

STATE SENATOR *Jessica Ramos*

#SeenIn13

Community Response: A COVID-19 Resource Guide



Guía de recursos
comunitarios
en respuesta a
COVID-19

@__JessicaRamos__



Senator Ramos COVID-19 Resources Guide

Guía en español se subirá al final del día, por favor vuelva más tarde

1) Food

a) Complimentary snacks

- i) Farine Baking Company
74-24 37th Ave, Jackson Heights, NY 11372, P: 718-433-9830
- ii) Jackson Diner -
37-47 74th Street Jackson Heights, NY 11372

Complimentary boxed lunch for any needy families with kids. Please email us at jacksondinernyc@gmail.com

b) Food Pantry / Soup Kitchen info

- i) Blessed Virgin Mary Help of Christians Church -
70-31 48th Ave, Woodside, NY 11377 -

Hours:

(1) Food Pantry: Thursdays, 9:30a - 12pm

- ii) First Baptist Church -
100-10 Astoria Blvd, East Elmhurst, NY 11369
P: (718) 446 0200

Hours:

(1) Soup Kitchen on Wed 12pm-1pm,

(2) Food Pantry Sat at 12pm-2pm

- iii) St Mark AME Church - The Voices of Hagar Food Pantry
95-18 Northern Blvd, Jackson Heights, NY 11372 P:718 205 0506

(1) Food Pantry on Tue 12pm-2:30pm

- iv) Corona SDA Church,
35-30 103rd Street, Corona, NY 11368, P: 718 429 7050

(1) Soup Kitchen - Sun 12pm - 2pm

(2) Food Pantry - Mon 9am - 11am

- v) Salvation Army-Queens Temple
86-07 35th Ave, Jackson Heights, NY 11372
P: 718 335 3693

(1) Soup Kitchen: Mon-Fri 12pm-1pm (Mon and Fri is "To Go");

c) For Seniors

- i) Seniors can pick up meals from senior centers from 11a to 2p, they can also send someone to pick up the meals for them, if necessary.
- ii) NYC Department for the Aging, "Aging Connect" can call 212-244-6469, to arrange meal drop offs.

- iii) Sunnyside Community Services
43-31 39th St, Sunnyside, NY 11104
P: (718) 784-6173

- Open for food pick weekdays from 11:30a - 1:00p

- Case Management Services for seniors will be provided by phone

- iv) Coronavirus Guidance for OPWDD Service Providers UPDATED
3/17/20

2) Education

- a) NYC Public Schools
 - i) School buildings are scheduled to reopen to students following Spring Recess on *Monday, April 20, 2020*.
 - ii) Remote learning will begin on *Monday, March 23rd*
 - (1) Remote learning will launch for grades K-12. DOE will support schools at all levels of readiness to deliver remote learning, and more information will be provided to families about online platforms.
 - (2) Regional Enrichment Centers will be available for the children of first responders, healthcare workers, transit workers, and our most vulnerable student populations, with more details to follow.
 - (3) Grab-and-Go breakfast and lunch will be available at the entrance of select buildings.
 - (4) For families in need of a Remote Learning Device, please fill out, <https://coronavirus.schools.nyc/RemoteLearningDevices>
- b) Deadline for Pre-K Applications
 - i) Has been extended to March 29th. Families can apply both online, 24 hours a day, via [MySchools](#) or via phone at 718-935-2009 between the hours of 8:00 AM-6:00 PM Monday-Friday. Additional questions about applications should be directed to the above phone line or to ESEnrollment@schools.nyc.gov.
- c) For [CUNY Updates](#)
 - i) CUNY Schools are loaning laptops for students who are in critical need to complete their classes online for the Spring 2020 Semester
 - (1) Contact your campus to confirm you can borrow a laptop
 - (2) If you live far from your home campus, you can use facilities (Computer labs, Libraries, etc.) on any CUNY campus nearby, as long as you have a student ID
- d) Click for [SUNY Updates](#)
- e) Queens Public Libraries closed on March 16, until further notice, but one can access e-books, magazines, newspapers, music, and more online, <https://www.queenslibrary.org>.
 - i) Don't have a library card, you can apply for an ECard, <https://www.queenslibrary.org/get-a-card/eUser>

3) Housing

- a) As of March 16 at 5:00pm, State Courts issued a temporary moratorium on “all eviction proceedings and pending eviction orders shall be suspended statewide until further notice, “ and suspending the issuance of new eviction warrants.
- b) HPD Section 8 participants
 - i) Participants experiencing a rent hardship due (FOR HPD SECTION 8 ONLY) to a decrease in income may contact HPD via DTRAI@hpd.nyc.gov or by fax at 212-863-5299.
- c) Can also include the updates JR gave about con edison -
- d) Department of Environmental Protection has postponed all water shut downs
- e) NYCHA Residents:

Communication with NYCHA residents

- NYCHA is working diligently to ensure continuous services of essential and emergency repairs at all of our developments. · NYCHA continues to make COVID-19 information available through direct outreach to residents through robocalls, emails, multilingual posters, the MyNYCHA App, daily social media posts, and posting on resident, employee and public websites.
- Beginning Monday, March 16, NYCHA’s property management offices will be open, as the Property office staff will continue to assist residents via telephone, email, and through scheduled appointments to speak to staff from behind the reception desk. Residents should use MyNYCHA to reschedule work orders and submit emergency repair requests. This policy will be reevaluated in 30 days. Property management will suspend direct-contact meetings with residents in an effort to enhance social distancing practices per DOHMH guidance.
- Residents can also call the CCC at 718-707-7771 to report emergencies, schedule routine maintenance repairs in their apartments and developments. Trained representatives are on standby 24 hours a day, 7 days a week to handle emergencies and to schedule routine maintenance repairs for Monday through Friday, 6 a.m. to midnight.
- Property Management Offices will accept documentation in the office or via email; be available to discuss confidential information via phone or in the office; accept notices of intent to vacate and return keys, cylinder/mailbox change or copies of keys; and accept responses to Annual Window Guard Notice and Child Under 6 Survey.
- NYCHA staff will continue to perform EMERGENCY maintenance and repairs at developments and in apartments. Emergencies are defined as: Water leaks; Gas leaks; Local power issues; Stoppages; Hazardous

conditions (e.g., electrical issues or fire hazards). If residents do require EMERGENCY maintenance, NYCHA staff will take precautionary measures before entering apartments including asking about residents' health and maintaining social distance. Staffers may choose to wear masks or gloves while working in the apartment. They also may ask to open windows in the apartment to increase ventilation during the repair. If safe health conditions are not possible, NYCHA will reschedule the appointment

4) Seniors

- a) Stop & Shop Special Hours
 - i) Senior shopping hours @ Stop & Shop, starting Thursday, March 19, Stop & Shop will create hours specifically geared to accommodate customers 60 and older. Stop & Shop stores will open from 6:00AM to 7:30AM ONLY for customers over the age of 60.

5) Medical Resources

- a) Stay up to date on COVID-19 through NYC Department of Health website, <https://www1.nyc.gov/site/doh/health/health-topics/coronavirus.page>
- b) Test for COVID are FREE for ALL americans regardless of health insurance
- c) Only visit the hospital or urgent care if you are feeling extremely sick, this means respiratory failure
- d) #flattenthecurve - call your doctor, do not go into work, public, anywhere if you are sick
 - i) Plaza del Sol
37-16 108th St, Corona, NY 11368
P:(718) 651-4000
 - ii) NYC Health + Hospitals
 - iii) Through a partnership with FEMA, the City will establish five drive-thru testing sites across all five boroughs.
- e) For our immigrant community,
USCIS has clarified that seeking or using medical treatment or preventive healthcare services related to #COVID19 will NOT be considered under the #PublicCharge rule, even if the services are Medicaid-funded. Seek care without fear.
- f) Take care of your mental health, with [CDC recommendations](#)
- g) Family Justice Center - Queens - 718-575-4545

6) Workers Resources

- a) Unemployment - NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines.
- b) For Gig workers
 - i) NYC Office of Nightlife
 - (1) The Office of Nightlife is gathering information on the impacts for workers, performers, contractors, and businesses from COVID-19-related business closures and event cancellations. Please fill out the form
https://docs.google.com/forms/d/e/1FAIpQLSfNOye6aCd4Z1xbfYZ1X8cpYye-v8ZW1azFMEgCXMZ_O7HB7A/viewform
 - (2) Bartender Emergency Assistance Program, usbgfoundation.org
 - (a) The purpose of the Bartender Emergency Assistance Program (BEAP) is to assist qualified bartenders, bar backs, and bar servers who are in need of financial assistance as a result of a catastrophic event or an emergency hardship. The foundation has adopted procedures in order to ensure that recipients are selected on an objective and nondiscriminatory basis

7) Business

- a) NYC Small Business Continuity Fund
 - i) NYC 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.
 - ii) Small businesses with fewer than 5 employees can apply for a grant to cover 40% of payroll costs for two months to help retain employees.
- b) Businesses should pay their taxes on time.
- c) For any businesses, experiencing hardships directly related to COVID-19, the Mayor has directed the Commissioner of Finance to waive penalties.
- d) For more information
www1.nyc.gov/site/sbs/businesses/covid19-business-outreach.page

8) Access HRA

To find out what resources you are eligible for, food stamps, health insurance, emergency cash assistance, MTA fare reduction a.k.a Fair Fares

- a) HRA's Offices remain open and ready to serve those in need. However, we understand the current situation and for individuals unable or unwilling to come

to our offices for scheduled appointments, **NO NEGATIVE CASE ACTIONS WILL BE TAKEN.** This includes, but is not limited to, appointments for services such as with the Office of Child Support Services as well as appointments or assigned activities with Career Service providers.

- b) For clients who are seeking benefits or services but do not wish to report to their assigned center, **HRA Centers will assist clients no matter which center they report to.** During these difficult times, ACCESS HRA remains a vital tool for clients and is a great way to skip the trip!
- c) For those seeking SNAP benefits or those already in receipt but with a recertification coming due, ACCESS HRA can be used to submit the application/recertification form and to upload pictures of documents needed for eligibility determinations. After submitting, clients can call anytime Monday-Friday 8:30 am to 5pm for a telephone interview.
- d) For those in receipt of cash assistance benefits, ACCESS HRA can be used to submit requests for special grants and emergency assistance without having to come to your Job Center! ACCESS HRA can also be used by those with a scheduled recertification appointment to submit your recertification form.
- e) For all clients, ACCESS HRA can also be used to update your contact information. It is important during these times that HRA has a way to contact you and this is the fastest and easiest way to keep them updated.

9) Immigration Services

- a) CUNY Citizenship Now!
 - i) CUNY Citizenship Now! will continue to provide legal services remotely until further notice. We continue to provide consultations on all family-based and naturalization cases. Our assistance with applications will be limited to green card renewals, citizenship, DACA and TPS. All other applications will resume when offices reopen to the public.
 - ii) To get help, we recommend that you contact the location nearest to you, so that when things go back to normal, you continue to receive services at that location
 - iii) For general questions, you can call them at (646) 664-9400

10) Transportation

- a) MTA
 - i) Stay up to date on Coronavirus Updates: What to Know About the MTA <https://new.mta.info/precautions-against-coronavirus>
- b) NYC Taxi & Limo
 - i) What Should Tlc-licensed Drivers, Vehicle Owners And Operators Do? <https://www1.nyc.gov/site/tlc/drivers/coronavirus-information.page>

- c) Port Authority NY & NJ
 - i) Coronavirus Updates
<https://www.panynj.gov/port-authority/en/alerts/coronavirus-updates.html>
- d) E-bikes Delivery
 - i) Mayor de Blasio will suspend the NYPD's ongoing crackdown on e-bike delivery workers amid the growing coronavirus crisis, immediately halt issuing tickets and seizing e-bikes as delivery workers tirelessly bring food to quarantining New Yorkers.
- e) Invisible hands
 - P: 646-784-5583 or 917-359-1593*
 - E: InvisibleHandsDeliver@gmail.com*
 - i) Deliveries are open to residents in Queens, Manhattan, Brooklyn, Jersey City and Riverdale. The organization also encourages people to volunteer to deliver groceries providing that volunteers "are feeling healthy, are displaying no symptoms, have not traveled out of the country or come in contact with a sick person in the past 14 days, AND HAVE BEEN PRACTICING SOCIAL DISTANCING."
- f) Alternate Side Parking
 - i) Effective tomorrow, Alternate Side Parking (ASP) citywide will be suspended for one week, which may be extended based on street cleanliness and workforce availability. Any New Yorker under isolation who has received a ticket can appeal to the [Department of Finance](#) and should provide medical documentation or testimony, which will be taken into consideration when their case is reviewed. For additional questions call 311.

11) 2020 Census Update

- a) The Census website has been live since March 12!
- b) You can fill out the 2020 Census on your own, **online**, **over the phone**, or **by mail!**
- c) Census 2020 can accept your response in English and 12 non English languages or by calling phone questionnaire assistance:
<https://2020census.gov/en/ways-to-respond/responding-by-phone.html>).

12) Hotlines

- a) New York State Coronavirus Hotline - 1 (888) 364-3065
 - i) For English Updates: Text COVID to 692-692
 - ii) For Spanish Updates: Text COVID to 692-692
- b) Tenants Rights Hotline - (212) 979-0611

- c) NYC Well -
Connect to Free & Confidential Mental Health & Substance Use Support
 - i) (888) NYC-WELL
 - ii) Text WELL to 65173
- d) National Domestic Violence Hotline - 1 (800) 799-7233
 - i) TTY 1 (800) 787-3224
 - ii) Chat - thehotline.org
- e) Family Justice Centers
 - i) Queens Number: (718) 575-4545

13) Miscellaneous

- a) Free internet
 - i) Spectrum: (844) 488-8398
 Starting March 16, Free Broadband and Wi-Fi Access for 60 Days to households with children in grades k-12 or in college who do not already have a spectrum broadband subscription at any service level up to 100mbps
 - ii) Comcast: 1-855-8-INTERNET (1-855-846-8376).
 Comcast, “Internet Essential” is taking immediate steps to help connect low-income families to the Internet at home. New Internet Essentials customers will receive two free months of Internet service, which is available to all qualified low-income households for \$9.95/month plus tax. Apply by April 30, 2020.
- b) Federal Communication Commission “*Keep Americans Connected Pledge*” for 60 days, phone companies such as T-Mobile, AT&T, Verizon, and many more, will not
 - i) Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic,”
 - ii) Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus,” and
 - iii) To “open Wi-Fi hotspots to any American who needs them.”
 Please call your phone provider to see if they are signed on
- c) NYC Parks are still open!
 - i) Recreational and nature centers are closed

14) Our Office

- a) For information on resources not listed above, please call our office and one of our constituent liaisons will be able to further assist you

District Office Number: (718) 205-3881

Email: TColeman@nysenate.gov

- b) Please follow us on social media for the latest information and updates
 - i) If you have information on additional resources not listed above, please email our District Director, Zuleyma Pena at Zpena@nysenate.gov, to add them to the list!