ACTION

- Neighbors can safely engage in **collective actions** to connect to each other, reduce isolation, and celebrate or acknowledge effort. Here are some ideas for collection action:
 - [Balcony/ Window Sing Alongs](#): Neighbors open windows or come outdoors (if there is appropriate space) and sing together.
 - [Public Standing Ovations](#): At same time every day, neighbors open windows or come outdoors (if there is appropriate space) and applaud each other and the front line workers.
 - [Unified Fitness](#): Outside a row of windows that look the same direction, set a time and offer a free fitness class by a single instructor outside leading clear visible movements that everyone in their apartments can follow easily.

YOUTH ACTIVITY IDEAS

- Opportunities to support healthy activity and play and encourage communication for children and young people
 - [#InHouseChallenge](#): NBA star [@TheTraeYoung](#) kicked it off with a 3-point contest using socks and his trash can. Try to top him.
 - Community Artmaking: At home, many children decorate or create something (a rainbow on a piece of cardboard, a painted jar lid, small

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- decorative items). At different times go outside and in a designated area, put the pieces together so it slowly builds and becomes a collective mural, sculpture, or fairy house.
- Sidewalk Chalk: Distribute sidewalk chalk to participants. For younger kids, pick a location and encourage kids at different times to go outside and contribute to a unified artwork. For older youth, provide a prompt (a question, a starting sentence, [an exquisite corpse](#)) that they can each contribute to at different times or across a very large area separated at correct social distance.
 - Free Verse Open Mic: Solitary Solidarity (ONLINE) Please join us for the first of three online Open Mic poetry sessions hosted with Free Verse/Queens Museum on Zoom. Click on the following link on Sunday, March 29 at 2pm to join: <https://zoom.us/j/666166393>
 - Hats & Ladders (<https://www.hatsandladders.com/>): As users unlock Hats (potential careers), they learn basic information about those careers. If they are interested, they can “try on” a career by completing hands-on activities, engaging in real world experiences, and informal and formal workplace skill building. As they continue their quest, they unlock additional information about salary, local and national job prospects, and start on pathways to their future selves.
 - The Made in New York Animation Project (TAP) is now running its NeON groups virtually. TAP is a therapeutic workforce development program that provides young people with the digital art and supportive resources to pursue careers in the animation sector. For more information see www.theanimationproject.org.
 - Young people 16-24 years of age can participate in any of the five NeON virtual learning groups we are offering every week. We can accommodate up

to 18 young people for each of the five virtual group. \$10.00 incentives are offered to each of the 18 participants through PayPal, Venmo or Amazon and we will work with anyone who does not have access to these payment methods to find the best way to get them their incentive. Currently the groups are 40 minutes in duration. [The Animation Project Neon Virtual Learning](#).

- Virtual Story Time with The Free Black Women's Library. In this era of physical distancing, [tune in to OlaRonke Akinmowo's online story time via You Tube here](#).

VIRTUAL FESTIVALS

- Virtual festivals are online performances, exhibits, or collaborations
 - Create your own local digital festival. Use a hashtag on Instagram or create a Facebook group to share arts & culture created by the community. Here are some ideas to get you started:
 - Listening party with live streaming by a group of local musicians or young people.
 - Virtual gallery where children post the art they're making at home.
 - Collective recipe catalogue that shares new and family recipes to try at home.
 - Afterwards, submit your work to the [Social Distancing Festival](#) and enjoy the work of other dancers, singers, and actors from around the world.
- Resources for streaming online concerts:
 - [NPR](#) wide mix of classical and pop concerts coming daily
 - [Billboard](#) mostly pop, rap, rock concerts
 - [YouTube](#) historic concerts

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