#SeenIn13

Guía de recursos comunitarios en respuesta a COVID-19

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Updated 4/6/2020
**Public Service Announcements (PSA):**
1. **New York State extends “Pause” for schools and businesses until April 29**
2. **New Mask Guidance:** With new studies that show pre-symptomatic people may be infectious, we’re now advising New Yorkers to wear face coverings when outside and near people to prevent spreading COVID to others. However, we ask people to not use N95 or surgical masks, and save them for medical and other frontline people who need them. Instead, we encourage people to use a scarf or bandana or a piece of clothing, or make their own -- and to continue to adhere to maintaining a social distance of 6 feet from other people.
3. **Playgrounds are Closed:** As of 4/1, all our playgrounds. The NYC Parks Department is also removing all nets and hoops.
4. **Help tackle 911 volume:** We continue to encourage our neighbors to ONLY call 911 if you need immediate assistance, for information on COVID-19 call 311.
5. **Taxes:** The Federal and State Tax Deadline Has Been Extended. New Yorkers Now Have Until Wednesday, July 15, 2020 To File Their Taxes.

**Food**
- **Schools**
  - Starting today, **Friday, April 3, 2020**, three free meals will be available daily for ALL New Yorkers (No ID required) in more than 400 Meal Hubs across the 5 boroughs.
    - Monday - Friday: 7:30am - 1:30p
      - 7:30am - 11:30am for Families and Children
      - 11:39am - 1:30pm for Adults
  - Find a location near you:
    - Visit [schools.nyc.gov/freemeals](http://schools.nyc.gov/freemeals)
    - Text "NYC FOOD" to 877-877
  - **Feeding Sites in District**
    - I.S. 141 The Steinway
    - P.S. 002 Alfred Zimberg
    - P.S. 069 Jackson Heights
    - P.S. 148 Queens
    - P.S. 149 Christa Mcauliffe
    - P.S. 330
    - P.S. 28 The Thomas Emanuel Early Childhood Center

*Updated 4/6/2020*
• P.S. 014 Fairview
• I.S. 061 Leonardo Da Vinci
• P.S. 013 Clement C. Moore
• All locations [HERE]

○ Complimentary snacks
  ■ Farine Baking Company
    74-24 37th Ave, Jackson Heights, NY 11372, P: 718-433-9830
  ■ 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*
  ■ Al-Naimat
    37-03 74th (In front of the bus stop)
    *Free food for kids from 12-2pm*

○ Food Pantry / Soup Kitchen info
  ■ Blessed Virgin Mary Help of Christians Church
    70-31 48th Ave, Woodside, NY 11377
    Hours:
    *Food Pantry: Thursdays, 9:30a - 12pm*
  ■ First Baptist Church
    100-10 Astoria Blvd, East Elmhurst, NY 11369
    P: (718) 446 0200
    Hours:
    *Soup Kitchen on Wed 12pm-1pm, Food Pantry Sat at 12pm-2pm*
  ■ St Mark AME Church - The Voices of Hagar Food Pantry
    95-18 Northern Blvd, Jackson Heights, NY 11372 P:718 205 0506
    *Food Pantry on Tue 12pm-2:30pm*
  ■ Corona SDA Church,
    35-30 103rd Street, Corona, NY 11368, P: 718 429 7050
    *Soup Kitchen - Sun 12pm - 2pm, Food Pantry - Mon 9am -1 1am*
  ■ Salvation Army- Queens Temple
    86-07 35th Ave, Jackson Heights, NY 11372
    P: 718 335 3693
    *Soup Kitchen: Mon-Fri 12pm–1pm (Mon and Fri is "To Go");*
  • Interactive Map and Search Function for finding Soup Kitchens, Food Pantries, Senior Centers, or SNAP enrollment sites.

*Updated 4/6/2020*
For Seniors

- **Update:** All DFTA funded Senior centers will be moving away from providing meals for pickup, they will be delivering the meals through a central caterer, pickup meals will not end until this new program is in full effect, it began in Queens on March 26th.

- The most direct path to access direct delivery meals is by connecting directly with your local senior center, FIRST.
  - You can also call 311 or DFTA's Aging Connect at **212-AGING-NYC (212-244-6469).**

- Sunnyside Community Services
  43-31 39th St, Sunnyside, NY 11104
  P: (718) 784-6173
  - **Update:** NO LONGER PROVIDING FOOD FOR PICKUP DUE TO NEW REGULATION
    - All services and support including requests for meals delivered to your home if you are a senior center member will be provided by phone.
  - Case Management Services for seniors will be provided by phone

Education

- **NYC Public Schools**
  - School buildings are scheduled to reopen April 29
  - Remote learning will begin on **Monday, March 23rd**
    - **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.
      - Student login information [HERE](https://coronavirus.schools.nyc/RemoteLearningDevices)
      - DOE activities for students [HERE](https://coronavirus.schools.nyc/RemoteLearningDevices)
Regional Enrichment Centers (REC) opened Monday, March 23

- Enrichment Centers are places where the children of these **front-line workers** can be safely cared for while their parents continue to serve the city in this time of need.
- Staffed by DOE employees and community-based organization partners, the centers will provide children with three daily hot meals, remote learning time with their teachers, activities like art, music, and physical education, and social and emotional support.
- Interested at working at a REC: [Click here](http://Click here)
- Enrichment Centers in Senate District 13
  - **Elmhurst Education Campus (45-10 94th Street, Queens) includes:**
    - Pan American International High School
    - Voyages Preparatory
    - Civic Leadership Academy
  - **P.S. 19 Marino Jeantet (98-02 Roosevelt Avenue, Queens)**
  - **NEW: Mosaic Pre-K Center (44-15 Judge Street, Queens, NY 11373)**
- **Update**: Deadline for Pre-K Applications has ENDED
- New York State Department of Education
  - **Adult Education**
  - **Digital Content**
    - Content K-12 and by subject
    - Special Education
    - ELLs or MLLS
  - **NYS Organizations**
    - BOCES
    - Libraries
    - Couined and Districts
- For **CUNY Students**
  - All CUNY COVID-19 policies [HERE](http://HERE)
  - CUNY Mutual Aid Network [HERE](http://HERE)
  - Technology assistance, CUNY Assistive Technology Services (CATS)
- Click for **SUNY Updates**

*Updated 4/6/2020*
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](https://www.queenslibrary.org).

- Don’t have a library card, you can apply for an ECard, [https://www.queenslibrary.org/get-a-card/eUser](https://www.queenslibrary.org/get-a-card/eUser)

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**Housing**

- As of March 16, 2020 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.

- HPD Section 8 participants
  - 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.

- Gas, Water, Electricity Public Utilities
  - If you are not able to pay your electricity, gas or water bill as a result of COVID-19's impact, your service will NOT be shut off and you will NOT be penalized.
  - The State's major utilities will take immediate action to suspend service shutoffs to households during the COVID-19 outbreak and will continue to offer deferred payment plans for customers struggling financially due to the outbreak.

- **Department of Finance**
  - Please be aware: Department of Finance Postpones Annual Tax Lien Sale until August, in consideration for property owners who may be coping with the COVID-19 outbreak.
  - Property owners who are facing hardships making their property tax payments can take advantage of several existing DOF programs. These include exemption programs to lower the amount of taxes owed, standard payment plans, or a new Property Tax and Interest Deferral (PT AID) program, for those who qualify. More information on those programs can be found on the agency’s [website](https://www.nyc.gov/html/dof/index.html). To find out more, visit [ways to save](https://www.nyc.gov/html/department_of_finance/index.html).

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NYCHA Residents:

*Updated 4/6/2020*
■ Updates from NYCHA please check out link: https://mailchi.mp/faae2cc6880f/nycha-intergov-organizational-changes-4086010?e=79da5d28fa

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

Seniors
- [Department for the Aging](#)
- Stop & Shop Special Hours
  - 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.

Medical Resources
- **Update:** Due to the Coronavirus Outbreak New York has opened a special enrollment period for its healthcare marketplace through April 15th.
  - To see if you qualify for affordable healthcare coverage please visit: [https://nystateofhealth.ny.gov/index.html](https://nystateofhealth.ny.gov/index.html)
- Stay up to date on COVID-19 through [New York State Department of Health](#)
- Stay up to date on COVID-19 through [NYC Department of Health](#)
- NYC COVID-19 Engagement Portal:
  - DOITT has developed a [portal](#), as a new tool to help guide the City’s response to the COVID-19 pandemic. The portal is available in 11 languages and allows New Yorkers to self-report COVID-19 information and will help New York City both better communicate with affected people and identify areas that may need enhanced response. Inputs are confidential. People without internet access or who need help, can call 311.
- #GetCoveredNYC
  - [Health Insurance: Enrollment Counselors](#)
    - You can get free, in-person help signing up for low- or no-cost health insurance through the NY State of Health Marketplace by visiting an NYC Department of Health Certified Application Counselor.
- Test for COVID are FREE for ALL americans regardless of health insurance

*Updated 4/6/2020*
○ Only visit the hospital or urgent care if you are feeling extremely sick, this means respiratory failure
○ #flattenthecurve - call your doctor, do not go into work, public, anywhere if you are sick
○ Local Clinics
  ■ Plaza del Sol
    37-16 108th St, Corona, NY 11368
    P: (718) 651-4000
  ■ NYC Health + Hospitals
  ■ Through a partnership with FEMA, the City will establish five drive-thru testing sites across all five boroughs.
○ 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.
○ Take care of your mental health, with CDC recommendations
  a) If you are feeling overwhelmed call the NYS Office of Mental Health for free & confidential emotional support 1 (844) 863-9314
○ Coping with stress during an infectious disease outbreak, check out the City's Recommendations:
○ Family Justice Centers
  ■ NYC Mayor’s Office to End Domestic and Gender-Based Violence
    ● NYC Family Justice Center facilities are temporarily closed. Services remain available by phone, such as immediate safety planning, shelter assistance, and other resources. From Monday to Friday, 9 a.m. to 5 p.m., call your nearest FJC:
      ○ Queens: (718) 575-4545

**People with Disabilities**
  a) National Association for the Deaf COVID-19 resources
    i) https://www.nad.org/2020/03/12/coronavirus/
  b) New York State Office for People with Developmental Disabilities
    i) Coronavirus Guidance for OPWDD
  c) The New York City Mayor's Office for People with Disabilities has

*Updated 4/6/2020*
launched a COVID-19 webpage full of resources for New Yorkers with disabilities.

i) Visit https://on.nyc.gov/2UN4350 for information on food delivery, social services, home health care providers, transportation, and more.

ii) Reach out via Twitter to @NYCDisabilities,

iii) Call 311 or via video phone at 646-396-5830.

Workers Resources

- **Update: NYC Workplace Laws**
  - Monitor nyc.gov/workers for ongoing updates about workplace laws as NYC seeks to stop the spread of COVID-19.

- **Update: The State Department of Labor created this chart to guide individuals seeking unemployment benefits after passage of the federal CARES Act. The Act provides enhanced Unemployment Insurance (UI) benefits and Pandemic Unemployment Assistance (PUA) for New Yorkers.**

- **Complaints Related to COVID-19 Regulations**
  - Governor Cuomo enacted a law that provides benefits - including sick leave, paid family leave, and disability benefits - to New York employees impacted by mandatory or precautionary orders of quarantine or isolation due to COVID-19. If your employer does not comply with this law, you have the right to file a complaint. If you work for a non-essential business, you may not be forced to go to the worksite or otherwise threatened if you do not work at a place other than your home.
  - How to know if the business you work for is considered essential:
    - Follow the guidance for determining what businesses are essential that is published on the Empire State Development website.
  - You may file a complaint for any of the following reasons:
    - You qualify for COVID-19 paid sick leave and your employer refuses to pay it
    - You are being directed to work at a non-essential business
    - Your employer has failed to pay your earned sick pay or paid time off

*Updated 4/6/2020*
- Your employer has failed to pay your earned wages or pay for all of the hours you worked
- Your employer has threatened or fired you for reasons related to COVID-19
- Your employer is forcing you to work when you are sick
- You know about a business that is non-essential and is operating
  - Click on the following to File a Complaint
  - **Paid Sick Leave**
    - For constituents inquiring about Paid Sick Leave, please refer to, Paid Family Leave, link, “If You Are Quarantined Yourself”
    - According to the bill: The commissioner of DOL will release rules and regulations to administer the program,
      - Here is the instruction on how to apply. It will take up to 18 days to receive your benefits.
      - Here is the form used to apply.

*They are still working on translating the documents above in other languages*

- **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.
    - 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 on Tuesday. For last names starting with O - Z, file your claim on Wednesday. If you missed your filing day, file your claim on Thursday, Friday or Saturday. 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.

- **For Gig Workers**
  - **NYC Office of Nightlife**
    - The Office of Nightlife is gathering information on the impacts for workers, performers, contractors, and

*Updated 4/6/2020*
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

- Bartender Emergency Assistance Program, usbgfoundation.org
  - 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

- For Artists
  - Americans for the Arts Resource and Response Center
    - Includes link to COVID19 impact survey collecting data on the effect of the outbreak on operations through cancelled events, lost wages, and additional expenses.
  - Comprehensive List of Funding Opportunities from 3Arts
    - Extensive list of emergency resources, grants, and more for artists
  - Musician's Emergency Relief Fund
    - NYC Local 802 Musicians Union COVID19 Assistance
  - Musician's Assistance Program
    - The Musicians’ Assistance Program (MAP) provides support so that NYC Musician's Local 802 members can perform with the highest artistry and productivity, while minimizing any interruption to their work.
  - MusiCares (Grammys) Relief
    - Offering support for musicians severely impacted by the COVID19 crisis
  - CERF+ Emergency Relief Fund
    - Artists who have suffered from a recent, career threatening emergency, such as an illness, accident, fire or natural disaster, can apply for funding. CERF+ also has a list of resources centered around the pandemic.
  - Freelance Artist Resources
    - A list of resources specifically designed to serve freelance

Updated 4/6/2020
artists, and those interested in supporting the independent artist community, including actors, designers, producers, technicians, stage managers, musicians, and more.

- **Rauschenberg Emergency Grant**
  - NYFA and the Rauschenberg Foundation have teamed up to offer visual and media artists and choreographers in the US grants of up to $5,000 for medical related emergencies.

- **Foundation for Contemporary Arts Emergency Grant**
  - The Foundation for Contemporary Arts offers Emergency Grants between $200 and $2,500 for visual and performing artists. They review applications once a month, so you can quickly take advantage of momentum or solve any budget errors.

- **NYFA Emergency Grants List**
  - The New York Foundation for the Arts has a running list of additional emergency grant opportunities for artists, categorized by disciplines.

- **Actors Fund Entertainment Assistance Program**
  - The Actors Fund provides services and financial support to entertainment professionals facing personal or work-related problems. It is also a conduit for emergency financial assistance in times of pressing need or in response to catastrophic events.

- **Musicians Foundation**
  - The Musicians Foundation provides grants to U.S. musicians in any genre in a time of acute need due to personal, medical, dental, or family crisis, natural disaster, or other emergency situation.

- **Gottlieb Emergency Grant Program**
  - This emergency grant provides financial assistance to painters, printmakers, and sculptors whose needs are the result of an unforeseen incident, and who lack the resources to meet that situation.

- **Corona Relief Fund**
  - The Equal Sound Corona Relief Fund was set up on short notice to provide direct financial assistance to musicians who have lost work as a result of Corona-related event cancellations.

- **COVID-19 Musicians Fund**

Updated 4/6/2020
• Donor-directed fund with a limited amount of funds available to be used specifically for musicians and music industry workers affected by the Coronavirus.

■ Grantmakers for the Arts Resource List
  • List of resources regarding artist support and Covid-19

■ Performing Arts Readiness Loss of Income Calculator
  • Tool to calculate the estimated loss of income your organization could suffer due to an emergency or disaster.

■ “Ways of Gathering In the Age of COVID-19”
  • Free and shared resource for live streaming theater and performance events

■ Emergency Grants – Women Arts
  • List of emergency funds available for artists in all disciplines

■ Emergency Relief Programs – Alliance of Artist Communities
  • Relief programs for artists and resource list

■ Emergency Grants for Visual Artists
  • Resource list for visual artists and writers

■ AGMA Relief Fund
  • The American Guild of Musical Artists (AGMA) Relief Fund provides support and temporary financial assistance to members who are in need.

■ Actors Fund Emergency Financial Assistance
  • Database of services and organizations offering social services including counseling, crisis intervention and connections to local resources for personal, family or work related problems as well as emergency financial assistance.

  ○ Apply for a job
    ■ The City’s Workforce1 Career Center launched a Virtual Center (or call 718-960-2458) to help
    ■ New Yorkers prepare for, and connect to, jobs across New York City’s five boroughs and in every sector of the economy.
      • Current employment opportunities include Stop & Shop, Fresh Direct & PBM Guardian Industry Services.

• Businesses
  ○ Updates:

Updated 4/6/2020
The Small Business retention grant program will officially close to applicants on Friday at 5pm, but the City will continue to serve small businesses through the Small Business Continuity Fund, which is also first come first serve. This is a loan to give businesses up to $75,000 to businesses with up to 99 employees. Businesses can use this loan to supplement their payroll and other costs. The Federal stimulus package also provided $366 billion in support for small businesses. More information [here](#).

- **NYC Small Business Continuity Fund**
  - 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.
  - 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.
    - The form to apply to this fund can be found [here](#).

- Businesses should pay their taxes on time.
- For any businesses, experiencing hardships directly related to COVID-19, the Mayor has directed the Commissioner of Finance to waive penalties.
- For more information [here](#).
- **CHHAYA Community Development Corporation** - Resources for Small Businesses & Vendors in New York City
  - Please check out for additional information and assistance

- **Access HRA**
  - Have you been affected by Coronavirus (COVID-19)? Want to know some of the benefits you may be eligible for?
    - [Here](#) you'll find a visual representation of eligibility for various government benefits called
  
  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

*Updated 4/6/2020*
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.

f) Need help?
   i) If you need help applying for SNAP, call or email a Nutrition Outreach and Education Program (NOEP) Coordinator. NOEP Coordinators tell you if you may be eligible for SNAP, answer your questions, and help you complete and submit your application. It is free and confidential.
   
   ii) Apply for SNAP
       1) Online at nyc.gov/accesshra or,
       2) Contact your local NOEP Coordinator: Center for Independence of the Disabled, NY
          (a) P: (646) 849-8077
          (b) E: rcampbell@cidny.org

• Legal Services & Information
  ○ The Legal Aid Society is OPEN FOR BUSINESS
     ■ Physical offices are closed in accordance with the Governor’s order, we remain open for business remotely.

Updated 4/6/2020
Clients in need of assistance can continue to call our main number (212) 577-3300. Indicate you need Legal Assistance and your call will be forwarded to an Operator who will assist you.

- If you are not able to get through at first, please be patient as they work to improve their ability to assist you while working remotely.

- All NYS Courts are Closed Until 4/17 with Certain Exceptions
  - Note that emergency applications may be heard in a different court building as some courts have been combined. Call the clerk before going to court.

- For more information, please check out, https://legalaidnyc.org/get-help/covid-19/covid-19-information-for-clients/

- New Yorkers in legal need can contact VOLS (Volunteers of Legal Service) for support through their projects:
  - Small businesses/VOLS Microenterprise Project:
    - (347) 521-5704
  - Seniors/VOLS Elderly Project:
    - (347) 521-5704
  - Older Veterans/VOLS Veterans Initiative:
    - (347)-521-5725
  - Immigrant Youth/VOLS Immigration Project:
    - (347)-521-5722
  - Main VOLS Office:
    - (212)-966-4400

- Immigration Services
  - CUNY Citizenship Now!
    - 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.
    - 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.
    - For general questions, you can call them at (646) 664-9400

Updated 4/6/2020
Transportation

- **MTA**
  - Stay up to date on Coronavirus Updates: What to Know About the MTA [https://new.mta.info/precautions-against-coronavirus](https://new.mta.info/precautions-against-coronavirus)

- **NYC Taxi & Limo**

- **Port Authority NY & NJ**

- **E-bikes Delivery**
  - 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.

- **Invisible hands**
  - P: 646-784-5583 or 917-359-1593
  - E: InvisibleHandsDeliver@gmail.com
  - 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.”

- **Alternate Side Parking**
  - Effective, 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](https://www1.nyc.gov/site/dofi/about/contact.page) and should provide medical documentation or testimony, which will be
taken into consideration when their case is reviewed. For additional questions call 311.

- **2020 Census Update**
  - The Census website has been live since March 12!
  - You can fill out the 2020 Census on your own, [online](#), over the phone, or by mail!

- **Hotlines**
  - New York State Coronavirus Hotline - 1 (888) 364-3065
    - For English Updates: Text COVID to 692-692
    - For Spanish Updates: Text COVIDESP to 692-692
  - Tenants Rights Hotline - (212) 979-0611
  - **NYC Well**
    - *Connect to Free & Confidential Mental Health & Substance Use Support*
      - (888) NYC-WELL
      - Text WELL to 65173
  - Information from [NYC Hope](#)
  - National Domestic Violence Hotline - 1 (800) 799-7233
    - TTY 1 (800) 787-3224
    - Chat - thehotline.org
  - **Additional Resources**
    - Visit: [nyc.gov/helpnow](http://nyc.gov/helpnow) to give help or get help. Additional resources can be found here at [nyc.gov/coronavirus](http://nyc.gov/coronavirus).

- **Miscellaneous**
  - Free internet
    - 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

*Updated 4/6/2020*
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.

Federal Communication Commission “Keep Americans Connected Pledge” for 60 days, phone companies such as T-Mobile, AT&T, Verizon, and many more, will not

- 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,”
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus,” and
- To “open Wi-Fi hotspots to any American who needs them.”

Please call your phone provider to see if they are signed on

Parks

- New York State Parks COVID-19 Update
- New York City Parks are still open!
  - Recreational and nature centers are closed.

**Our Office**

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

*Updated 4/6/2020*