

Resource Guide for CoVID-19 as of 3/30/20

- To prevent infection with COVID-19, the CDC recommends frequent handwashing with soap and warm water; coughing and sneezing into your elbow or a tissue; avoid touching mouth, nose, and eyes; and if you are sick, stay at home.
- There are many respiratory illnesses circulating in Rhode Island, such as the flu and the common cold. Having respiratory symptoms does not mean that you have COVID-19. People are at higher risk for COVID-19 if they have symptoms of COVID-19 (cough, fever, shortness of breath) AND if they were a contact of a confirmed positive case of COVID-19 (or have traveled to country with community transmission).
- Someone is considered a contact if they have had direct, face-to-face contact with a person with COVID-19. Testing can only be done on individuals who have symptoms that are consistent with COVID-19 and who have had contact with a confirmed case of COVID-19 or travel history to a country with ongoing community spread of COVID-19. Testing individuals with no symptoms or history of travel is not recommended by CDC.
- **People who think they have COVID-19 should call their healthcare provider. These people should NOT go directly to a healthcare facility without calling a healthcare provider (unless they are experiencing a medical emergency).**

Victims of Crime Helpline (1-800-494-8100) is available 24/7.

A 24-hour chat line is also available through the RICADV and Blackstone Valley Advocacy Center website

DV Agencies:

Blackstone Valley Advocacy Center

- All group activities will be suspended until further notice.
- Agency staff will not conduct home visits, but will check in with clients by phone.
- All staff will continue to be available via telephone and email. We are reducing staffing in the office and some programs. Staff will work remotely when possible.
- Advocates will be available at the Garrahy Judicial Complex to assist victims with temporary restraining orders, for the time being.

The toll-free statewide helpline and chat feature will be available 24/7 throughout the crisis. The number is 1-800-494-8100.

Domestic Violence Resource Center of South County

We are available for [safety planning](#).

The court office is open for emergency temporary restraining orders. We are developing virtual support groups. Our law enforcement advocate and other direct services staff are working remotely, assisting clients with referrals and safety planning.

- The office will open daily with limited staff. We ask that you call the office at 401-782-3995 instead of stopping in.
- All staff will be available by email and phone. Please feel free to use that option. You can find all staff emails here: [Staff emails](#).
- Effective immediately, support groups, meetings, and events are cancelled until further notice.

Elizabeth Buffum Chace Center

As of Tuesday, March 17, the agency will make the following adjustments to our usual schedule:

- The center will be closed for all activities including support groups, individual advocacy, training sessions, and walk-in services.

Please call our crisis hotline at 401-738-1700 for support. Please call our advocates at 401-822-6680 for court matters. Please email us at info@ebchouse.org.

Sojourner House

- Sojourner House will be moving to a reduced staffing schedule.
- Our Drop-In Center located on Smith Street in Providence, R.I., will be closed to the public until further notice. Voicemail messages can still be left at 401-861-6191.
- Our agency hotline - 401-765-3232 - will continue to be answered Monday through Friday from 9 a.m. to 4 p.m. Outside of those hours, please call the statewide hotline at 1-800-494-8100. If it is an emergency, please call 911.
- Housing Clinic will be postponed until further notice. Our housing department will continue to be available by phone at 401-808-6889.
- All staff will continue to be available by phone and email. Our Drop-In Center staff is remotely checking their voicemail and email - please feel free to continue to reach out to staff via these channels. Clients will continue to receive services.

Women's Resource Center

- Staff is communicating at this time via phone, text, and video to continue to deliver core services and meet client needs.
- We are holding phone and video conference meetings with managers, case workers, support staff, team members, and board members to keep the lines of communication open and manage our operations.
- Anyone visiting our office locations in Newport or Warren will be directed via signage to call our Domestic Violence Crisis Support and Shelter Hotline phone numbers.
- Our website and social media platforms have the support and hotline phone numbers prominently displayed and communicated, and direct anyone in danger to call 911.
- We are working with law enforcement and social services in our area to ensure that our referral phone numbers and other ways to contact our key staff are known.
- We are monitoring the wellbeing of families living in our shelters to ensure their counseling and support needs are being met.

Here are our phone numbers:

- Domestic Violence Crisis Support: 401-846-5263
- Shelter Hotline: 1-866-236-2474

If you are unable to talk on the phone, email us at: info@wrcnbc.org and someone will be in touch

CAP Agencies & Health Centers (South County)

Tri-county Community Action Agency

1935 Kingstown Rd, Wakefield 02879

Monday – Friday 8AM – 5PM (401) 789-3016

Health centers and emergency services (including food pantry) are now closed to walk-ins. For more info, including #s to call if you need resources, please visit <https://tricountyri.org/covid/>

Thundermist (Wakefield)

(401) 783-0523

Monday – Friday 8AM – 8PM

Saturday 9AM – 5PM (401) 615-2800

We remain open for the community. We are limiting some non-urgent visits due to concerns for employee and patient safety. We are starting to provide some telephone and virtual visits in the next few days. If you're sick, call us before coming in.

Do not come to Thundermist Health Center if you have any flu-like symptoms, such as cough, fever, sore throat, or shortness of breath." Follow Thundermist on Facebook for updates: <https://bit.ly/3dvP5ZZ>

Thundermist Dental Clinic is open for urgent visits for anyone in the community. You do not need to already be a patient & no one will be turned away due to inability to pay. Sites in Woonsocket, West Warwick & Wakefield. Call (401) 767-4161 for more info

*WoodRiver Health Services (Hope Valley) (**Westerly CLOSED**)*

823 Main Street, Hope Valley *Hours have been shorted

- Wood River Health Services is OPEN, though with reduced hours. Additionally, providers are on call as always after hours for urgent matters
- We are moving, as much as possible, to a telehealth model, which means whenever possible we will triage and consult with patients over the phone. We are evaluating methods of providing video conferencing with patients but that is not available yet.
- We continue to ask that anyone who has an appointment with us call before coming in
- As noted in our previous message, dental services will be available for emergency and urgent care only
- WIC appointments will be conducted by phone and checks will be mailed

WellOne (North Kingstown)

Hours vary: <http://welloneri.org/pages/view/4/Locations-and-Hours>

401-295-9706

No walk-ins. "WellOne telephones will open at approximately 9:30 a.m. each day. *Please do not come to WellOne unless you have an appointment and have called in advance. *Please do not bring visitors with you. If absolutely necessary, you may bring one person (if needed for your care and the individual is without flu/cold symptoms)"

Jonnycake Center (Wakefield)

NEW FOOD PANTRY HOURS

Monday	11 am to 3 pm
Tuesday	Closed
Wednesday	10 am to 3 pm
Thursday	12 pm to 5 pm
Friday	10 am to 3 pm
Saturday	10 am to 12 pm
Sunday	Closed

Narragansett and South Kingstown residents can sign-up during these hours at our food pantry at 1183B Kingstown Road.

Thrift shop and donations are currently closed. Tax assistance closed. Providing breakfast and lunch for school aged children.

Jonnycake Center (Westerly)

- Thrift shop closed.
- Social services OPEN
- Food pantry OPEN
- Providing lunch for children aged 16 and younger
- DV advocate available by phone

401-377-8069

Health Insurance

To enroll in Medicaid or HSRI coverage (or report a change of income) call the HSRI customer support line at 1-855-840-4774 from 8:00 a.m. to 6:00 p.m. Monday – Friday.

You can also apply online at <https://healthsourceri.com/>

You can also get help from a Navigator in your community. Call 2-1-1 or go to <https://healthsourceri.com/get-help-community/> to speak with a Navigator.

Note: For health and safety reasons, assistance from Navigators & HSRI is currently by phone only

Meal Sites (South County)

Charlestown

Rhode Island Center Assisting those in Need

805 Alton Carolina Rd (401) 364-9412

Wed 9am-1130am, 630-7pm; Thurs 930-1130am; Sat 10am-2pm

drive-thru/curb-side food distribution

Narragansett

St. Peters by the Sea

72 Central St 401-783-4623

Fridays 4-6pm

Narragansett High School

245 South Pier Rd.

Weekdays beginning 3/23, 10-11am (breakfast and lunch distributed at the same time)

Grab&Go, only 18 and under, child must be present

North Kingstown

McGinn Park: 147 School St. (inclement weather site is Davisville Middle School)

M-F 12:15-1:15pm (breakfast and lunch are distributed at the same time)

Grab&Go, only 18 and under, child must be present

Wilson Park: Roosevelt Ave. (inclement weather site is North Kingstown High School)

M-F 12:15-1:15pm (breakfast and lunch are distributed at the same time)

Grab&Go, only 18 and under, child must be present

South Kingstown

Welcome House

8 North Rd., Peace Dale (401) 782-4770

Lunch (noon-1pm) Curbside bag lunches

Church of the Ascension

370 Main St., Wakefield (401) 783-2911

To Go meals given every Sun. 5pm Operating as normal on Sundays

Peace Dale Congregational Church

261 Columbia St. (401) 789-7313

Wednesdays 4:30-6pm

Offering takeout-pull-up services, no sit down meals. Call ahead and leave a message for count purposes.

Westerly

Johnny Cake Center

23 Industrial Drive

M-F 12pm-1pm (breakfast and lunch are distributed at the same time)

Grab&Go, only 18 and under, child must be present

Springbrook Elementary

39 Springbrook Rd.

M-F 12pm-1pm (breakfast and lunch are distributed at the same time)

Grab&Go, only 18 and under, child must be present

Tower Street Community

93 Tower Street

M-F 11am-1pm (breakfast and lunch are distributed at the same time)

Grab&Go, only 18 and under, child must be present

The Supper Table at school community center

91 Tower St. (401) 348-2715

No dinner, bagged lunches to students at 1pm

WARM Center

56 Spruce St. (401) 596-9276

M-S Lunch (noon-1pm) Dinner (5:30-6:30pm)

Grab & Go style

Renter Assistance, Evictions, Crossroads

Several states and cities have taken action to halt evictions. Rhode Island has not taken official action, but District Court is currently closed to all but emergency cases. Eviction cases will not be heard in court until the courts reopen after April 17, 2020. Remember: Please try to continue paying rent because landlords can still file an eviction case online - they just will not be heard until after April 17.

*Please see the PDF in the event you have a client who is at risk for eviction:

<https://files.constantcontact.com/8a05073c701/8866eeab-711e-4884-9926-93145ec9507d.pdf>

Crossroads (As of 3/30/20)

In response, we have been working closely with state officials, the Rhode Island Department of Health and other homeless service providers to implement precautionary measures designed to help prevent the spread of COVID-19:

- Increasing the frequency of cleanings at all of our facilities
- Distributing soap, hand sanitizer, and anti-bacterial wipes
- Educating staff and clients on preventative measures and best hygiene practices
- Practicing social distancing by limiting meeting sizes and increasing space between shelter guests
- Conducting case management by phone, instead of in-person, when possible
- Suspending congregate meal services for clients and shelter guests and providing boxed lunches and dinners instead
- Suspending our education and employment programs
- Suspending our corporate volunteer program
- Guaranteeing shelter beds for men at Harrington Hall to reduce "shelter hopping"
- Conducting presumptive health screenings for clients and visitors arriving at Crossroads

In anticipation of an escalation in cases of COVID-19, we are also working to identify spaces in our various facilities where we would be able to isolate a client who is ill while we coordinate with them to visit with a primary healthcare provider.

Recovery & Mental Health

- Create a wellness plan for yourself. Plan ahead for the tools or resources you will rely on if you feel overwhelmed by anxiety.
- Practice stress relief whenever you feel anxiety building like breathing techniques, visualization, arts and crafts, gardening or reaching out to a loved one for support.
- Avoid numbing yourself with excessive drinking or non-prescription drugs, which will only increase your anxiety afterward.
- Give yourself something to look forward to by making plans for six months down the road.
- Keep the routines that make you feel good. If you typically go to the gym, you can exercise at home. Check out YouTube for exercise and yoga videos.
- Reach out to friends and family. Schedule daily or weekly virtual hangouts.
- Find an accountability and support buddy.
- If you have a therapist, ask if he or she offers telephone or video-based sessions.

BH Link

If you are in a mental health or substance use crisis made worse by the COVID-19 pandemic and you need immediate assistance, please call 24/7 to get connected to care:

(401) 414-LINK (5465)

For under 18 call:

855-KID(543)-LINK(5465)

COVID- 19 Certified Peer Recovery

Available Response Call Lines

Available 8:00-8:00 pm

East Bay Recovery Community Center:
401-302-6231 English
401-602-6735 Spanish
Full-time drop-in naloxone distribution

PSN Hope Recovery Community Center:
Westerly: 401-598-6400
Newport: 401- 619-1343

CCA Serenity Center:
Woonsocket: 401-808-4810

Providence Anchor Community
Providence/Pawtucket area: 401-889-5770

RICARES: Providence: Naloxone and Fentanyl test kits:
Text or call requests into to 401-408-6804 or 401-487-3866 onsite pickup only at 134 Mathewson St

24/7 AA Online Video Meeting

Meeting Day: Daily - 7 days a week

Meeting Time: Every hour. These are open meetings held 24 hours a day 7 days a week. The format changes each hour with a host chairing each meeting. There is both a website www.247aaonline.com if you want to do service or you can go directly to the meeting via zoom at <https://zoom.us/j/166894183>

SNAP

The Rhode Island Department of Human Services (DHS) continues to do its part to serve DHS customers during the coronavirus 2019 (COVID-19) pandemic. To support Supplemental Nutrition Assistance Program (SNAP) recipients and their families, the Department worked with the federal government to increase benefit amounts for some SNAP households as well as to extend deadlines for those due to recertify in the months of March, April and May 2020. The announcements were made by Governor Gina M. Raimondo at the press conference Friday, March 27, 2020.

The federal government has allowed states to give all SNAP households the maximum SNAP benefit for their household size for the months of March and April. The amount of SNAP benefits a household receives is based on a federal formula that takes into account the number of people in the household and its income and expenses. If a household's usual benefit amount is below the maximum amount in the following chart, they will receive additional benefits to bring them to the maximum amount listed for their household size.

Household Size	Maximum monthly benefit amount
1	\$194
2	\$355
3	\$509
4	\$646

5	\$768
6	\$921
Each additional household member	+\$146

On April 1, all households will receive their regular April benefit issuance along with a supplement to their March issuance for those who were not already receiving the maximum benefit amount for March. On April 8, all households with benefit amounts under the maximum amount for April will receive additional benefits as a supplement to the regular April issuance. Approximately 45% of SNAP households in Rhode Island will receive an increase to their SNAP benefit amounts.

Recertification

Rhode Island has requested and received a waiver to extend certification periods for those households who are unable to return required forms and documents in March, April and May 2020. We encourage our SNAP recipients who are due to recertify in these months to return their forms, but if they are unable to do so, they will maintain their benefits and be sent a new certification packet in the fall.

DHS knows these are trying times and the Department continues to seek policy waivers from our federal partners to support our shared customers during this time. DHS will continue to communicate with all as additional changes are implemented.

Unemployment

If you are out of work and are not being compensated, you may be eligible for Unemployment Insurance (UI). If your place of business closes, or you are directed by your employer to remain home, you may be eligible for unemployment insurance (UI):

- If you have to stay out of work to care for your children due to quarantine, illness, or school closings, you may also be eligible for UI.
- To apply, please visit <http://www.dlt.ri.gov/ui/fileclaim2.htm>.
- Please be sure to indicate that your claim is a result of COVID-19.
- DLT will waive the seven-day waiting period for UI claims related to COVID-19.

If you are unable to work, but your place of business remains open, you may be eligible for Temporary Disability Insurance (TDI):

- To apply for TDI, please visit <https://dltweb.dlt.ri.gov/TDIReserve/Home>.
- Be sure to clearly indicate on your application that you have been impacted by COVID-19.
- Benefits may be available for you to care for yourself or a family member that has been impacted through Temporary

Caregiver Insurance (TCI).

- For more information about TDI please visit <http://www.dlt.ri.gov/tdi/tdifaqs.htm>.
- For COVID-19 related claims, DLT will waive the seven-day minimum amount of time that claimants must be out of work to qualify for TDI/TCI benefits.
- For individuals under quarantine, DLT will waive the required medical certification, and instead will allow them to temporarily qualify via self-attestation that they were under quarantine due to COVID-19.

If you have questions about any of these resources, please contact us by email at dlt.covid19@dlt.ri.gov or by phone at (401) 462-2020. Please be sure to provide your name, telephone number and email address. A DLT team member will respond to inquiries in the order they are received.

Cellphone/Internet/Data Updates

ISPs and cellular service providers are providing relief for customers. Some are merely adhering to the FCC's Keep Americans Connected Pledge (PDF), which asks the signees not to terminate a customer's service for non-payment. Others are removing data caps and lowering bills in response to COVID-19.

AT&T

All AT&T home Internet Wireline customers, as well as Fixed Wireless Internet customers, can use unlimited data. AT&T will continue to offer \$10/mo Access from AT&T service for qualifying customers. For the next 60 days, AT&T also pledged not to terminate the service of any customer who can't pay their bill, and will waive the fees associated with late payments. AT&T will keep its public Wi-Fi hotspots open to everyone.

CenturyLink

For the next 60 days, CenturyLink said it has committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. The company is also suspending data usage limits for consumer customers during this time period due to COVID-19. It has committed to the FCC's Keeping Americans Connected Pledge.

Comcast

On March 13, Comcast said that it would pause enforcement of its data caps for 60 days, essentially giving all of its customer's unlimited data for that period. (Comcast normally gives its Xfinity customers two "grace" months for every 12, allowing them to exceed their data cap without penalty.) New subscribers to Comcast's \$9.95/month Internet Essentials plan will receive two months free, and speeds were increased to 25Mbps down and 3Mbps up. Comcast is also making its Xfinity WiFi service free for everyone, regardless of whether you're a Comcast subscriber or not. (Here's a map of Xfinity WiFi hotspots.)

Cox

Cox said on March 16 that it is eliminating data usage overages for the next 60 days. Customers with a 500GB or existing Unlimited plan will receive credits. New subscribers to the Cox Starter Internet plan will be able to sign up without an annual contract and receive 50Mbps download speeds. Cox previously said that it would not terminate service for any residential or small business customers, and would open its Cox WiFi hotspot network to keep the public connected.

Cox is offering free support calls and the first month free to its low-cost Internet service, Connect2Compete. Customers on its Essential plan will see their speeds increased from 30Mbps to 50Mbps.

Charter (Spectrum)

Charter Communications' Spectrum services does not have data caps. Charter said that it will offer free Spectrum broadband and Wi-Fi for 60 days if that household has K-12 students or college students who do not already have a Spectrum broadband subscription. Charter also said it will open its Wi-Fi hotspots for public use. This week, Charter also said that Spectrum TV customers will be given free Showtime and EPIX through Sunday, April 19.

Cricket Wireless:

Added 10GB of Mobile Hotspot data to monthly plan at no extra cost. After 2 billing cycles, Mobile Hotspot data allotment will return to normal.

Google

"Google Fi has joined the Keep Americans Connected Pledge," according to a company spokesman, who has not said to which date it will be effective.

Mediacom Communications

Mediacom has paused monthly data allowances through May 15 across all broadband service tiers, it said on March 16. New customers who sign up for Mediacom's Access Internet 60 broadband service can do so for \$19.99/mo for 12 months, rather than \$29.99/mo. Mediacom's Connect2Compete service is raising its speeds from 10Mbps down/1Mbps up to 25Mbps down/3Mbps up. It has also made its Wi-Fi hotspot network publicly accessible, for free, for 60 days. For the next 60 days, Mediacom will not disconnect service or assess late fees to any customer who calls and informs the company that they cannot pay their bill.

Sparklight (formerly Cable One)

Sparklight said on March 13 that it would make unlimited data available on all Internet plans for 30 days, while waiving late fees for 60 days. Customers who call the company can also negotiate deferrals of their payments. On March 16, the company said it would make its hotspots, accessible in its office parking lots, available for free public use.

Sprint

Sprint said on March 13 that it has extended its network to include T-Mobile's network as well for the next 60 days. Sprint has also signed the Keep Americans Connected Pledge and will waive fees and not terminate services if customers are unable to pay because of the coronavirus for the next 60 days. Customers with metered data plans will now receive unlimited data for 60 days. They will also receive an additional 20GB of hotspot data for the same period.

Customers will be able to place free international calls to CDC-designated Level 3 countries.

Starry

Wireless broadband ISP Starry has made Starry Connect, a broadband program for public and affordable housing owners, free through May. Normally, the program, which provides 30Mbps symmetrical speeds, is \$15/mo. Starry has also agreed to suspend cancellation of service due to nonpayment due to the coronavirus. It already does not charge additional fees or late fees. Starry's service does not include data caps, either.

TDS

TDS said on March 16 that it will be providing free broadband access to customer households with K-12 or college students. (Proof will be required.) Other than that, TDS is adhering to the FCC's "Keep Americans Connected" pledge only by agreeing not to disconnect customers who can't pay their bills for the next 60 days. TDS has also opened its Wi-Fi hotspots for the next 60 days to the public, for free.

T-Mobile

All current T-Mobile plans with data will be granted free unlimited data for the next 60 days, excluding roaming. T-Mobile and Metro by T-Mobile customers will be given an additional 20GB of mobile hotspot and tethering services for the next 60 days. Lifeline customers will be given an extra 5GB of data per month for the next two months.

"We do not have an offer available for 60 days of free service and encourage consumers to be cautious of social media posts that may include fraudulent numbers," T-Mobile added.

Verizon

Verizon will waive late fees and keep residential and small business customers connected if negatively impacted by the global crisis, the company said on March 13. It is also upgrading the data plan on its Verizon Innovative Learning program for Title 1 middle schools from 10GB/month to 30GB/month for the next two months, effective March 16. There are no data caps on Verizon home Internet subscribers, a company representative said.

On March 23, Verizon updated its coronavirus relief plans, noting that it will waive overage charges in addition to pledging to not terminate service and waive late fees. Verizon is also adding 15GB of 4G LTE data to consumer and small business plans for free. Verizon will waive the next two months of billing cycles on its Lifeline plan. On April 3, Verizon will launch a new broadband discount program; customers may select any Verizon Fios speed in our Mix & Match plans and receive a \$20 discount per month.