

# Free Help for Aging New Yorkers

## Get the Services You Need to Remain Safely In Your Home During the COVID-19 Crisis

During this difficult time, the City of New York wants to make sure you have access to free services and support. Help is available.

For a complete list of services, visit [www.nyc.gov/agingcovid](http://www.nyc.gov/agingcovid)

### ✓ FOOD ASSISTANCE

Free pick-up meals and emergency home food delivery:  
Visit [nyc.gov/getfood](http://nyc.gov/getfood) or call 311 to learn more

### ✓ HEALTH AND WELLBEING

Help with feelings of stress, sadness, anxiety or fear:

- Coping tips: [nyc.gov/nycwell](http://nyc.gov/nycwell)
- Free 24/7 crisis counseling and mental health support: **1-888-NYC-WELL (1-888-692-9355)** or texting “WELL” to **65173**
- Guide to mental health services available while staying home: Visit [www.nyc.gov/thrivenyc](http://www.nyc.gov/thrivenyc)

Help with Medicare: Call Aging Connect at **212-244-6469**

Stay connected with free recurring social check-in calls from a volunteer:  
Call Aging Connect at **212-244-6469**

### ✓ SAFETY

If you do not feel safe at home, or if you feel pressured, bullied or scared by anyone:

- Call the Aging’s Resource Center at **1-212-442-3103** (9:00am-5:00pm)
- Call NYC Hope at **1-800-621-4673** (24 hours)
- Call **911** in an emergency

### ✓ STAY HOME AS MUCH AS POSSIBLE

Only go outside for essential tasks, such as getting groceries and supplies, or securing necessary medical care.

- If you must go outside, keep at least six feet of distance between yourself and others, and wear a face covering. Wash your hands with soap and water often, for at least 20 seconds every time, or use an alcohol-based hand sanitizer.



Health

Department for  
the Aging

Department of  
Housing Preservation  
& Development

Mayor’s Office of  
ThriveNYC

Mayor’s Public  
Engagement Unit

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## ✓ PROTECT YOUR MONEY

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Economic Impact Payment (Stimulus Payment):

Visit [nyc.gov/TalkMoney](https://nyc.gov/TalkMoney)

Free help filing your taxes: Visit [nyc.gov/taxprep](https://nyc.gov/taxprep) or contact 311

The income tax filing deadline was postponed to July 15, 2020; however, if you are eligible for a stimulus payment but will not get it automatically, then you must file your taxes to get your stimulus payment.

Free financial counseling by phone: Visit [nyc.gov/TalkMoney](https://nyc.gov/TalkMoney) or Call 311

Avoid scams: Visit [www1.nyc.gov/site/dca/consumers/older-adults.page](https://www1.nyc.gov/site/dca/consumers/older-adults.page)

## ✓ ADDITIONAL SUPPORT

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All eviction proceedings in NYC are suspended indefinitely: Call 311 or visit [nyc.gov/doi](https://nyc.gov/doi) for more information

Utilities cannot be shut off for missing payments during the COVID-19 crisis: Call 311 or visit [www1.nyc.gov/site/hra/help/energy-assistance.page](https://www1.nyc.gov/site/hra/help/energy-assistance.page)

Apply to receive benefits while staying home, including the Supplemental Nutritional Assistance Program (SNAP) and Cash Assistance (CA): [www1.nyc.gov/site/hra/important-information-about-covid-19-and-your-hra-benefits.page](https://www1.nyc.gov/site/hra/important-information-about-covid-19-and-your-hra-benefits.page)

Low-income NYC residents may be eligible for up to \$900 in financial assistance to cover funeral expenses: Visit [www1.nyc.gov/site/hra/help/burial-assistance.page](https://www1.nyc.gov/site/hra/help/burial-assistance.page)

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