

Comprehensive Resource Guide

COVID-19 Guidance

All New Yorkers must stay home as much as possible. It is especially important to stay home if you have been diagnosed with COVID-19 or have symptoms of COVID-19. It is important to monitor your health and get care for COVID-19 and other health conditions when you need it. Go to an emergency room or call 911 if you have:

- Trouble breathing
- Persistent pain or pressure in your abdomen or chest
- New confusion or inability to stay awake
- Blue lips or face
- Severe or persistent vomiting or diarrhea
- Any other emergency condition

If you have health concerns that are not an emergency, call your healthcare provider. Call **311** to find a doctor if you don't have one. Care is available regardless of immigration status or ability to pay.

Face coverings: All New Yorkers must wear a face covering when they leave home and cannot maintain at least 6 feet of distance from others. A face covering is any well secured paper or cloth (such as a scarf or bandana) that covers your nose and mouth.

COVID-19 testing: To receive a test for COVID-19 visit <https://www.nychealthandhospitals.org/covid-19-testing-sites-for-high-risk-patients/> or call 1-844-NYC-4NYC to find a site in your borough.

Visit: www.nyc.gov/coronavirus for more information. For real-time updates, text "COVID" to 692-692. Message and data rates may apply.

Financial Support

ACCESS NYC to identify the benefits that you are eligible for and apply for them: There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you are already receiving benefits or have a job. Call 718-557-1399 or visit <https://access.nyc.gov/>

NYS temporary and disability assistance hotline:
1-800-342-3009

File for unemployment: 1-888-209-8124 or <https://www.ny.gov/services/get-unemployment-assistance>

Request burial assistance: 718-473-8310 on Wednesdays 9am-5pm, <https://www1.nyc.gov/site/hra/help/burial-assistance.page>

Request a remote learning device from your child's school:
<https://www.schools.nyc.gov/learn-at-home/ipad-distribution>

Free one-on-one financial counseling:
www.nyc.gov/talkmoney

Eviction prevention: Free legal services for certain low-income persons in need of assistance. Call 212-577-3300 or visit <https://www1.nyc.gov/site/hpd/services-and-information/eviction-prevention.page>

Job opportunities: NYC is hiring! We are looking for contact tracers, hospital staff and more to help respond to the COVID-19 pandemic. To apply, please visit:
NYC Jobs: <https://www1.nyc.gov/jobs/index.page>
Health + Hospitals: <https://employment.nychhc.org/welcome.html>
Fund for Public Health: <https://fphnyc.org/about/careers/>

Additional Food Resources

For all types of food assistance: <https://www.nyc.gov/getfood>

Emergency food assistance: 1-866-888-8777 or 311
Hunger hot-line: 1-866-3-HUNGRY or 1-877-8-HAMBRE

SNAP/Food stamps: 718-557-1399 or visit www.access.nyc.gov/ to find out if you are eligible and enroll

Neighborhood food guides:
<https://www.nycfoodpolicy.org/coronavirus-nyc-food-reports/>

Healthcare

Emergencies of any type: 911
Non-emergencies: 1-844-NYC-4NYC

COVID-19 or other health needs, call:

- Your doctor
- The primary care site above
- 1-844-NYC-4NYC. Telehealth and in-person care available.

Mental health: NYC Well operates 24/7

- Text: WELL to 65173
- Call: 1-888-NYC-WELL (1-888-692-9355)

Help paying for medicine:

- New York Rx Card: 877-321-6755 <https://newyorkrxcard.com/>
- NeedyMeds: 800-503-6897 <https://www.needymeds.org/> (English, Spanish)
- RxAssist: <https://www.rxassist.org/>
- American Diabetes Association: <https://insulinhelp.org>

Tele-urgent care 24/7:

CityMD offers urgent care via telehealth 24/7. Confirm insurance coverage here: <https://www.citymd.com/virtualcare>

LGBTQ medical and mental health services:

Visit the NYC ACS Guide to Coping Through COVID-19, which lists services for the LGBTQ populations.
<https://www1.nyc.gov/site/acs/about/covidhelp.page>

Health insurance:

Enrollment until May 15
<https://www1.nyc.gov/site/doh/health/health-topics/health-insurance.page>

Healthcare sites open during COVID-19:

Search for other sites near you at <http://www.hitesite.org/>

Civic Engagement

District office of your City Council member: You can get additional help by getting in touch with the office of your City Council member. Find yours here: <https://council.nyc.gov/districts/>

Fill out your census: Visit <https://my2020census.gov/> on your phone or computer. Call 1-844-330-2020, or mail in the paper form if you receive one. Count EVERYONE you live with to get your fair share, including short-term and temporary guests, all children, people not born in the US, family members, friends, roommates, or partners living off-lease.

Absentee ballot to vote by mail: If you need one, you can now request an absentee ballot by mail, phone, fax, email, and via a fillable online form. Visit <https://vote.nyc.gov/page/absentee-voting> to request yours.

Other Resources

Resources for Immigrant Communities: Visit the COVID-19 resource guide for immigrants www.nyc.gov/immigrants/coronavirus. If you have questions about immigration or how to access City services, call the MOIA hotline at 212-788-7654, Monday to Friday from 9am to 5pm or email askMOIA@cityhall.nyc.gov.

Domestic Violence Hotline: For help with safety planning, legal help, or help in connecting to law enforcement, call our 24-hour Domestic Violence Hotline at 1-800-621-4673 or <https://www1.nyc.gov/site/ocdv/get-help/covid-19-update.page>

Reporting bias and hate crimes related to COVID-19: Hate and discrimination against anyone on the basis of their race, national origin, or other status is not tolerated in New York City. Call 311 to report harassment or discrimination. Call 911 if you are the victim of or witness to a hate crime. NYPD officers will not ask about the immigration status of anyone seeking help. Visit www.nyc.gov/StopCOVIDHate for information on how to report hate and bias incidents related to COVID-19.