

# RESOURCES FOR FAMILIES DURING THE COVID-19 PANDEMIC



In partnership with New York City Health + Hospitals/  
Bellevue's Department of Child and Adolescent  
Psychiatry, Department of Child Life and  
Developmental Services, Frances L. Loeb Center for  
Child Protection and Development, Reach Out and Read  
and the H.E.L.P Project, and Video Interaction Project

# More than Medicine for Your Family

We strive every day to help families at Bellevue Hospital gain access to more than medicine, so their children can not just survive, but thrive, in New York City. We hope this guide helps you find local, state, and federal resources that you can access during this incredibly challenging time.

Information about some of these programs is below and can also be obtained by calling 311. In addition, ACCESS NYC ([access.nyc.gov](https://access.nyc.gov)) is an online screening tool that can help you determine the health and human service benefit programs for which you are potentially eligible. You can also visit [access.nyc.gov/coronavirus-covid-19-updates](https://access.nyc.gov/coronavirus-covid-19-updates) for the latest updates to local services.

## Languages

**This guide will be available in Mandarin and Spanish at the link below. You can also use your phone's camera to scan the QR code to the right.**

Este documento estará disponible en inglés y mandarín en el siguiente enlace: También puede usar su cámara en su teléfono para marcar el código QR a la derecha.

**该指南将在以下网址提供中文版本。您也可以使用您手机的相机扫描右边的二维码。**

[childrenofbellevue.org/resources-for-families](https://childrenofbellevue.org/resources-for-families)  
or [bit.ly/covid19forfamilies](https://bit.ly/covid19forfamilies)



## New York City Coronavirus Text Updates

For updates from the City of New York in English, text COVID to 692-692.

## New York State Coronavirus Hotline

Call 888-364-3065 to reach New York State's Coronavirus Hotline.

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*Disclaimer: Due to the fast-changing situation, the information in this resource guide may not reflect the latest updates. Please visit [access.nyc.gov/coronavirus-covid-19-updates](https://access.nyc.gov/coronavirus-covid-19-updates) for the latest information from the City of New York. Information provided herein is subject to change as emergency laws, resources, and other factors evolve during the COVID-19 pandemic. We cannot advise you about such developments. Please consult federal, New York State, and New York City COVID-19 websites for the latest information and your own counsel for legal advice.*

# General and Emergency Fund Resources

## **ACCESS HRA**

The City of New York

[a069-access.nyc.gov/accesshra](https://a069-access.nyc.gov/accesshra)

Find out if you qualify for SNAP, cash assistance, Medicaid, or Fair Fares for New Yorkers who have lost income due to the current COVID-19 pandemic.

## **ACCESS NYC**

The City of New York

[access.nyc.gov](https://access.nyc.gov)

Connect New Yorkers with the resources they need in the City, such as where to access food, money, and housing.

## **Arts and Culture Leaders of Color Emergency Fund**

Arts Administrators of Color Network

[docs.google.com/forms/d/e/1FAIpQLSfv4AazvLFVUNAgXoxqBqfZ7jJVkrMroa-CET6Vt6XygR-CaQ](https://docs.google.com/forms/d/e/1FAIpQLSfv4AazvLFVUNAgXoxqBqfZ7jJVkrMroa-CET6Vt6XygR-CaQ)

Request financial assistance if you are an artist or art administrator whose income has been impacted by the COVID-19 pandemic and who self-identifies as BIPOC (Black, Indigenous, Person of Color) completing the form at the link.

## **Bartender Emergency Assistance Program**

United States Bartender Guild

[www.usbgfoundation.org/beap](https://www.usbgfoundation.org/beap)

Apply for financial assistance available to bartenders during emergencies.

## **CDC COVID-19 Information**

Centers for Disease Control and Prevention

[www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html)

General and updated information about COVID-19.

## **CNN Coronavirus Town Hall with Sesame Street**

[www.cnn.com/2020/04/25/app-news-section/cnn-sesame-street-coronavirus-town-hall-april-25-2020-app/index.html](https://www.cnn.com/2020/04/25/app-news-section/cnn-sesame-street-coronavirus-town-hall-april-25-2020-app/index.html)

CNN's Dr. Sanjay Gupta and Sesame Street to explain the ABC's of coronavirus for parents and kids.

## **COVID-19 Resources Center**

The City of New York

[comptroller.nyc.gov/services/for-the-public/covid-resources/overview](https://comptroller.nyc.gov/services/for-the-public/covid-resources/overview)

Find critical information on government programs available to assist New Yorkers, recent policy changes regarding health and safety, financial support options for residents and businesses, and organizations for additional assistance.

## **COVID-19 Resources for Undocumented Immigrants**

Betancourt Macias Family Scholarship Foundation

[docs.google.com/spreadsheets/d/18p9OSILpSYanIoUC-gEbhVbRMYVUfw4wyrxa9ekGdc](https://docs.google.com/spreadsheets/d/18p9OSILpSYanIoUC-gEbhVbRMYVUfw4wyrxa9ekGdc)

See the list of financial, legal, medical, and food resources for undocumented immigrants.

## **Earned Income Tax Credit (EITC)**

The City of New York

[www.nyc.gov/eitc](https://www.nyc.gov/eitc)

Working families that earn below a certain income level may be able to receive the Earned Income Tax Credit (EITC). The amount of the refund depends on the family's income and individuals' marital and parental status. To learn more about the EITC and how you can claim it, call 311 or visit this website.

## **Job and Service Centers**

The City of New York

[www1.nyc.gov/site/hra/locations/job-locations.page](https://www1.nyc.gov/site/hra/locations/job-locations.page)

Call 311 or visit this website to find a New York City Job Center where you can apply for Cash Assistance and other public benefits.

## **LGBTQ+ Guide**

The City of New York

[comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview](https://comptroller.nyc.gov/services/for-the-public/lgbtq-guide/overview)

See the full guide of services and resources available to LGBTQ+ NYC residents.

### **Mutual Aid NYC Request for Support**

The New York Caring Majority  
[docs.google.com/forms/d/e/1FAIpQLScAhVM97hdIb2thdIH8ew0FIzSBXP4Z9nvjK23ipCwjxcRZBA](https://docs.google.com/forms/d/e/1FAIpQLScAhVM97hdIb2thdIH8ew0FIzSBXP4Z9nvjK23ipCwjxcRZBA)  
See the list of neighborhood support services compiled by a coalition of seniors, people with disabilities, family caregivers, and domestic and home care workers throughout New York.

### **NY State Unemployment Benefits**

[www.ny.gov/services/get-unemployment-assistance](https://www.ny.gov/services/get-unemployment-assistance)  
1-888-209-8124  
New York State unemployment insurance for workers who lost their job through no fault of their own.

### **NYC COVID-19 Guidelines**

NYC Health  
[www1.nyc.gov/site/doh/covid/covid-19-main.page](https://www1.nyc.gov/site/doh/covid/covid-19-main.page)  
The latest information, guidance, and tools on Coronavirus in New York City.

### **NYC Domestic Violence Hotline**

The City of New York  
Call 800-621-4673 or 911 in an emergency  
NYC Family Justice Centers remain available by phone for immediate safety planning, shelter assistance, and other resources.

### **NYC Help Now Portal**

The City of New York  
[www1.nyc.gov/site/helpnownyc/get-help/individuals.page](https://www1.nyc.gov/site/helpnownyc/get-help/individuals.page)  
View resources for employment, benefits, seniors, food security, NYCHA residents, mental health, and education.

### **NYC Legal Resources**

[comptroller.nyc.gov/services/for-the-public/covid-resources/legal-support/](https://comptroller.nyc.gov/services/for-the-public/covid-resources/legal-support/)  
Legal support for New Yorkers, including legal assistance and hotlines and justice systems and courts.

### **Resources for Restaurants and Workers Coping with the COVID-19 Emergency**

Restaurant Workers' Community Fund  
[www.restaurantworkerscf.org/news/2020/3/15/resources-for-restaurants-and-workers-coping-with-the-covid-19-emergency](https://www.restaurantworkerscf.org/news/2020/3/15/resources-for-restaurants-and-workers-coping-with-the-covid-19-emergency)  
See the list of crisis relief funds for the restaurant community, information on labor laws, and benefits available to restaurant workers.

### **Resources for Restaurant Workers and Owners**

The Food Education Fund  
[sites.google.com/foodeducationfund.org/foodhubnyc/to-get-help-resources/restaurant-owners-works](https://sites.google.com/foodeducationfund.org/foodhubnyc/to-get-help-resources/restaurant-owners-works)  
Explore resources to support restaurant workers and owners.

### **State and Nationwide Undocumented Immigrant Resources**

Informed Immigrant  
[www.informedimmigrant.com/guides/coronavirus/](https://www.informedimmigrant.com/guides/coronavirus/)  
Comprehensive list of resources and information for undocumented individuals specifically. Browse by state, also lists nationwide resource

### **211**

211 and United Way Worldwide  
[www.211.org/services/covid19](https://www.211.org/services/covid19)  
Visit the website or dial 211 for a free and confidential service that helps people across North America find food, pay housing bills, or other essential services.



# Food Resources

## Free Meals

The City of New York

[www.schools.nyc.gov/school-life/food/free-meals](http://www.schools.nyc.gov/school-life/food/free-meals)

New Yorkers can get three free meals daily from more than 400 locations. Meal Hubs will operate Monday through Friday for children and families from 7:30 am to 11:30 am and for adults from 11:30 am to 1:30 pm. Text "FOOD" to 877-877 to find local hubs near you.

No registration, ID, or documentation required. Vegetarian and halal options available. No dining space is available, so meals must be eaten off-premises. Parents and guardians may pick up meals for their children.

## Food Resources for Families and Students

The Food Education Fund

[sites.google.com/foodeducationfund.org/foodhubsnyc/to-get-help-resources/families-students](https://sites.google.com/foodeducationfund.org/foodhubsnyc/to-get-help-resources/families-students)

Find out where to access food, including deliveries, soup kitchens, and food pantries.

## Hunger Hotline

Hunger Free America

[www.hungerfreeamerica.org/neighborhood-guides-food-assistance](http://www.hungerfreeamerica.org/neighborhood-guides-food-assistance)

1-866-3-HUNGRY 1-877-8-HAMBRE

A resource for individuals and families seeking information on how to obtain food.

## Nutrition Kitchen

Nutrition Kitchen

<https://www1.nyc.gov/site/neon/programs/nutrition-kitchen.page>

Food Pantry locations and operation times across the five boroughs are available on this website.

## NYC Food Delivery Assistance

City of New York

[cv19engagementportal.cityofnewyork.us/#/display/5e7555117ad6750216160409](https://cv19engagementportal.cityofnewyork.us/#/display/5e7555117ad6750216160409)

If you cannot go out to get food, no one can bring you food, and you are not able to use private delivery options, someone will deliver emergency meals to you in the coming days. Check your eligibility and sign up here (you will need to create an account).

## Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

New York State Department of Health

[access.nyc.gov/programs/women-infants-and-children-wic](https://access.nyc.gov/programs/women-infants-and-children-wic)

WIC provides free healthy food and services to low-income women and children, including nutrition counseling, breastfeeding support, health education, and referrals. If you are pregnant or have children under five years old, call WIC to apply. WIC offices are open from 8:30 am to 4:30 pm, Monday through Friday.

- Bellevue Hospital (Manhattan): 212-562-6124
- Metropolitan Hospital (Manhattan): 212-423-7395
- Chinatown (Manhattan): 212-274-9655
- Sunnyside (Queens): 718-779-8828
- For other locations, call 1-800-522-500

# Mental Health Resources

## **Building Your Resilience**

American Psychological Association

[www.apa.org/topics/resilience](http://www.apa.org/topics/resilience)

Follow a roadmap for adapting to life-changing situations and emerging even stronger than before.

## **Calm Together Blog**

Calm

[www.calm.com/blog/take-a-deep-breath](http://www.calm.com/blog/take-a-deep-breath)

Access a regularly updated curation of meditations, sleep stories, music, and more, all hand-picked to support mental and emotional wellness during this time.

## **COVID-19 Mental Health Resources**

New York State Office of Mental Health

[omh.ny.gov/omhweb/covid-19-resources.html](http://omh.ny.gov/omhweb/covid-19-resources.html)

Visit the state website focused on managing anxiety and stress. You can also call 1-844-863-9314 for more support.

## **Crisis Text Line**

Crisis Text Line

[www.crisistextline.org](http://www.crisistextline.org)

Be connected with a trained crisis counselor by texting "HOME" to 741-741.

## **NYCWell**

The City of New York

[nycwell.cityofnewyork.us/en](http://nycwell.cityofnewyork.us/en)

Reach mental health staff and counselors who can help refer to other types of resources. People can talk, text, or chat 24/7.

## **NY State of Mind**

Headspace

[www.headspace.com/ny](http://www.headspace.com/ny)

In partnership with the New York Governor's Office, free meditation and mindfulness content, curated specifically for the people of New York.

## **Suicide Prevention Call and Chat**

National Suicide Prevention Lifeline

[suicidepreventionlifeline.org](http://suicidepreventionlifeline.org)

Call 1-800-273-8255 or chat online.

## **Supporting Your Emotional Wellbeing During the COVID-19 Outbreak**

Vibrant Emotional Health

[www.vibrant.org/covid-19](http://www.vibrant.org/covid-19)

Access resources on mental health, managing anxiety, caring for behavioral health, and more.

## **Weathering the Storm**

Headspace

[www.headspace.com/covid-19](http://www.headspace.com/covid-19)

Meditations, sleep, and movement exercises to help during this time. Available for everyone, including those outside of New York State.

## Utility Resources

### **Affordable High-Speed Internet**

Comcast

[www.internetessentials.com/Apply](http://www.internetessentials.com/Apply)

Apply for 60 days of free internet and pay \$9.95 per month after it expires.

### **Altice Broadband Free**

Altice USA

[www.alticeusa.com/news/articles/feature/corporate/altice-usa-brings-free-broadband-k-12-and-college-students-during-coronavirus-pandemic](http://www.alticeusa.com/news/articles/feature/corporate/altice-usa-brings-free-broadband-k-12-and-college-students-during-coronavirus-pandemic)

Households with displaced students and no internet access can access broadband at no charge.

### **AT&T Waived Data Fees**

AT&T

[about.att.com/pages/COVID-19.html#consumers](http://about.att.com/pages/COVID-19.html#consumers)

Families and students will not be subject to data overage fees. Limited Income Households can have coverage for \$10 per month.

### **Free Spectrum Broadband**

Charter Communications

[corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more](http://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more)

Available to new K-12 and college student households and more.

# Education Resources

## Brooklyn Public Library Card

Brooklyn Public Library

[disc.bklynlibrary.org/ecard](https://disc.bklynlibrary.org/ecard)

You can get a Brooklyn Public Library e-card if you don't currently have a library card to use the library's online resources and check out e-books. Anyone who lives, works, or studies in New York State can get a library card.

## Brooklyn Public Library Resources

Brooklyn Public Library

[www.bklynlibrary.org/coronavirus](https://www.bklynlibrary.org/coronavirus)

See the full listing of digital and remote resources offered by the library including e-books, virtual storytime, newspapers, magazines, and more.

## COVIBOOK

Manuela Molina

[www.mindheart.co/descargables](https://www.mindheart.co/descargables)

Read online a short book meant to support and reassure children, age 2-7, regarding COVID-19. It is available in 22 languages.

## Farm Food

Farm Food 360

[https://www.farmfood360.ca/?utm\\_source=domain&utm\\_campaign=www.virtualfarmtours.ca&utm\\_medium=redirect](https://www.farmfood360.ca/?utm_source=domain&utm_campaign=www.virtualfarmtours.ca&utm_medium=redirect)

Virtual 360° educational tours of farms and the animals who live on them.

## Grammaropolis

<https://www.grammaropolis.com/>

An interactive, educational site for teaching children grammar.

## Live Virtual Story Time

Reach Out and Read of Greater New York

[www.facebook.com/ReachOutReadGNY/](https://www.facebook.com/ReachOutReadGNY/)

Join Reach Out and Read staff and volunteers as they read stories on a live feed every day.

## Museum of the City of New York

[collections.mcny.org/C.aspx?VP3=CMS3&VF=Home](https://collections.mcny.org/C.aspx?VP3=CMS3&VF=Home)

Explore New York's past through nearly 205,000 objects from the collection of the Museum of the City of New York.

## NASA

<https://climatekids.nasa.gov/>

This NASA initiative covers a wide range of topics including weather, climate, atmosphere, water, energy, plants, and animals.

## National Geographic

<https://kids.nationalgeographic.com/>

Activities to learn about geography and animals.

## NeMO-NET

NASA

[nemonet.info](https://nemonet.info)

iPhone/iPad game created by NASA that allows players to identify and classify corals in the ocean.

## Neuroscience Lessons for Kids

Mentoring in Neuroscience Discovery at Sinai

[webcommons.mssm.edu/minds/lessons/?fbclid=IwAR0epEFmS\\_Is\\_OzC19FTPY9vCPBB5oOsYmqroLUjmxQF8ABEe5Ehe3-vnJE](https://webcommons.mssm.edu/minds/lessons/?fbclid=IwAR0epEFmS_Is_OzC19FTPY9vCPBB5oOsYmqroLUjmxQF8ABEe5Ehe3-vnJE)

Roughly 20 minute long lessons to introduce kids (K-3) to the brain. Hands-on activities are included.

## New York Public Library E-Reader

SimplyE

[apps.apple.com/app/apple-store/id1046583900](https://apps.apple.com/app/apple-store/id1046583900)  
[play.google.com/store/apps/details?id=org.nypl.simplified.simplye](https://play.google.com/store/apps/details?id=org.nypl.simplified.simplye)

Download SimplyE, the free e-reader app that makes it easier than ever to borrow e-books.

## NYC Activities for Students

New York City Department of Education

[www.schools.nyc.gov/learn-at-home/activities-for-students](https://www.schools.nyc.gov/learn-at-home/activities-for-students)

Access materials on the Learn at Home pages designed to provide supplementary learning resources to students in all grades from early learning to high school.

## Resources for Parents and Learning at Home

National Reach Out and Read

[www.reachoutandread.org/what-we-do/resource-s-2/](https://www.reachoutandread.org/what-we-do/resource-s-2/)

Utilize remote learning links and read tips for parents about how books and routines help children deal with stress.



**Scholastic**

<https://classroommagazines.scholastic.com/support/learnathome.html>

Day-by-day learning at home projects available for grades PK-9.

**Starfall**

<https://www.starfall.com/h/>

A free online service to help children grades PK-3 learn phonics and how to read.

**Talking to Kids About the Coronavirus**

Child Mind Institute

[childmind.org/article/talking-to-kids-about-the-coronavirus/](http://childmind.org/article/talking-to-kids-about-the-coronavirus/)

Use this resource that explains the best ways to discuss the coronavirus with children.

**TIME for Kids**

TIME

[time.com/tfk-free](http://time.com/tfk-free)

Access Time's free digital library for students, families, and teachers around the world, including a complete collection of all 2020 editions of TIME for Kids.

**Vroom**

[www.vroom.org](http://www.vroom.org)

A resource that helps parents boost their child's learning during mealtime, bathtime, bedtime, or any other time. There are also COVID-19 specific tips available.

# At Home Activities

## ABCya!

[www.abcya.com](http://www.abcya.com)

Educational games for grades PK-6.

## Activity Worksheets

[www.education.com](http://www.education.com)

Printable activities for children ages 2 and up.

## Breakout EDU

[www.breakoutedu.com/funathome](http://www.breakoutedu.com/funathome)

Educational games for grades K-12 on a variety of subjects.

## Early Childhood Music Classes

[www.youtube.com/channel/UCfXD2JoagtH-hMoVmNrqjsA](https://www.youtube.com/channel/UCfXD2JoagtH-hMoVmNrqjsA)

Videos of an early childhood music educator for young children.

## Flow and Grow Kids Yoga

[www.youtube.com/channel/UCFn3JSWr155rV36rnJSchpQ/featured](https://www.youtube.com/channel/UCFn3JSWr155rV36rnJSchpQ/featured)

Yoga exercise videos for young children.

## Fun Brain

[www.funbrain.com](http://www.funbrain.com)

Educational games for grades PreK-8.

## Genius of Play

[www.thegeniusofplay.org](http://www.thegeniusofplay.org)

Ideas for play activities ages 2-12.

## Google

Google Arts and Culture

[artsandculture.google.com/partner?hl=en](https://artsandculture.google.com/partner?hl=en)

Google partnered with over 2,500 museums and galleries around the world to offer virtual tours of their sites.

## Highlights

Highlights Kids

[www.highlightskids.com](http://www.highlightskids.com)

Reading, educational games, and activities are available for kids of all ages.

## Little Stories for Tiny People

[www.stitcher.com/podcast/little-stories-for-tiny-people](https://www.stitcher.com/podcast/little-stories-for-tiny-people)

A kids' podcast featuring original kids' stories and poems.

## Nomster Chef

[www.nomsterchef.com/nomster-recipe-](http://www.nomsterchef.com/nomster-recipe-)

Illustrated recipes encouraging conversations about math, science, and literacy with your child ages 2-12.

## San Diego Zoo

[zoo.sandiegozoo.org/live-cams](https://zoo.sandiegozoo.org/live-cams)

The zoo has 12 live webcams available for viewers to watch the animals during their day in the zoo.

## Sensory Activities

Sensory Lifestyle

[www.sensorylifestyle.com](http://www.sensorylifestyle.com)

Sensory activities for babies, toddlers, and preschoolers.

## Sesame Street

[www.sesamestreet.org](http://www.sesamestreet.org)

Play games, make art, and watch videos featuring Sesame Street characters.

## Storyline Online

[www.storylineonline.net](http://www.storylineonline.net)

Children's books are read aloud by celebrities with illustrations and captions.

## Suggestions for Resources

If you have suggestions for resources to be included in this guide, please email us at [resourcesforfamilies@childrenofbellevue.org](mailto:resourcesforfamilies@childrenofbellevue.org).

*Disclaimer: Due to the fast-changing situation, the information in this resource guide may not reflect the latest updates. Please visit [access.nyc.gov/coronavirus-covid-19-updates](https://access.nyc.gov/coronavirus-covid-19-updates) for the latest information from the City of New York. Information provided herein is subject to change as emergency laws, resources, and other factors evolve during the COVID-19 pandemic. We cannot advise you about such developments. Please consult federal, New York State, and New York City COVID-19 websites for the latest information and your own counsel for legal advice.*