

Bristol COVID-19 HOTLINE

860-584-6253

The Bristol All-Heart Hotline has been established for Bristol residents in need of social services or other support during this public health emergency.

The hotline is structured for residents who are confined to their home, are elderly and thus at risk if they go to the grocery store, people with transportation issues, families who can't reach the School Food Distribution Sites, and other situations. Individuals under these circumstances can call and leave a message with their name, phone number (email if applicable) and their specific need. They will then be matched with a volunteer to assist with their necessities.

Visit for more information: <http://www.ci.bristol.ct.us/CivicAlerts.aspx?AID=769>

- Information on unemployment benefits
- City of Bristol city services (online access link)
- Childcare provider resource
- Eversource information

FOOD RESOURCES

Resource	
Agape House	Closed to Clients : Grab N Go snack bags 8-9am
Salvation Army	Food bags Monday, Wednesday, & Friday 10am-1pm
Brian's Angels	Closed to Clients : Grab N Go snack bags 4-4:30pm
Plainville Community Food Pantry	Closed, qualified clients may call 860-747-1919 for assistance
Meals For Neighbors	Offering bagged food items Mon.-Thurs. 10:00-10:30am Clothing and food donations accepted Mon.-Thurs. 11:00am-12:30pm
Blessed Pantry-Closed	CLOSED
Grace Baptist Church	Grab N Go bags Sat. 10:00am-noon Note: no food the FIRST Saturday of each month
Bristol Housing Authority	Closed to the Public Call 860-585-2042 with inquiries Breakfast & Lunch programs: MWF 12:15-1:15pm at Zbikowski Park, 111 Lillian Road and Cambridge Park Food share—Bags of food provided 70 Gaylord St. – Mon. 9:15-9:45am

	Cambridge Park- 207 Davis Dr., every other Tuesday 10:15-10:45am
Plymouth Community Food Pantry	Offering bagged food items 860-584-1750-call for appt.
Bristol Senior Center	Bagged Lunches available by calling 860-584-7895 two days in advance

For kids 18 and Younger

Beginning Wednesday March 25th, community members 18 and under wishing to access food will have several options for either drive up or walk up service. **Bristol Eastern High School and Bristol Central High School will continue to offer drive-up and walk-up service between 11-1 on Monday, Wednesday and Friday**

On Wednesday, March 25th, expanded food service will include distribution at Cambridge Park at Davis Drive, Coppermine Village Apartments at Shawn Drive, Huntington Woods at Blakeslee Street, Zbikowski Park Apartments at Lake Ave and Rockwell Park Pavillion will have food distribution on Mondays and Wednesdays, for 1 hour, at each respective location.

Rockwell Pavillion	11 AM	Copper Mine at Shawn Drive
Zbikowski/Lake ave	12:15 PM	Cambridge Park at Davis Drive
Huntington Woods at Blakeslee	1:30 PM	

All locations will distribute food for multiple days at a time. Upon arrival, follow signs and prompts from staff in safety vests.

HEALTH CARE RESOURCES

- Open enrollment for Access health **March 19,2020-April 17, 2020** call 1-855-365-2428 Monday-Friday 8am-5pm to apply
- Community Health Centers (395 N Main st Bristol) have moved to telehealth appointments. Clients can call 203-574-4000 to schedule appointments.
- Bristol Hospital COVID-19 Hotline: 860-261-6855 <https://www.bristolhealth.org/>
- Bristol-Burlington Health District: Bristol: 860-584-3000 Burlington: 860-626-7903 www.BBHD.org
- Wheeler Clinic Family Clinic 225 North Main St., Bristol 91 Northwest Dr., Plainville
No Walk-ins accepted
Call navigation team first for appt. 888-793-3500
For updates and information www.wheelerclinic.org
- AA & NA Meeting Info

<https://www.12step-online.com/meetings/online-aa-meetings/>

<https://www.onlinegroupaa.org/>

- Optimum Mental Health Hotline: 1-866-342-6892
- Children's Pediatric Hotline: 1-833-226-2362

DV Resources

- Create a safety plan. connect with a local DV agency to create a safety plan to help protect the victim and children from harm. See tips on creating a safety plan to minimize risk here
 - <http://www.ctadv.org/find-help/making-safety-plan/>
 - <https://www.loveisrespect.org/for-yourself/safety-planning/interactive-safety-plan/>
- **CTSafeConnect.org** or call **888-774-2900** (English) **844-831-9200** (Spanish)
- CT sexual assault hotline **1-888-999-5545** English **1-888-568-8332** Spanish
- The National Domestic Violence Hotline is available 24 hours a day in more than 200 languages at **1-800-799-SAFE** or text **LOVEIS** to **22522**
- **CTLawHelp.org**, a project of the CT Network for Legal Aid. CTLawHelp.org has several self-help guides available to assist victims with legal issues such as: Court fee waivers, Completing court forms, Family Violence Leave (leave from work due to family violence), What to do when the other parent doesn't obey a court order for child custody
- **Statewide Legal Assistance**: If you need legal representation and have very low income, you may qualify for one of Connecticut's legal aid programs. To find out more, call: Statewide Legal Services of Connecticut toll-free hotline: **(800) 453-3320***

*legal services hotline call-in hours are Monday, Tuesday, Thursday, Friday from 9:00am – 3:00pm and Wednesdays from 1:00pm – 3:00pm; from Middletown and Hartford call 860-344-0380

- State of Connecticut, Office of the Victim Advocate (OVA)
<https://www.ct.gov/ova/site/default.asp>
- Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Hotline: **1-800-985-5990** or text TalkWithUs to **66746**.
 - **National Domestic violence Hotline**
 - Our advocates are available 24/7 at **1-800-799-SAFE (7233)** in more than 200 languages. All calls are free and confidential.
 - Our advocates offer the same support through our live chat services. [Click here for info about the chat](#) or click the "Chat Now" button to start a chat.
 - Safety planning tips for all different types of situations (Living with abusive partner; with children; with pets; pregnancy; prepping to leave; legal information; ETC)

HOUSING

1. 211

- 211 is still taking calls for people seeking shelters and other resources. 211 is available 24 hours a day, 7 days a week, every day of the year online at 211ct.org and over the phone by dialing 2-1-1. Shelters are screening people who enter for COVID-19 .
- ***DOH (department of housing) wants to stress to people that SHELETERS SHOULD BE THE ABSOLUTE LAST RESORT in order to minimize the spread of COVID-19 in shelters.***
- Rapid exit funds (funds that could be used for security deposits) are still available through CCEH (Connecticut coalition to end homelessness), please have client call 211 for more information or visit CCEH.ORG (*Tashyia does have some experience working with this population & has some experience accessing these funds if you have any questions*)

2. Eviction

- if the client's landlord has filed a case in court to evict them, it will not move forward at this time. If their landlord already won a judgment allowing the landlord to evict them, they can stay in the home through May 1, 2020 and possibly later. Please check back for updates to this information. Please note: tenants are still responsible for paying the rent as agreed in their lease. (<https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en> Page 45)
- **This means that a state marshal cannot serve you with an “execution” eviction order, physically remove you or your belongings from your apartment, or change your locks before May 1st.**

3. Mortgage

- Borrowers affected by the coronavirus and who are having difficulty paying their mortgage, should reach out directly to their mortgage servicers to talk about the help that is available. Depending on the type of loan you have and your situation, different types of help may be available. As of March 18, 2020 and to help borrowers who are at risk of losing their homes, the Federal Housing Finance Agency (FHFA) has told Fannie Mae and Freddie Mac to put a hold on foreclosures and foreclosure-related evictions for at least 60 days due to the coronavirus national emergency. This hold applies to homeowners with single-family mortgages backed by either Fannie Mae or Freddie Mac. A similar hold on foreclosures and foreclosure-related evictions is in place for FHA-insured loans. Because of this, the Connecticut courts have extended the dates of all foreclosure sales and the running of law days (the date when you must leave your house) to early June. (<https://portal.ct.gov/-/media/Coronavirus/COVID-19-FAQs.pdf?la=en> PAGE 45)

- Foreclosure sales scheduled for March 21 and 28 have also been postponed until May.

Financial Resources

- **HRA**

All energy assistance and case management appointments are being handled over the phone. VITA-Volunteer Income Tax Assistance Program Temporarily suspended

HRA –Bristol

55 South Street, Bristol, CT

860-582-4028

Closed to the public, staff on adjusted schedule:

Mon.- Fri. 9:00 am – 3:00 pm

- **Federal and State tax filing deadline extended to July 15**
- **Unemployment :**

WiFi Resources

Comcast

1. **Internet Essentials Free to New Customers:** it's even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. **New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.** Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
2. **Comcast WiFi hotspots are now free to everyone.** Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers.
3. **No Disconnects or Late Fees:** They will not disconnect a customer's internet service or assess late fees if they contact them and let them know that they can't pay their bills during this period. Comcast's care teams will be available to offer flexible payment options and can help find other solutions.

Cell Phone Resource

- **TracFone/Straight talk** (Walmart's minute plan): Partnering with SafeLink Wireless to enroll clients in free minutes, assistance with bill pay, waiving reactivation fees, setting clients up with data and texting packages. Can visit safelinkwireless.com/enrollment of contact 1800 723 3546 for details.
- **Assurance Wireless** (Virgin Mobile's version of SafeLink) is giving all of their customers unlimited minutes and texts from now through 5/20 as well as 6 GB of data for free.
- **Verizon**: suspending late fees/re-connection fees, bill assistance, and getting extra minutes with proof of poverty, unemployment due to COVID. Best way is to apply online through the account. We could probably help clients do this.
- **AT&T**: free/reduced cost wifi/hotspots through your phone, unlimited data for all existing clients, and providing services at \$10 per month for families with no income, low income, or financial strain due to COVID. Will extend the \$10 per month plan after COVID crisis. Online is the most officiant way to apply due to the high number of callers (per info on website).
- **Cricket**: dial 611 to enroll in any COVID relief programs. Waiving re-connection fees, and all service fees on payments. Can use Bridge Pay to pay current bills in future months, over a longer period of time, and/or smaller payments per billing cycle. Includes minute plans. To call 611 you must call off of the Cricket issued phone, if someone else is calling for the client the number is 1 800 274 2538.

CT Transit

1. At this time most regularly scheduled services are operating, with some exceptions.
2. Although coach buses will continue to be used on longer routes, shorter 2-zone routes will be operated with standard transit buses until further notice to support rear door boarding and social distancing guidelines. Passengers who are in wheelchairs and others who require the bus to kneel should indicate to the Operator they wish to use the front door. On coach buses, customers are advised to proceed past the farebox and directly to a seat. **On-board fare collection has been suspended until further notice.**

COVID-19 INFORMATION RESOURCES

the **United Way 211** website has excellent and extensive Covid-19 and basic needs info, at the local and state level.

<https://uwc.211ct.org/covid19resources/>

CDC Information and Guideline on Coronavirus Disease 2019 (COVID-19)

Please encourage your clients to inform themselves through the official CDC website for the most accurate information.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

Wheeler Clinic Website

We have detailed resources on the front page of our Website in conjunction with federal, state, and local source information. You may visit and guide clients to our website regarding COVID-19 protocols and our mode of operation.

<https://www.wheelerclinic.org/>

<https://www.wheelerclinic.org/news/covid-19>

Pets and COVID-19

During times like these, the general public are incredible about helping other stay safe and access basic needs. However, at times we may unintentionally forget that many of us have pets who depend on basic needs as well. Below are some websites that provide various needs and services for pets. **Keep in mind that many organizations have implemented changes to pet adoptions, resource delivery, available staff, etc., due to the coronavirus outbreak. Encourage your clients to contact the organizations directly to see what services they provide and if they can be trusted.**

<https://cthumane.org/pet-food-pantry-program/>

<https://resources.bestfriends.org/article/financial-aid-pets>

<https://theanimalrescuesite.greatergood.com/clicktogive/ars/home>

<https://www.petsofthehomeless.org/>

<https://starelief.org/pet-food-pantry-application/>

AHCT Special Enrollment Covid-19 (VERY Helpful for everyone)

We just announced a new Special Enrollment Period to help uninsured residents sign up for a health insurance plan offered by either of Access Health's two insurance carriers. The goal is to slow the spread of the virus and reduce its cost to all Connecticut residents which means everyone who needs it should get access to covered services and be tested and treated if necessary.

This new Special Enrollment period will only be open through April 2, 2020. Those interested in finding new insurance can enroll by phone at 855-805-4325 (TTY: 1- 855-365-2428). Our call center will be helping people Monday through Friday, from 8am to 5pm.

We are also receiving information on a large number of layoffs statewide. Individuals who lose their coverage due to unemployment are also eligible for a special enrollment window to get