



## Message to Immigrant New Yorkers from Mayor de Blasio

“During these uncertain times we must remind ourselves of who we are as a city, and hold steadfast to our values. Hard work, respect and unity during times of adversity define us as New Yorkers and that will not change, no matter who is president. Our commitment to standing with and protecting our immigrant communities is stronger than ever. As always, the City of New York is prepared to defend and protect our immigrant brothers and sisters. We will never turn our back on you.”

This resource guide serves as a quick and easy road map of City services currently available to all New Yorkers.

### Resources for New York City Immigrants

**The City of New York supports all its residents.** Most City services are available to everyone, including undocumented immigrants, like going to school or using the health care system or other services. City employees will not ask about immigration status unless it is necessary to do their jobs. They must keep immigration status information confidential.

#### IDNYC

- IDNYC is the City's identification card for all New Yorkers. IDNYC does not collect immigration status information, and we keep applicants' information confidential. The City will protect IDNYC information to the full extent of the law.

#### Education

- Children age 4 or turning 4 are eligible for Pre-K. All residents have the right to attend public school from age 5 until graduation or until the end of the school year when they turn 21. Classes are available for English learners.

#### Health care

- Low-cost emergency and non-emergency health care is available to all at public hospitals and clinics and at other affordable clinics.
- NYC Well is a free, confidential connection mental health care, in more than 200 languages, any time of day. Call 1-888-NYC-Well, text WELL to 65173, or go to [nyc.gov/nycwell](http://nyc.gov/nycwell)

#### Child care

- Low-income families with children age 6 weeks through 12 years old can get free or low-cost child care.

#### Emergency food and shelter

- Locations across NYC provide free food to people in need.
- The Homebase program can help residents avoid entering the shelter system.

#### Public safety

- The City does not conduct immigration enforcement. The NYPD does not ask about the immigration status of crime victims, witnesses, or other people who ask for help.
- Anyone who has been the victim of a hate crime, or is not sure, should contact the NYPD. To contact the NYPD Hate Crimes Task Force directly, call (646) 610-5267.

#### Immigration legal help

- Free, safe immigration legal help is available through ActionNYC. Call the ActionNYC hotline at 1-800-354-0365 during business hours Monday to Friday.
- Beware of unlicensed immigration service providers who take advantage of their customers. Get help only from a trusted, licensed attorney or accredited representative. For questions about this, call the New Americans Hotline at 1-800-566-7636 between 9AM-8PM on Monday through Friday.

#### Protection from discrimination

- New Yorkers also have the right to be free from unlawful discrimination, retaliation, and harassment in the workplace, housing, and public places.
- To file a complaint or learn more, call 311 or call the NYC Commission on Human Rights at (718) 722-3131.

### Do you have questions or concerns?

Call 311 for more information about these resources, or call the Mayor's Office of Immigrant Affairs directly during work hours at (212) 788-7654. Translation is available.