



## New Yorker COVID-19 Resource Guide

### COVID-19

**Stay home if sick.** Only leave for essential medical care and or other essential errands.

**Keep physical distance.** Stay at least 6 feet away from other people.

**Keep your hands clean.** Wash your hands often with soap and water. Use hand sanitizer if soap and water are not available.

**Wear a face covering.** You can be contagious without symptoms. Protect those around you by wearing a face covering. For more information, visit [nyc.gov/facecoverings](https://nyc.gov/facecoverings).

**COVID-19 testing:** Visit [nyc.gov/covidtest](https://nyc.gov/covidtest) or call 844-NYC-4NYC to find a COVID-19 testing site in your neighborhood. Many sites offer free testing.

**COVID-19 Hotel Program:** If you have or may have COVID-19 and separation from other household members is not feasible, you may qualify to stay in a hotel, free of charge. Visit [nyc.gov/covid19hotels](https://nyc.gov/covid19hotels) or call 844-NYC-4NYC to be assessed by a provider.

**Employee Sick and Family Leave:** NYC employees have legal rights to paid and unpaid leave, including new rights related to COVID-19. You can take unpaid and paid leave, depending on your circumstances and the type of employer you work for, to care for yourself or family members impacted by COVID-19. Learn more at [access.nyc.gov](https://access.nyc.gov); or call 855-491-2667 to receive help.

**For more information:** Visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus). For real-time updates, text "COVID" to 692-692. Message and data rates may apply.

### Financial Support

**ACCESS NYC helps New Yorkers identify and apply for eligible benefits.** 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 [access.nyc.gov](https://access.nyc.gov).

**New York State (NYS) temporary and disability assistance hotline:** Call 800-342-3009.

**File for unemployment:** Call 888-209-8124 or visit [ny.gov/services/get-unemployment-assistance](https://ny.gov/services/get-unemployment-assistance).

**Request burial assistance:** Call 718-473-8310 on Wednesdays, 9 a.m. to 5 p.m., or visit [nyc.gov/site/hra/help/burial-assistance.page](https://nyc.gov/site/hra/help/burial-assistance.page).

**Request a remote learning device from your child's school:** Visit [schools.nyc.gov/learn-at-home/ipad-distribution](https://schools.nyc.gov/learn-at-home/ipad-distribution).

**Free one-on-one financial counseling:** Visit [nyc.gov/talkmoney](https://nyc.gov/talkmoney).

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

**Cooling assistance:** Visit [bit.ly/CoolingAssistance](https://bit.ly/CoolingAssistance) to check if you are eligible to receive a financial assistance to purchase and install an air conditioner or fan to help keep your home cool.

### Health Care

For emergencies, call 911.

**COVID-19 or other health needs, call:**

- Your doctor
- The primary care site for your zip code
- 844-NYC-4NYC

Telehealth and in-person care available.

### Tele-urgent care 24/7:

CityMD offers urgent care via telehealth 24/7. To confirm insurance coverage, visit [citymd.com/virtualcare](https://citymd.com/virtualcare).

### Health care sites open during COVID-19:

Visit [hitesite.org](https://hitesite.org) to search for other sites near you.

**Health Insurance:** Many low- to no-cost health insurance plans are available through the New York State of Health Marketplace. Make an appointment with a Certified Application Counselor by calling 311, texting “CoveredNYC” to 877-877 for service in English, texting “SeguroNYC” to 877-877 for service in Spanish, or visiting [nyc.gov/site/doh/health/health-topics/health-insurance.page](https://nyc.gov/site/doh/health/health-topics/health-insurance.page).

**Mental health:** NYC Well provides free, confidential mental health support 24 hours a day, 7 days a week (24/7). To speak to a counselor:

- Call 888-NYC-WELL (888-692-9355)
- Chat at [nyc.gov/nycwell](https://nyc.gov/nycwell)
- Text “WELL” to 65173

Search for mental health and substance use resources in your neighborhood at [nycwell.cityofnewyork.us/en/find-services](https://nycwell.cityofnewyork.us/en/find-services).

### Help paying for medicine:

- New York Prescription (Rx) Card: Call 877-321-6755 or visit [newyorkrxcard.com](https://newyorkrxcard.com).
- NeedyMeds: Call 800-503-6897 or visit [needymeds.org](https://needymeds.org). Available in English and Spanish.
- RxAssist: Visit [rxassist.org](https://rxassist.org).
- American Diabetes Association: Visit [insulinhelp.org](https://insulinhelp.org).

### Food Resources

**For all types of food assistance**, call 311 and say “GetFood”. Text “FOOD” to 877-877 to find the nearest NYC public school to pick up free food for yourself and family members, or visit [nyc.gov/getfood](https://nyc.gov/getfood) for information about the closest food pantry or to determine eligibility for free meal delivery.

**Emergency food assistance:** Call 866-888-8777 or 311.

**Hunger hotline:** Call 866-3-HUNGRY (English) or 877-8-HAMBRE (Spanish).

**SNAP/food stamps:** Call 718-557-1399 or visit [access.nyc.gov](https://access.nyc.gov) to find out if you are eligible and to enroll.

### Civic Engagement

**Contact your City Council member:** You can get additional help by getting in touch with the district office of your City Council member. To find yours, visit [council.nyc.gov/districts](https://council.nyc.gov/districts).

**Fill out your census:** Visit [my2020census.gov](https://my2020census.gov), call 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 U.S., family members, friends, roommates or partners living off-lease.

### Other Resources

**Resources for immigrant communities:** Visit the COVID-19 resource guide for immigrants at [nyc.gov/immigrants/coronavirus](https://nyc.gov/immigrants/coronavirus). If you have questions about immigration or how to access City services, call the Mayor’s Office of Immigrant Affairs (MOIA) hotline at 212-788-7654, Monday to Friday from 9 a.m. to 5 p.m., or email [askMOIA@cityhall.nyc.gov](mailto:askMOIA@cityhall.nyc.gov).

**Resources for LGBTQ+ Communities:** Visit the NYC Unity Project COVID-19 guide [nyc.gov/lgbtqcovid](https://nyc.gov/lgbtqcovid) to find LGBTQ+ affirming programs and services available during the pandemic.

**Domestic Violence Hotline:** For help with safety planning, legal help or connecting to law enforcement, call our 24-hour Domestic Violence Hotline at 800-621-4673 or visit [nyc.gov/site/ocdv/get-help/covid-19-update.page](https://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, and stigma against having COVID-19, is not tolerated in NYC. 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. If you have faced harassment or discrimination in housing, at work, or in any public place, contact the Commission on Human Rights by calling 212-416-0197 or filling out the form available at [nyc.gov/StopCOVIDHate](https://nyc.gov/StopCOVIDHate).