

# EDUCATIONAL MATERIALS

## CORONAVIRUS (COVID-19) COMMUNITY AND NEIGHBORHOOD RESOURCES

**The following information has been developed for our community members and neighbors in need.**

*PLEASE NOTE: this content is provided for informational purposes, and is subject to change at any time. While we are updating this content on a regular basis, some information may become outdated. Please check with the relevant organization/company listed below if you have any questions.*

### UTILITIES: ELECTRICITY, WATER AND GAS, INTERNET

#### **Electricity, Water and Gas, Internet**

**Your electricity, gas, and water will not be shut off if you cannot pay the bill.**

**PECO has instructed customers who have a disconnect notice or late fees to call 1-800-494.4000**

The Philadelphia Water Department will restore service to customers whose service had already been disconnected. There will be no reactivation fee. This in effect until May 15.

#### **Additional information:**

- <https://www.pgworks.com/residential/about-us/newsroom/pgw-supports-its-customers-during-coronavirus-pandemic>
- <https://www.pECO.com/News/Pages/Press%20Releases/PECOExpandsAssistanceProgramstoSupportAllCustomersDuringCoronavirusPandemic031320.aspx>
- <https://amwater.com/paaw>

#### **Comcast / Internet:**

##### **Hotspots for Free Internet**

- Find a map of free hotspots by going to: <https://wifi.xfinity.com> and typing in your zip code
- There are many Comcast Xfinity WiFi spots all around the area
- Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots and then launch a browser

##### **No Disconnects or Late Fees:**

- Comcast will not disconnect a customer's internet service or assess late fees for home internet use if you cannot pay the bill.

##### **For Low-Income Families — Internet Essentials Free to New Customers:**

- Free for 60 days, and increases to \$9.95/month after. Details: <https://corporate.comcast.com/covid-19>

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# FOOD RESOURCES

## Meal Pick-Up

### Find a location:

- List and map of sites serving meals – type in your address to find a location near you:  
<https://www.phila.gov/2020-03-28-where-to-find-free-nutritious-food-during-covid-19/>
- Call the WhyHunger Hotline at **1-800-5-HUNGRY** for the most up to date information on food pantries and meal sites near you. Their website is updated less frequently, so call any locations before visiting.

### Additional details:

When Philadelphia public schools are closed, all students can still pick up two meals a day:

- Available at certain schools
- Monday through Friday, from 9:00 AM – 12:00 PM:  
TWO Grab-and-go meals for students.
- You do not need to go to your child's school. You can go to the school closest to your home to pick up your meals.

### Recreation centers and gyms:

- Some recreation centers and gyms will be open to youth Monday through Friday from 10:00 AM – 6:00 PM
- One meal per child will be provided at 3:00 PM

### Public food sites:

- Sites are open Mondays and Thursdays from 10:00 AM – 12:00 PM
- Residents can pick up one box per household. Supplies will last up to five days.
- Residents do not need to present an ID or proof of income for eligibility

## Food Pantries

List of local pantries that are distributing food—**this information is subject to change, please call the numbers below with any questions**

### Ell Saddai Baptist Church

- Open during COVID-19: **Yes**
- ID required: **Yes**
- Will deliver: **No**
- Location:
  - 4244 Old York Rd.  
Philadelphia, PA 19140
- Hours:
  - Tuesday: 10:00 AM – 12:00 PM
- Contact number: 215-324-0330

### St. James United Methodist Church

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 199 E. Tabor Rd.  
Philadelphia PA, 19120
- Hours:
  - Monday through Friday: 9:00 AM – 5:00 PM
  - Sunday: 10:00 AM – 1:00 PM
- Contact number: 215-329-2851

### Giving of Self Partnership

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 6101 Limekiln Pike  
Philadelphia, PA 19141
- Hours:
  - Monday, Tuesday, Wednesday, Friday:  
10:00 AM – 2:00 PM
- Contact number: 215-927-6100

### Praise the Living God Holiness Church

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 3610 N. 15th St.  
Philadelphia, PA 19140
- Hours:
  - 3rd Monday of the month:  
5:00 PM – 6:30 PM
- Contact number: 215-847-0965

### Truth Baptist Church

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 466 N. 15th St.  
Philadelphia, PA 19140
- Hours:
  - Tuesday: 10:00 AM – 12:00 PM
- Contact number: 215-224-8426

### Casa del Carmen

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 4400 N. Reese St.  
Philadelphia, PA 19140
- Hours:
  - Monday, Tuesday, Wednesday:  
8:30 AM – 1:00 PM
- Contact number: 267-331-2500

### Feltonville Dream Center / Master Builders Church

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 555 W. Annsbury St.  
Philadelphia, PA 19141
- Hours:
  - 1st and 3rd Saturday of the month:  
10:00 AM – 12:00 PM
- Contact number: 215-324-4300

### Father's House of Prayer Mission Baptist Church Food Pantry

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 3030 Germantown Ave.  
Philadelphia, PA 19133
- Hours:
  - 3rd and 4th Friday of the month:  
3:00 PM – 5:30 PM
- Contact number: 215-225-3530

### Salvation Army-KROC

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **No**
- Location:
  - 4200 Wissahickon Ave.  
Philadelphia, PA 19129
- Hours:
  - Monday through Friday:  
1:00 PM – 3:00 PM
- Contact number: 215-558-1500

### Kidz Meals on Wheels

- Open during COVID-19: **Yes**
- ID Required: **Yes**
- Will deliver: **Yes**
- Email to register: [kidzmealsonwheels215@gmail.com](mailto:kidzmealsonwheels215@gmail.com)
- Email to schedule: [kidzmealsonwheels215@gmail.com](mailto:kidzmealsonwheels215@gmail.com)
- Contact: [kidzmealsonwheels215@gmail.com](mailto:kidzmealsonwheels215@gmail.com)

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## PUBLIC ASSISTANCE PROGRAMS (PENNSYLVANIA)

### Applying for Public Assistance Programs

All county assistance offices (CAOs) in PA are closed to the public beginning Tuesday, March 17. They will continue to accept and process Medical Assistance applications online at <https://www.compass.state.pa.us/compass.web/Public/CMPHome>

**Individuals can notate on the application if they have a health emergency including COVID-19. Medical Assistance applications where there is an immediate health concern will continue to be prioritized.** (PA DHS COVID-19 Response, Guidance, and Actions 3/17/20)

### Medicaid (MA) and CHIP

- If you have an issue with Medicaid, you can reach the Health and Independence Unit at 215.227-2400, Monday, Wednesday, and Friday 9 AM – 5 PM
- The MA and CHIP programs will pay for COVID-19 testing **when a health care practitioner determines it is needed, and prior authorization is not required.**
- There are no MA or CHIP copayments for lab testing for COVID-19. For those services that do have copayments, MA providers may not deny services if a beneficiary is unable to pay the copayment. ([https://www.media.pa.gov/pages/DHS\\_details.aspx?newsid=491](https://www.media.pa.gov/pages/DHS_details.aspx?newsid=491))

### SNAP (Food Stamps)

SNAP certification periods will be extended at least for the next three months **so SNAP cases will not be terminated during this period.** (PA DHS COVID-19 Response, Guidance, and Actions 3/17/20)

## WIC -Philadelphia

- Recipients should call the WIC office first as they may be able to offer some flexibility in the timing of their appointment. They can also complete some of the paperwork over the phone to reduce time spent at the office.
- Someone **must** physically come to the office to provide ID, EBT card, and any supporting documents. This can be the recipient or a proxy (with ID) who has been identified beforehand over the phone.
- Due to COVID-19, recipients/proxies are asked to come alone. They will not enter the office. They will put cards/documents in a dropbox and call the office to alert them. They will wait outside until staff have processed and sanitized the cards, which will then be put back in the dropbox for recipients to retrieve.
- Recipients receive 3 months' worth of supplies, as is standard.
- If WIC products aren't available at grocery stores, no substitutions are being accepted at this time.
- WIC cannot deliver food.

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## Housing

You can contact one of the city's housing counseling agencies (<https://www.phila.gov/departments/division-of-housing-and-community-development/neighborhood-resources/housing-counseling/>) with issues and questions.

## Eviction and Foreclosure

- All eviction and lockout proceedings have been suspended until at least 3/29. **Your landlord cannot legally try to remove you from your home during this time.** More information can be found through **Community Legal Services** (<https://clsphila.org/housing/homeownership-pandemic/>).
- Most mortgage and tax foreclosure proceedings have been suspended. If you are unable to pay your mortgage, contact your lender to see if they are willing to adjust monthly payments.
- Homeowners concerned about foreclosure can call the Save Your Home Philly hotline at 214.334-HOME (215-334-4663).

## Homelessness

The City's homeless intake centers (<https://www.phila.gov/services/property-lots-housing/buy-sell-or-rent-a-property/find-housing/find-emergency-housing/>) are open. There are specific resources available for survivors of domestic violence (<https://www.womenagainstabuse.org/get-help/pdvh>) and youth ages 12-17 (<http://philadelphiaofficeofhomelesssservices.org/services/>).

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## Other Resources and Additional Information

### Sick Leave

- You are entitled to paid sick leave if you work in Philadelphia: <https://www.phila.gov/media/20191218103833/Paid-Sick-Leave-Poster-Translations.pdf>
- If you need to take off because you are sick or caring for a loved one who is sick, find out what your rights are: <https://clsphila.org/services/taking-leave-from-work/>

### Unemployment

- If your workplace has closed or you can no longer work due to the statewide shutdown of non-essential business, you are eligible to collect unemployment compensation.
- In this situation, you are unemployed due to a "lack of work."
- The fastest way to apply is online at [www.uc.pa.gov](http://www.uc.pa.gov)

### United Way Community Economic Relief Hotline

Call 211 or **1-866-211-9966** if you need help with bills, rent, or food. They will ask for your zip code and then provide a list of local agencies that can help.

### Resources for those Experiencing Domestic Violence

- For immediate dangers, **call 911.**
- Philadelphia's Domestic Violence Hotline is available 24/7 at **866-723-3014**. Hotline counselors can help you with services like emergency shelter and crisis intervention. Calls are free, confidential, anonymous, and interpretation services are available.
- The National Domestic Violence Hotline is available 24/7 in 200+ languages. Call **1-800-799.SAFE** (7233) or text LOVEIS to 22522

## **.Immigrant and Spanish Resources**

Juntos is an organization offering assistance and guidance. They can be reached at 215-218.9079 or [info@vamosjuntos.org](mailto:info@vamosjuntos.org)

## **Financial Counseling**

Clarifi is a non-profit that can help you create an emergency financial plan for free. They can coach you on how to talk to lenders, landlords, etc. and connect you to more resources. 215.563-5665 -English and Spanish

## **Addiction Services**

- Clean Slate provides medication-assisted treatment for opioid and alcohol addictions. Call **215.433-1855** or visit <https://www.cleanslatecenters.com/>
- NET Access Point can help those in need of immediate opioid treatment support. Located at 5th and Spring Garden, they accept walk-in appointments 24/7. Call **215-408-4987** or visit <http://netcenters.org/services/addiction-recovery-programs/#ffs-tabbed-17>
- Remote meeting options for those in recovery: <https://www.aa-intergroup.org/directory.php>

## **Voting**

You can request a mail-in ballot for the Primary Election held on April 28th. You must request the ballot by April 21. You can do so online or via mail. Learn more on this website: <https://www.votespa.com/Voting-in-PA/Pages/Mail-and-Absentee-Ballot.aspx?fbclid=IwAR1vLzr6anEcJGPwodt7fJL7y-MD3kySEFavsgAenmUXIqheyXHEgat5Xhk%C2%A0>

## **Activities for Kids Home from School**

There are a number of resources for children who are home from school: <http://www.amazingeducationalresources.com/>

## **Updates from the City of Philadelphia**

You can find updates from the city here: <https://www.phila.gov/programs/coronavirus-disease-2019-covid-19/>

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**Non-discrimination notice:**