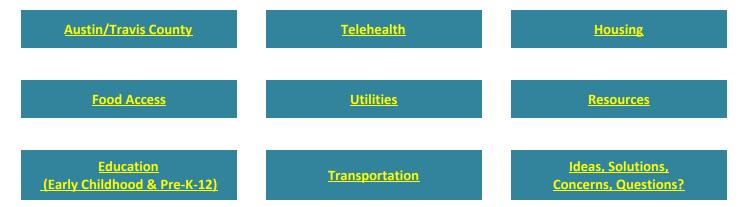
COVID-19 Resources

Going into the holidays refer to <u>Austin Public Health</u>, <u>El Buen Samaritano</u>, and <u>ConnectATX |</u> <u>United Way for Greater Austin</u> for current resources as we update the COVID-19 Resources list.



Austin/Travis Co

COVID-19 Holiday Safety Guidance (flyer)

<u>Coronavirus Disease 2019 (COVID-19)</u> is the *best* online resource. For additional information or questions, call 3-1-1 (512-974-2000). Information is available in ASL + 8 additional languages. If a language is not listed, residents need to call 3-1-1.

Austin/Travis Co Orders

When leaving one's residence, all persons over the age of ten (10) shall wear some form of covering over their nose and mouth, such as a homemade mask, scarf, bandana or handkerchief. Parents and Guardians of children under 10 shall be responsible for appropriately masking children when outside their residence.

Residents can use the PARD <u>parkviewer app</u> to see which parks are affected.

Telehealth

Healthcare providers are encouraging those who are experiencing flu-like symptoms to first use mobile apps or visit websites set up for a COVID-19 response. <u>COVID-19 Health and Wellness Support Line</u>, including mental health services, are available for safety and convenience.

Find a Community Health Center | Austin Child Guidance Center COVID-19 Resources | Family Eldercare

Medication: If financial assistance is needed, call 2-1-1; if you have a doctor, ask the doctor if any samples can be provided to help curb costs; pharmacies also have discount programs.

Services for Uninsured

CommUnityCare Health Centers launched a hotline to triage uninsured Travis County residents experiencing coronavirus-like symptoms (COVID-19). **HOTLINE: 512-978-8775** At this time the hotline is available 8am-5pm.

Housing

- Austin's Homeless Strategy
- HACA Resident Support Center
- Texas Apartment Association Renters Resources

- <u>Austin Tenants Council</u> is providing remote services at this time. Clients with rental housing concerns, tenant-landlord disputes, or fair housing concerns should call ATC's administrative line at 512-474-7006 for further information. Clients may also find more information on their website.
- Texas RioGrande Legal Aid office is closed but are taking calls, phone 888-988-9996
- Eviction: There is an eviction moratorium in place for Austin/Travis County, as well as a federal order from the
 Centers for Disease Control and Prevention (CDC), but tenants are still being threatened with or actually evicted.
 Online information about the Eviction Solidarity Network (ESN) is available, including Tenants Rights and
 Community Resources.

If you or someone you know is being threatened with eviction, make an online report or call 311.

Food Access

Emergency Food Access Find Food Now | Austin ISD Meal Distribution

Food Delivery:

- FarmshareAustin piloting <u>curbside delivery service</u> (limited to 144 deliveries/week).
- Meals on Wheels: Distribution sites are closed and daily meal deliveries have been suspended; <u>click here</u> for more details.
- HEB Senior Support Line; Phone: 833-397-0080

Infant Formula/Baby Food, call:

- Pediatrician for samples
- Neighborhood Center Helpline, 512-972-5133
- WIC Office, 512-972-4942 or email: WIChelp@austintexas.gov

Utilities

Austin Utilities: Residents can apply online for assistance at Austin Bill Help or call 512-765-9721.

Texas Gas Service

Call customer service representatives (available M-F, 7a-7p CST) at 800-700-2443 to discuss payment assistance options; review options online.

Charter offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households; if Customer Service says the installation fee must still be paid, request to speak with a supervisor.

<u>Austin ISD Technology Delivery & School Bus WiFi Locations</u>

Cell Phone Services: AT&T Verizon T-Mobile MetroPCS

Education (EC & Pre-K-12)

Austin ISD Community Learning Spaces | Austin ISD Meal Distribution Del Valle ISD | Pflugerville ISD | Round Rock ISD

Transportation

<u>Capital Metro</u> is operating on a modified schedule; <u>MetroAccess</u> service is still intact.

Resources

If you lost a job due to COVID-19, file for unemployment (UIB) online or by phone (800-939-6631) 7a-7p daily.

Other online resources:

- COVID-19 Austin Area Response
- Austin Diaper Bank
- AGE of Central Texas

Ideas/Solutions

Do you have an idea, solution, concerns, and/or question? Email resources@goaustinvamosaustin.org. Thank You!