

311 FAQs April 20, 2020 3:30 update

The highlighted portions include new information for today

Daily COVID Positive numbers in Suffolk County

<https://gis.suffolkcountyny.gov/portal/apps/opsdashboard/index.html#/76a26a0c83634266aa9efc35bd4f1975>

Updated NYS New Unemployment Application

The New York State Department of Labor announced the launch of a new application for New Yorkers to apply for traditional Unemployment Insurance or the new COVID-19 Pandemic Unemployment Assistance.

This one-stop-shop for unemployment benefits will connect New Yorkers with the benefits they deserve faster, without requiring them to call the Department of Labor.

The updated unemployment benefits application system, <https://my.ny.gov/LoginV4/login.xhtml> will determine which unemployment program — unemployment insurance or Pandemic Unemployment Assistance — New Yorkers should apply for and then prompt them to answer a specific set of questions.

The application builds on the new online system the department rolled out on Friday, April 10th, in partnership with the State Office of Information Technology Services and Google Cloud, to help manage the exponential and unprecedented increase in new claims resulting from the COVID-19 pandemic.

The Pandemic Unemployment Assistance (PUA) program, which was included in the Federal CARES Act, provides unemployment benefits for individuals who are ineligible for traditional unemployment insurance. Examples of those covered by PUA include:

- Self-employed New Yorkers;
- Independent contractors;
- New Yorkers who worked for an app-based company (i.e. "gig workers")
- Farmers;
- Those diagnosed with COVID-19 or who have COVID-19 symptoms and are seeking a diagnosis;
- Those living with a household member who has been diagnosed with COVID-19;
- Those providing care for a family or household member diagnosed with COVID-19;
- A primary caregiver for a child unable to attend school or another facility due to COVID-19;
- Those unable to reach their place of employment due to an imposed quarantine or because they have been advised by a medical provider to self-quarantine due to COVID-19;
- Those scheduled to commence new employment that cannot reach their workplace as a direct result of COVID-19;

- Those who became a major breadwinner because the head of their household died from COVID-19;
- Those who quit their job as a direct result of COVID-19;
- Those whose place of employment closed as a direct result of COVID-19;
- Those with insufficient work history and affected by COVID-19; and
- New Yorkers otherwise not qualified for regular or extended UI benefits and affected by COVID-19

Suffolk County Updated Information Child Care Subsidies

In response to continued COVID-19 virus concerns and its impact on the provision of child care services in Suffolk County, The New York State Office of Family and Children’s Services has granted an extension on all of the following Child Care waiver conditions for the period 4/15/20 through 5/14/20:

- Child care eligibility standards for new applications have been expanded to 85% of the State Median Income level; New eligibility standards below. Access applications and eligibility wizard here: <https://suffolkcountyny.gov/Departments/Social-Services/FAQs/Child-Care-Services-FAQs>

Family Size	85% of State Median Income New York	200% Federal Poverty Level (6/1/19 - 5/31/20)
1	\$42,405.00	\$24,980.00
2	\$55,453.00	\$33,820.00
3	\$68,501.00	\$42,660.00
4	\$81,549.00	\$51,500.00
5	\$94,597.00	\$60,340.00
6	\$107,645.00	\$69,180.00
7	\$110,091.00	\$78,020.00
8	\$112,538.00	\$86,860.00
Each additional person		Add \$8,840

- For families impacted by COVID-19, family fees are waived, an additional 30 day recertification period is allowed and providers (except legally exempt in-home and family child care) may receive payment for absences for a maximum of 30 days; and
- DSS will make payments to providers (except legally exempt in-home and family child care), who are closed due to effects of COVID-19, for a maximum of 30 days.

**Individuals seeking a release from Isolation or a release from Mandatory Quarantine
SCDOH letter for themselves or to give to employer**

For English speaking caller, direct them to the Suffolk County website link at the top right hand corner of the website to complete their letter request. Once the request is completed, they will be able to print their own release letter. Please see the specific link below:

<https://health.suffolkcountyny.gov/covidreleaseletters/>

If a caller is requesting a COVID 19 positive letter or a Mandatory Quarantine letter or the caller is Spanish speaking and seeking a release from isolation or quarantine letter from the health department, please input the following in to the CRM system under title "Health Department Letter Request"

Full Name:

Date of Birth:

Date they tested:

Requesting COVID 19 Positive Letter:

Requesting Mandatory Quarantine Letter:

Requesting Spanish Release from Isolation letter:

Requesting Spanish Release from Quarantine Letter:

NYS Guidance on Pool Opening

Pool opening and maintenance are considered essential operations.

**The NYSESD Guidance on Essential Businesses has been updated with respect to marinas
as follows:**

"Marinas, boat yards, and recreational marine manufacturers, for ongoing marina operations and boat repair/maintenance, where such facilities adhere to strict social distancing and sanitization protocols. Use of such sites for the purposes of personal use or operation of boats or other watercraft is permissible, provided that no establishment offer chartered watercraft services or rentals. Restaurant activity at such sites are limited to take-out or delivery only."

The Guidance can be found here: <https://esd.ny.gov/guidance-executive-order-2026>

Suffolk County Collection of Information regarding Mortgage Companies

VBS 4/20/2020

If you receive callers today, April 20, 2020, who are responding to the County Executive's request for mortgage companies who are not complying with the 90 stay on mortgages for residential or commercial mortgages or who are requiring a lump sum payment at the end of the 90 day period, please take the following information:

Name

Phone number

Mortgage Company

We will have a form very shortly that callers will be able to complete online or if a caller is technology challenged you can fill out for them with the pertinent information we need to collect to address their mortgage issue.

Mortgage Relief Options

If you're among those financially impacted by the coronavirus pandemic, you might be concerned about how to pay your mortgage or rent. Federal and state governments have announced plans to help struggling homeowners during this time. Read this to get information on what to do now, and what your options are for mortgage and rental relief.

Important things to know first

For many homeowners with mortgages, there's help, but first assess your situation.

If you **can** pay your mortgage, pay your mortgage.

Don't call your mortgage servicer if you aren't facing an immediate issue. Mortgage servicers are getting a lot of calls and need to first help those who won't be able to pay their mortgage. Check their website first for possible options.

If you **can't** pay your mortgage, or can only pay a portion, contact your mortgage servicer immediately.

It may take a while to get a loan servicer on the phone. Loan servicers are experiencing a high call volume and may also be impacted by the pandemic. Please be sure to read this blog carefully so you are prepared for this conversation.

A new federal law, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, puts in place two protections for homeowners with federally backed mortgages:

1. A foreclosure moratorium
2. A right to forbearance for homeowners who are experiencing a financial hardship due to the COVID-19 emergency

If you don't have a federally backed mortgage, you still may have relief options through your mortgage servicer or from your state.

Department of Social Services Update

In response to the outbreak of COVID-19 and the declaration of a State disaster, **Temporary Assistance** applications and recertifications can be submitted by mail (instead of coming to a center).

Eligibility Interviews and Recertification Interviews may be interviewed by phone. The department has made every effort to contact anyone with a scheduled appointment and will have that interview conducted on the same date and time by telephone.

Consumers applying for emergencies may be interviewed by phone, however they will still need to provide documentation of the emergency need so that the department can make an accurate assessment and determine the assistance necessary to meet the need.

Temporary Assistance Applications can be completed, signed and then scanned and submitted along with any supporting documentation to the following email address:
SuffolkTA@suffolkcountyny.gov

NYS Guidance on Food Trucks

Food trucks are allowed to operate as an essential business just as long as they are practicing social distancing.

NYS Guidance on Ice Cream Trucks

Ice Cream trucks are deemed non-essential

Sepa Mujer Spanish Language Assistance

SEPA Mujer hotline — **833-762-9832** — established to help Spanish-speaking victims reach volunteer counselors who converse in their native language. They help women in crisis and provide information, emotional support and referrals to victims of crimes, such as wage theft, hate crimes, gender-based violence and gang violence.

The hotline is staffed 24 hours a day, seven days a week, by volunteers “who hail from a myriad of diverse Latin American backgrounds.

LICADD COVID 19 Services Available

- Compassion Fatigue for 1st responders and healthcare professionals
- **24 Hour hotline-631-979-1700** - taking calls for mental health, substance abuse, anxiety, depression and coping strategies. Clinician is always available - they will speak to a person
- Overdose prevention and Naloxone kits available for distribution

Office of the Inspector General-SBA Scams

The Office of Inspector General recognizes that we are facing unprecedented times and is alerting the public about potential fraud schemes related to economic stimulus programs offered by the U.S. Small Business Administration in response to the Novel Coronavirus Pandemic (COVID-19). The Corona virus Aid, Relief, and Economic Security Act (CARES Act), the largest financial assistance bill to date, includes provisions to help small businesses. Fraudsters have already begun targeting small business owners during these economically difficult times. Be on the lookout for grant fraud, loan fraud, and phishing.

- SBA does not initiate contact on either 7a or Disaster loans or grants. If you are proactively contacted by someone claiming to be from the SBA, suspect fraud.
- If you are contacted by someone promising to get approval of an SBA loan, but requires any payment up front or offers a high interest bridge loan in the interim, suspect fraud.
- If you have a question about getting a SBA disaster loan, call 800-659-2955 or send an email to disastercustomerservice@sba.gov.
- If you have questions about other SBA lending products, call SBA's Answer Desk at 800-827-5722 or send an email to answerdesk@sba.gov
- Report any suspected fraud to OIG's Hotline at 800-767-0385

Sewing Collaborative Face Masks

If someone is calling in to assist with the sewing collaborative, please provide them the email: Business.recovery@suffolkcountyny.gov and ask them to title the email "Sewing Collaborative" provide their name, phone number, email address and the town in which they reside.

NYS Pause

New York on PAUSE will be extended in coordination with other states to May 15. Non-essential workers must continue to stay home. Social distancing rules remain in place.

NYS Guidance on All New Yorkers to wear face coverings

Starting tomorrow, April 17, 2020, all New Yorkers MUST wear a cloth face covering or a mask when out in public and in situations where social distancing cannot be maintained. Please provide info below on how to make your own mask.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

NYS Guidance on Essential Employees Mandated to wear facemask Effective Wednesday, April 15, 2020

If employer and or employee is calling regarding the requirement to provide and or wear face coverings please provide them this information.

VBS 4/20/2020

Suffolk County OEM cannot provide face coverings for essential business employees. Please don't send employers to the OEM site to ask for a supply.

As per New York State Executive Order 202.16, effective **Wednesday April 15 at 8pm**, any employees of all essential business or entities who are present in the workplace shall be provided and shall wear face coverings when in direct contact with customers or members of the public.

Businesses must provide, at their expense, such face coverings for their employees. Suffolk County is compiling a list of local companies that may be able to assist in providing face coverings

As per NYS DOH face coverings include but are not limited to: cloth (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields.

Additionally, NYSDOH underscored the following: "Surgical masks and N-95 respirators are critical supplies that must continue to be reserved for healthcare workers and other first responders.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Mental Health Resources

Beacon offers access to a COVID-19 Mental Health Resource Hub (<https://www.psychhub.com/covid-19/>), which provides a range of resources designed to help people, their families and care providers cope with pandemic-related stress brought on by social isolation, job loss and other challenges.

The Resource Hub is a collaboration among several national leaders in the mental health community. To access services through Beacon Health Options, use this link: <https://www.beaconhealthoptions.com/coronavirus/member-resources/>.

Additionally, The Department of Fire, Rescue and Emergency Services (FRES), in partnership with the American Red Cross, is offering a webinar entitled "Caring for yourself and Others in Uncertain Times" by Instructors Dr. Thomas Hlenski and Amy Belfiore from the American Red Cross Disaster Mental Health Team. There are three webinar sessions with a focus on specific roles. You are encouraged to participate in the webinar that most closely fits your role:

Wednesday April 15th at 3pm **for First Responders**

Friday April 17th at 3pm **for the General Public**

Tuesday April 21st at 3pm **for Suffolk County Essential Employees**

Enhanced SNAP Benefit

Due to the COVID-19 pandemic, the New York State Office of Temporary and Disability Assistance (OTDA) will automatically issue an Emergency supplemental SNAP benefit to households not already receiving the maximum benefit.

New York State OTDA will issue the Emergency supplemental benefits to all SNAP households **NOT** already receiving the maximum benefit for the months of March 2020 and April 2020.

Households who already received the maximum benefit amount for their household size in March 2020 and April 2020 are not eligible for this supplement.

See the table below for the maximum benefit allotment per household size. HOUSEHOLD SIZE	MAXIMUM ALLOTMENT
1	\$194
2	\$355
3	\$509
4	\$646
5	\$768
6	\$921
7	\$1,018
8	\$1,164
For each additional member	\$146

SMART 911-Spanish Speaking Residents

We are encouraging our Spanish speaking residents to sign up for SMART911, which allows individuals and families to provide critical medical information to 9-1-1 and first responders.

The information provided in a Smart911 Safety Profile enables us to know who is at the greatest risk in our community. We can provide individuals with critical updates based on their location and health history.

Ultimately, Smart911 gives our community the chance to be proactive, and lets us know who requires our services. Residents can visit Smart911.com to sign up.

As part of this effort, residents can now sign up for SMS text message updates on their mobile devices to receive updates on the latest information, health guidance and other developments relating to the coronavirus. Spanish Speaking residents should text COVIDESPANOL to 67283 to enroll.

Altice Updated Information

VBS 4/20/2020

Altice USA is committed to helping schools and students stay connected during this unprecedented time.

Since March, we have been offering our Altice Advantage broadband solution for free for 60 days to households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access from Altice USA.

In addition, Altice USA has partnered with school districts to offer a Student WiFi product free for 60 days to allow students with school-issued devices the ability to connect to the Optimum WiFi Hot Spot Network to access school's network and resources.

Today, April 14, 2020, we are announcing the extension of both our free Altice Advantage Internet program and our school offering through June 30th to ensure that students can stay online for the remainder of the school year. Below please find a press release with more information, and you can [visit our Altice Advantage Internet website](#) for details on how to sign up.

Please do not hesitate to reach out to me at Francis.Alleva@AlticeUSA.com should you have any questions or concerns. We look forward to continuing to work with you and your team during these difficult times.

Update from the Office of New Americans-April 14

Can all immigrant communities receive health care related to COVID-19?

Yes. If you are concerned about your health during the COVID-19 public health emergency, you can seek and receive medical care regardless of your immigration status or lack of health insurance. **Medical care will have no impact on “public charge” test.** U.S. Citizenship and Immigration Services has stated that medical care related to COVID-19 –including preventive care, testing, and treatment –will not be held against you in a “public charge” test.

Know Your Rights:

- The New York State Human Rights Law (HRL) protects individuals from discrimination based on a wide variety of personal characteristics, including race, national origin, and disability. The HRL prohibits discrimination against individuals who are assumed to have been exposed to or infected by COVID-19 based on these traits. If you believe you have been discriminated against, or have questions about the law, please visit the NYS Division of Human Rights website at www.dhr.ny.gov or call 1-888-392-3644.
- In response to COVID-19, the Federal Government has issued a directive temporarily stopping immigration enforcement at or near health care facilities, including hospitals, clinics, urgent care, and doctors' offices.
- Beware of scams related to your Social Security payments and COVID-19. For more information, visit: www.socialsecurity.gov/coronavirus/

VBS 4/20/2020

- To report unfair price increases of products such as household cleaning supplies and hand sanitizer, call the NYS Consumer Assistance Hotline at 1-800-697-1220 or complete the consumer complaint form: www.dos.ny.gov/consumerprotection/form/ComplaintForm1.asp
- Immigrants and refugees can continue to access free legal assistance and other services through ONA's statewide network of providers, even remotely. Call the confidential, multi-lingual NYS New Americans Hotline at 1-800-566-7636 to be connected to a provider.

For More Information:

New York State Department of Health's COVID-19 Webpage:

<https://coronavirus.health.ny.gov/home>

Centers for Disease Control and Preventing Webpage:

<https://www.cdc.gov/coronavirus/2019-ncov/>

Essential and Non Essential Business Guidance

See attached document

Department of Social Services Indigent Burial Assistance

To apply for Suffolk County Social Services indigent burial assistance you must first choose a funeral home. Please advise the funeral home that you will be applying for a Social Services funeral. You may then apply using our online application at:

<https://apps2.suffolkcountyny.gov/dss/burial/>. For additional information, please call our burial line at 631-854-9856 and we will return your call.

Suffolk County Hot Spot Testing

Suffolk County, in collaboration with HRH Care, Reef Technologies is sponsoring hot spot testing. This is targeted testing for communities where we have seen and exponential growth in COVID 19 positive individuals. All people desiring testing **MUST** make an appointment with HRH Care @ **845-553-8030**. A nurse will triage the call and see if you are experiencing symptoms in accordance with CDC guidelines.

Huntington-Huntington High School-188 Oakwood Rd, Huntington, NY

Brentwood-Brentwood Recreation Center, 99 3rd Ave., Brentwood

Riverhead-300 Center Dr., Riverhead, NY

Wyandanch-HRH Care-parking lot behind Health Center-1556 Straight Path, Wyandanch, NY
11798

Amityville-HRH Care-1080 Sunrise Highway, Amityville, NY

National Grid-Update April 13, 2020

Collections activities & disconnections – They have temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship caused by the COVID-19 pandemic.

These policies will remain in effect at least until the end of April, when we will evaluate their continued need. Customers looking for more information on payment assistance programs in general can click here.

Non-essential customer services – Planned maintenance and services such as manual meter reads, new gas service lines, main replacement, gas service upgrades, and meter changes, may decrease our ability to maintain social distancing guidelines. Therefore, these activities will be paused. In the case of manual meter reads, this could result in estimated bills for some customers.

PSEG

- To report and receive status updates on an outage Text OUT to PSEGLI (773454) or to report an outage online visit www.psegliny.com
 - To register have your account number available and text REG to PSEGLI (773454)
- Follow PSEG Long Island on Facebook and Twitter to report an outage and for updates before, during and after the storm
- Downed wires should always be considered “live.” Do not approach or drive over a downed line and do not touch anything contacting the wire. To report a downed wire call PSEG Long Island’s 24-hour Electric Service number: 1-800-490-0075
- Visit PSEG Long Island’s outage map to view outage information across Long Island and the Rockaways at <https://outagemap.psegliny.com/>
- Make sure everyone in the family is prepared and knows what to do if there is an emergency. Visit <https://www.psegliny.com/page.cfm/Home/Safety> to learn about safety tips from Sesame Street, YouTube safety videos and more

PSEG Long Island: Storm Update -- April 13, 2020 11:30 a.m.

Update:

- Heavy rain, strong winds and hazardous gusts continue in Nassau and Suffolk County causing downed trees, branches and wires affecting more than 10,900 of our 1.1 million customers, since midnight.
- PSEG Long Island is reporting 5,272 of its approximately 1.1 million customers across Long Island and the Rockaways are currently without service.
- We are working as safely and quickly as possible to help restore customers without power.
- PSEG Long Island has additional personnel, including tree and line crews, to repair damage and restore outages.
- PSEG Long Island reminds customers that its crews are unable to work in bucket trucks to make repairs until the winds return to non-hazardous levels.
- Crews are working to assess damage and make repairs. As we continue to assess the damage, restoration times will be refined.

- In response to the COVID-19 outbreak, we have adapted our storm and safety procedures to follow public health guidelines and industry best practices. We thank our customers for their patience as we operate under these unusual circumstances to safely restore power as quickly as possible.
- This storm is expected to impact utilities all along the east coast, and PSEG Long Island does not expect the usual level of mutual aid support from out-of-state crews will be available to us. While we have adjusted our emergency response plan accordingly, some customers may experience slightly longer outages as a result.
- Our goal, always, is to restore power safely and as quickly as possible. We ask our customers for a fair amount of patience and to know we will be there just as soon as it is safe.

Customer Safety:

- The safety of PSEG Long Island’s customers and employees is the company’s top priority. We ask that customers remain in their homes while crews are working nearby. If customers must speak with our crews, we ask that they practice responsible “social distancing” and remain at least 6 feet away to ensure the health of everyone involved. For more information about how PSEG Long Island continues to live up to its commitments during the pandemic, please visit <http://www.psegliny.com/covid19>.

Stay connected:

- Download the new [PSEG Long Island mobile app](#) to report an outages and receive information on restoration times, crew locations and more.
- To report and receive status updates via text, text OUT to PSEGLI (773454) or visit us online at www.psegliny.com/outages
- To report an outage or downed wire call PSEG Long Island’s 24-hour Electric Service number: 800-490-0075 or use our web chat feature at www.psegliny.com
- Follow PSEG Long Island on Facebook and Twitter to report an outage and for updates before, during and after the storm
- Visit PSEG Long Island’s outage information across Long Island and the Rockaways online at <https://mypowermap.psegliny.com>

Stay away from downed wires:

- Downed wires should always be considered “live.” Stay at least 30 feet away from downed power lines and immediately call PSEG Long Island at 1-800-490-0025 or [911](#) to report downed wires.

Other important safety notes:

- To prevent carbon monoxide poisoning, do not run any gasoline-powered generators in a garage or any other enclosed space.
- If you are on life-sustaining medical equipment, ensure that you alert PSE&G in advance and notify your local police and fire departments. For more information, visit <https://www.psegliny.com/myaccount/customersupport/customerassistanceprograms/criticalcareprogram>.

VBS 4/20/2020

HELPLINE: 516.546.0357

In efforts to flatten the curve of fatalities in our immigrant communities, Family and Children's Association is proud to launch, effective immediately:

HELPLINE -Support Services for Immigrant Communities NOW & after COVID- 19

<https://fcali.org/>

FCA is a non-sectarian, not-for-profit organization that is dedicated to providing help and hope to Long Island's most vulnerable children, families, seniors and communities. FCA is comprised of experienced professionals who both know enough and care enough to dedicate themselves to serve the most vulnerable residents of Long Island.**FCA Divisions**

Addiction Prevention, Treatment & Recovery
Children's Mental Health & Wellness
Prevention & Family Support
Residential Care
Senior & Adult Services

Stonybrook Medicine Blood Plasma Donations

Stony Brook is seeking coronavirus survivors to donate blood plasma and researchers are collecting the convalescent serum to use in an experimental treatment strategy in those battling the disease.

<https://redcap.stonybrookmedicine.edu/surveys/index.php?s=9P84ANWH9K>

Suffolk County Parks are open for visitors

Park areas that do not provide social distancing opportunities are closed. (Example: Park Offices, Restrooms, Campgrounds, Playgrounds, Dog Parks and Marinas).

Park Offices are closed to the public. Green Key and Permits can be requested by emailing SCParks@suffolkcountyny.gov with the required documents.

Suffolk County Golf Courses are closed

Pursuant to New York State Executive Order 202, golf courses are not essential and effective Thursday, April 9th all Golf Courses are CLOSED. Tee times booked will be cancelled with no penalties.

Campgrounds are closed until May 1st.

All Camping Reservations April 1st – 30th will be cancelled (refunds will be issued, all campers impacted will be emailed). Dump Stations are closed.

Suffolk County Marinas will have a delayed season opening of May 1st.

No boats can be placed in the water before May 1st.

Due to the high call volume and limited staffing please email us at SCParks@suffolkcountyny.gov with any questions or concerns.

Updated NYS Guidance on Essential and Non Essential Businesses

Please see attached excel spreadsheet for the updates which are highlighted in RED

Suffolk County Libraries

While library buildings are closed, libraries are still open and that there are a ton of resources available for all Suffolk residents at Livebrary.com

Just a simple message saying “While staying safe and distant all Suffolk residents are able to use the resources of their local library online at Livebrary.com”

311 Call taker direction on answering calls for the Business Response Unit-April 9, 2020- Please note new email address for essential businesses

Business Recovery Unit (BRU) Hours

- The BRU is open from 9am-4:30pm, 7 days a week.
 - Calls that require a transfer to the BRU **outside these hours** should be logged, and agents should instruct callers that they may either call back the following morning, or, upon request, we can coordinate with BRU to call them back the following day.
 - Callers should also be directed to the BRU website, suffolkcountyny.gov/BRU, which has answers to most FAQs.

BRU FREQUENT QUESTIONS AND PROCESSES

- **Business Impact Survey**
 - Suffolk County is asking **all businesses** to complete this short survey to get an accurate account of economic loss as a result of the coronavirus.
 - Direct callers to the BRU website: suffolkcountyny.gov/BRU
 - Here, businesses can find and fill out the **Business Impact Survey**
- Complaints about **essential businesses** violating COVID 19 protocols:
 - Email CovidConsumerAffairs@suffolkcountyny.gov with the heading **CONSUMER COMPLAINT**
 - Body of the email should include the name and location of the business, details of the complaint (In what way the individual feels the business is not complying with COVID 19 protocols).
 - Consumer Affairs will investigate and provide results to BRU staff to input in Salesforce and close the ticket.
- If someone calls in to **report a non-essential business is still in operation**, violating Governor Cuomo’s Executive Order:
 - Please transfer this call to **631-852-COPS** to report this business

OTHER KEY POINTS

- **Businesses seeking loans and financial support:**
 - Direct caller to www.suffolkcountyny.gov/BRU
 - Tell them to click on **Employer Resources** tab
 - Direct them to:
 - **The Small Business Owner’s Guide to the CARES Act**
 - **SBA Economic Injury Disaster Loans (EIDL) section**
 - **SBA Paycheck Protection Program**

- Questioning pertaining to businesses, **unemployment insurance**, **essential/non-essential workers**, etc. should be given the following information:
 - Direct caller to www.suffolkcountyny.gov/BRU
 - Guidance on **nonessential/essential business** executive order:
 - **<http://www.esd.ny.gov>**

Victory Recovery Partners Substance Abuse Treatment-April 9, 2020

Medication Assisted Treatment (including Suboxone and similar medications), Psychiatric Care (including medication management), Behavioral Health services (including individual and group counseling), and Wellness care – through remote *Video Visits*.

Victory’s physicians, psychiatrists, and behavioral health clinicians are fully equipped with telemedicine technology needed to continue rendering care.

Booking Appointments

Patients can book appointments 24/7 by calling 631-696-HELP (4357) or through the company’s website: www.VictoryRP.com

Individuals Calling Regarding Illegal Evictions

On March 20, Governor Cuomo implemented a 90-day moratorium on evictions for residential and commercial tenants. Please refer to the attached guidance to provide information to callers. 311 call operators should transfer call to 631-852-COPS.

Housing Resources Available

COUNTY HOUSING RELATED RESOURCES

DEPARTMENT OF SOCIAL SERVICES (DSS)

(631) 854-9936

(631) 854-9931 (Internal Use Only)

<https://www.suffolkcountyny.gov/Departments/Social-Services/Client-Benefits-Administration#temp>

After 4:30 PM, Weekends & Holidays call Emergency Services: (631) 854-9100

Additional Housing Related Resources (External Entities)

VBS 4/20/2020

U.S. DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT (HUD)

Rental Assistance, Section 8

Address: 451 7th St SW, Washington, DC 20410

Phone: (202) 708-1112

https://www.hud.gov/topics/rental_assistance

CONTRACTORS FOR KIDS

20 Peachtree Court, 103-L

Holbrook, NY 11741

1-888-208-KIDS

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

Financial assistance for families experiencing financial hardship brought on by the **sickness of a child.**

- Phone bill
- Mortgage payment
- Medical bills deemed "experimental" or due to lack of insurance
- Arranging transportation
- Paying for a room to allow families to remain close during these tough times

COMMUNITY DEVELOPMENT CORPORATION OF LONG ISLAND (CDCLI)

Rental Programs

Rent-To-Own

Mortgage Down Payment Grants

(631) 471-1215

<http://www.cdcli.org/>

LONG ISLAND HOUSING PARTNERSHIP (LIHP)

Rental Programs

Mortgage Down Payment Grants

Address: 180 Oser Ave Ste 800, Hauppauge, NY 11788

Phone: (631) 435-4710

<http://www.lihp.org/>

CENTRAL ISLIP CIVIC COUNCIL, INC.

68 Wheeler Rd

Central Islip, ny 11722

Community-Based Housing Services

Service Area: Central Islip

Phone: (631) 348-0669

Email: civiccouncil@aol.com

HOUSING HELP, INC.

Suite 6

91 Broadway

Greenlawn, NY 11740

VBS 4/20/2020

Community-Based Housing Services

Service Area: Huntington Station

Contact: Susan R. Lagville

Phone: (631) 754-0373

Email: susanlagville@optonline.net

Service Profile: Housing Help, Inc. (HHI) is a 45-year-old, not for profit housing agency that provides services for low and moderate income households in the Town of Huntington.

NORTH FORK HOUSING ALLIANCE, INC.

116 SOUTH ST

GREENPORT, NY 11944

Community-based Housing Services

Service Area: TOWNS OF GREENPORT AND SOUTHOLD

Contact: TANYA J. PALMORE

Phone: (631) 477-1070

Email: nfha@aol.com

Service Profile: The purpose of the North Fork Housing Alliance, Inc. is to assist low-income residents in acquiring affordable housing by operating programs that will combat gentrification and discrimination; continue rehabilitation and construction of low-cost housing; secure subsidies which could reduce shelter costs; increase the number of low-cost units for target population; utilize trainees in the rehabilitation program; provide decent, affordable housing specifically designed to meet the needs and requirements of low-income families; plan, construct, operate, maintain, and improve rental housing for low-income families; apply for, obtain, and contract with federal, state, and local government for loans or grants or other financial aid for the provision of housing for low-income families; and enter into joint ventures with individuals, groups, corporations, municipalities, and other agencies for the purpose of providing low-income housing.

For 311 Call takers for today only April 7, 2020

For 311 Call Takers-Language Line Solutions Guidance for all Language Access usage

STEP 1- DIAL 1(833)323-0015

STEP 2- Choose Language

STEP 3- ENTER 2019

Please NOTE: Customer ID is not needed, setup this way to cut time.

Governor Cuomo Updated Pause Guidance-April 6, 2020

New York on PAUSE is extended through April 29.

Schools and non-essential businesses will remain closed.

Island Harvest Food Banks

See Attached documents on Food Banks

Nassau/Suffolk Law Services Stay on Evictions

See attached documents on Evictions

New York Blood Center
Convalescent Plasma COVID-19 Donor Request Form

While COVID has no proven treatment, it is possible that plasma taken from those who have recovered (convalescent plasma), which has antibodies against the virus, could help. If you had a positive test, **AND** your symptoms have been gone for 14 days, **AND** you are willing to **DONATE**, please complete and submit the form below.

All information provided will be kept confidential and will only be used to qualify you as a donor.

<https://www.nybloodcenter.org/donate-blood/convalescent-plasma-covid-19-donor-request-form/>

Mount Sinai COVID-19 Plasma Donation

If you had COVID-19 and have recovered you can help save a life. Your blood may contain antibodies that fight the virus and can help critically ill people. Mount Sinai is looking to screen you as a volunteer. Please fill out this form to see if you are eligible.

https://redcap.mountsinai.org/redcap/surveys/?s=RCC7FNHK3Y&_ga=2.2676016.1675440433.1586035052-362139679.1586035052

Nassau Suffolk Hospital Council
Insurance Enrollment Just a Phone Call Away

Assistance is free to community members and patients- **Call 631-656-9783** for help today.

Because of the coronavirus pandemic, the New York State Department of Health, Office of Health Insurance Programs is allowing Medicaid enrollment via the telephone. It also has relaxed collection of some documentation and eligibility requirements.

The Nassau-Suffolk Hospital Council provides enrollment assistance, and Hospital Council enrollment staff continue to offer such help via telephone to residents of Nassau and Suffolk counties during this public health crisis. Our bi-lingual enrollers provide application assistance to adults and children who are blind or disabled, anyone over the age of 65, and their families in need of Medicaid.

HRH Health Care-Federally Qualified Health Centers-available for those who do not have insurance

To schedule a telemedicine visit, call (844) 474-2273, or visit HRHCare.org.

AMITYVILLE
(Maxine S. Postal)

CORAM
(Elsie Owens)

GREENPORT
327 Front Street

1080 Sunrise
Highway
(631) 716-9026

82 Middle Country
Road
(631) 320-2220

(631) 477-2678

HUNTINGTON
55 Horizon Drive
(631) 760-7746

PATCHOGUE
501 North Ocean
Avenue
(631) 866-2030

RIVERHEAD
300 Center Drive South
(631) 574-2580

SHIRLEY
(Marilyn
Shellabarger)
550 Montauk
Highway
(631) 490-3040

SOUTHAMPTON
(Kraus Family)
330 Meeting House
Lane
(631) 268-1008

WYANDANCH
(Martin Luther King,
Jr.)
1556 Straight Path
(516) 214-8020

To schedule a telemedicine visit, call (844) 474-2273, or visit HRHCare.org

Telemedicine FAQ

What is telemedicine?

Telemedicine is like a regular doctor's visit, but as a video chat. Telemedicine refers to a video visit with a medical provider (doctor or nurse) using a smartphone, tablet, or computer. Sometimes these are called virtual visits or telehealth. We use an easy one-tap link to securely connect with your doctor from your home. **To schedule a telemedicine visit, call (844) 474-2273, or visit HRHCare.org.**

Why is telemedicine important during the COVID-19 pandemic?

Limiting social contact is one of the most important ways to stop the spread of COVID-19. Telemedicine is also important because your health care should continue! **In most cases, telemedicine is the best way to get your health care right now.**

What kind of care can I get during a telemedicine visit?

Telemedicine can be used to diagnose and treat many health concerns. Telemedicine is for adults and children. Many women's health areas are covered by telemedicine. For an extensive list of areas of care, see below. Telemedicine providers may also be able to provide nutrition and behavioral health counseling.

Telemedicine can address many issues that would normally bring a patient to a health center or drugstore clinic. It is also a way to check in with a provider about long-term health conditions, like diabetes, hypertension, or asthma. Providers are able to write some prescriptions, like antibiotics, after a telemedicine visit.

Can telemedicine be used to diagnose COVID-19?

Patients who are worried about COVID-19 (coronavirus) can get a quick, remote consultation with a doctor using telemedicine. Most people who get COVID-19 can recover at home. If you have high fever, cough, and difficulty breathing, you should call 911 or visit the emergency room, instead of using telemedicine.

Note that testing for COVID-19 is extremely limited in New York. Only those at risk for serious complications with COVID-19 can be tested at this time. Testing for COVID-19 is not possible via telemedicine.

What are the limits of telemedicine?

Telemedicine providers cannot treat chest pain, broken bones, cuts that need stitches, or provide pre-natal visits. They also cannot perform a COVID-19 test on a patient. In some cases, the telemedicine provider may have to refer a patient to another doctor for an in-person visit.

Children

- Respiratory issues (flu, cold)
- Skin rashes
- Seasonal allergies
- Medicine refills
- Nutritional issues
- Sprains/Joint aches
- Follow up visits- routine care
- Behavioral/ADHD

General - Adults

- Medication refills
- Respiratory issues (cold/flu)
- New patient visit
- Medicare wellness visits
- Follow up from hospitalization (within 7-10 days of visit)
- Rash
- Seasonal allergies
- Urinary tract infection
- Sexually transmitted infection exposure
- Follow up visits
- Diabetes/HTN/COPD/Asthma -Routine Follow up
- Lab and diabetes insipidus (DI) result follow up
- Follow up after specialty consult

Women's Health

- Birth control refills
- Menstrual irregularities
- Infertility
- Menopausal symptoms

- Nutritional issues
- Neonatal care
- Follow up visits—routine care
- No prenatal visits (must be in person)

Suffolk County Department of Health Guidance for employers if one of their employees tests positive-April 3, 2020

Suffolk County Health Department will investigate positive cases, we understand that employers may want to reach out to their employees before our investigation is complete.

If an employee reports a positive test to their employer, you should consider the following:
Was this person on-site when symptomatic or 48 hours before symptoms started?

If the answer is yes, the individual with a positive test result should identify who they were in close contact with while symptomatic.

New York State defines a close contact as being within 6 ft. of a person displaying symptoms of COVID-2019 or someone who has tested positive of COVID-2019. The contact should be ten minutes or more.

The employer should notify the individuals who were identified by the employee who tested positive.

Visit www.suffolkcountyny.gov/suffolkcovid for more information.

The employer should also disinfect the work space:
CDC Guidance on disinfecting:

Hard (Non-porous) Surfaces

- If surfaces are dirty, they should be cleaned using a detergent or soap and water prior to disinfection.
- For disinfection, most common EPA-registered household disinfectants should be effective.
 - A list of products that are EPA-approved for use against the virus that causes COVID-19 is available on the EPA WEBSITE. Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method and contact time, etc.
 - Additionally, diluted household bleach solutions (at least 1000ppm sodium hypochlorite) can be used if appropriate for the surface. Follow manufacturer's instructions for application, ensuring a contact time of at least 1 minute, and allowing proper ventilation during and after application. Check to ensure the product is not past its expiration date. Never mix household bleach with ammonia or any other cleanser. Unexpired household bleach will be effective against coronaviruses when properly diluted.
 - Prepare a bleach solution by mixing:
 - 5 tablespoons (1/3 cup) bleach per gallon of water or

- 4 teaspoons bleach per quart of water

Soft (Porous) Surfaces

- For soft (porous) surfaces such as carpeted floor, rugs, and drapes, remove visible contamination if present and clean with appropriate cleaners indicated for use on these surfaces. After cleaning:
 - If the items can be laundered, launder items in accordance with the manufacturer's instructions using the warmest appropriate water setting for the items and then dry items completely.
 - Otherwise, use products [that are EPA-approved for use against the virus that causes COVID-19pdf iconexternal icon](#) and that are suitable for porous surfaces

Information regarding close contact and quarantine can be found at www.suffolkcountyny.gov/suffolkcovid.

We hope this information is helpful. We appreciate your assistance with the response to this unprecedented event.

Special Instruction 311 Call Takers-April 3, 2020

If someone who has tested positive is seeking a letter from the Suffolk County Health Department to end their isolation and they are calling after 5:00pm, please take their name and phone number and provide to the 311 Supervisor. The Supervisor will keep a record of the caller and the next morning call them back and transfer the call to the Public Health Nurse for assistance.

COVID 19 TESTING FOR FIRST RESPONDERS-Pro Health

To help support those in need of testing the most, ProHEALTH is opening its Drive-Thru COVID-19 testing sites to all first responders, and you do not have to be a ProHEALTH patient.

Any first responder with COVID-19 symptoms, should simply call ProHEALTH's drive-thru scheduling hotline at **516-874-0411** to talk to a medical professional. If testing is needed, you will be scheduled for an appointment at one of ProHEALTH's 4 urgent care locations in either Lake Success, Jericho, Riverhead or Little Neck.

United Way of Long Island
United Together: A Response Fund for COVID-19-April 2, 2020
Program begins April 3rd-see attached flyer

United Way of Long Island in partnership with Suffolk County Government is working to assist eligible applicants.

United Way of Long Island's [UNITED TOGETHER: A Response Fund For COVID-19](#) will be used to help Long Island families as the current health and economic crisis progresses. If you are a low-wage worker and have had a recent sudden loss of employment or furlough due to the effects of COVID-19, assistance will be available for eligible applicants. Beginning on or around April 6th support will be provided until these funds are exhausted.

Who Can Receive Assistance?

Low-income, wage earners who reside in Suffolk or Nassau County and are recently unemployed or have been furloughed due to the effects of COVID-19 may apply for assistance. Applicants must meet the [monthly eligibility guidelines](#).

What Assistance Will I Receive?

UNITED TOGETHER: A Response Fund For COVID-19 will help eligible applicants meet their critical basic needs of food and household supplies via retail gift cards.

How To Apply

Applicants looking to request assistance from UNITED TOGETHER: A Response Fund For COVID-19, may do so through United Way of Long Island's website beginning early April.

<https://www.unitedwayli.org/covid19helpsuffolk>

Cellular Info COVID 19 Relief-April 2, 2020

Sprint <https://www.sprint.com/en/landings/covid-19.html>

- Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)
- Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries (effective 3/17)

T-Mobile <https://www.t-mobile.com/brand/ongoing-updates-covid-19>

Allowing customers to set up a payment arrangement online if they can't pay on time

- All T-Mobile customers as of March 13, 2020 who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- T-Mobile customers on plans with smartphone mobile hotspot can add 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days)
- Working with Lifeline partners to provide customers extra free data up to 5GB per month through May 13, 2020
- Increasing the data allowance for free to schools and students using T-Mobile's EmpowerED digital learning program to ensure each participant has access to at least 20GB of data per month through May 13, 2020

AT&T <https://about.att.com/pages/COVID-19.html> AND <https://www.att.com/help/covid-19/>

- For the next 60 days (as of March 13, 2020), AT&T won't terminate service and will waive the following due to economic hardship as a result of COVID-19:
- Late payment fees for postpaid wireless, home phone or broadband residential customers
- Domestic postpaid wireless plan overage charges for data, voice or text for residential postpaid wireless customers
- The waiver applies to these fees or charges incurred between March 13, 2020, and May 13, 2020
- Offering internet access for qualifying limited-income households at \$10 a month through our Access from AT&T program
- Expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start.
- All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data.
- Offering new Access from AT&T customers two months of free service.

NYS Ag and Market Horticulture Update-April 1, 2020-3:00pm

At this time, horticulture is designated as a non-essential business (with the exception of nurseries/greenhouses selling food producing plants).

Landscaping for maintenance and pest control is deemed essential-update as on April 1, 2020 3:30pm

Guidance issued on March 24, 2020 is no longer applicable. Horticultural operations should continue to check back to NYS Agriculture and Markets here for any updates.

Updated CDC Guidance- COVID 19

If a positive case is seeking information and/or testing to end isolation period, advise that Suffolk County Dept. of Health Services approval is required but additional testing may not be required if following criteria are met as established by the CDC:

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without the use of fever-reducing medications and improvement in respiratory symptoms (e.g., cough, shortness of breath); and,
- At least 7 days have passed since symptoms first appeared.

Individuals with laboratory-confirmed COVID-19 who have not had any symptoms may discontinue home isolation when at least 7 days have passed since the date of their first positive COVID-19 diagnostic test and have had no subsequent illness.

Testing may be needed for those who are immunocompromised.

VBS 4/20/2020

All callers who identify as positive case seeking information on discontinuation of isolation can be referred to 4-0333 for discussion with public health nurse.

**If an individual received a call from the Suffolk County Health Department
(an 853 number and they are returning the call)**

Please record name and phone number and let them know that someone will get back to them within 24-48 hours.

COVID 19 Scenarios and Benefits-April 1, 2020

Chart of eligibility as it pertains to the following: Sick Leave, Family Leave, Unemployment, Disability (see attached chart)

**East End Food Pantries Emergency Schedules
As of 4/1/2020**

Most of the Food Pantries on this list have adopted a drive through system to protect the health of their volunteers and the community.

Montauk Food Pantry

St. Therese Parish Center, 67 South Essex Street (Across the street from the Catholic Church). Distributes every other week for now alternating schedules with the East Hampton Food Pantry starting 3/31/2020. From 5PM to 7:30PM

No need to come out of the car, have to provide only name, number of adults and kids and address. If there is a food emergency please contact Alice **631-926-7191**

Prior registration procedure: Only 1 person from the household needs to provide ID, they take anything including a foreign picture ID. + Proof of residency - could be something from school if they have kids attending; a medical bill, a credit card bill/offer, etc.

East Hampton Food Pantry

159 Pantigo Road
631-324-2300
easthamptonfoodpantry.org

Distributes every other week for now alternating schedules with the Montauk Food Pantry. Next date open will be Tuesday April 7th. From 1PM to 6PM

No need to come out of the car, have to provide only name, number of adults and kids and address.

Prior registration procedure: One form of ID is required for every family member plus proof of residency for the main person applying. It could be a foreign photo ID, school registration form for students that also serves as proof of residency. Also, a notarized letter stating the names and address of the person/people applying will work.

VBS 4/20/2020

Springs Food Pantry - springsfoodpantry.com

5 Old Stone Highway, East Hampton
Open Wednesdays from 3:30pm–6 p.m.
631-324-4791
Drive through

Prior registration procedure: One form of ID is required for every family member plus proof of residency for the main person applying. It could be a foreign photo ID, school registration form for students that also serves as proof of residency. If a family goes there for the first time without the documents required, they will still give them food and will ask them to bring the documents for the next visit.

The Sag Harbor Community Food Pantry

44 Union Street Located in the social hall of the Old Whalers' Church.
Open Tuesdays from 10:00 a.m.–noon, except holidays.
631-725-0437
sagharborfoodpantry.com

For Sag Harbor Residents Only

Pre-packed bags would be on the sidewalk. Volunteers keep a 6 ft distance from members.

Prior registration procedure: Needed photo ID + proof of residency

Bridgehampton Community Food Pantry

2357 Montauk Highway
Open Wednesdays from 11 a.m.–1 p.m.
631-481-8179

***Members have to wait outside for food. No one could go into the building* It does not offer deliveries**

Prior registration procedures: Unknown

Wainscott Food Pantry

Living Water Food Pantry (Hamptons Church)
69 Industrial Road

For Wainscott residents only (enforced due to food shortage)

Fridays 10:00 AM – Noon
631- 537-2120

Food is being distributed on back door

Prior registration procedures: **Unknown**

Southampton

Sacred Heart Church
168 Hill Street
Wednesdays
From 10 AM – 12PM
631-283-6415

Note from pantry: **If you can't go on Wednesday, please call in advance and leave a message 631-283-6415 to make an appointment. Email is better if you only speak Spanish, so he could put the message in the translator hilton@heartofthehamptons.org.**

They don't have volunteers to do deliveries, however, if a family is in need of food they could send someone else to pick up the food. New people from the Southampton area are welcome, just call in advanced. Executive Director is not asking for proof of address for now.

St. Rosalie's Community Food Pantry

St. Rosalie's Church, 31 East Montauk Highway, Hampton Bays

Open Tuesdays—Thursdays, 10 a.m.—2 p.m. and serves Hampton Bays, East Quogue and Flanders (south of Big Duck).

631-728-9249

Must call to make an appointment to pick up food. Curbside.

No registration process at this time. They only ask if they live in Hampton Bays. Even if they don't and they need the food, they will get it.

Unemployment information-April 1st

Hours of Operation

Monday through Thursday, 8 am to 7:30 pm.

Friday, 8:00 am to 6:00 pm.

Saturday, 7:30 am to 8:00 pm.

If You Are Already Approved for UI Benefits:

What you should do:

- **Do nothing except continue to certify weekly.** Your benefits will be updated automatically.
(Please do not call; it will only make it difficult for others to reach an agent.)

What you may qualify to receive:

- 39 weeks of UI benefits.
- An additional \$600/week until 7/31/2020.
(Payments begin 4/5/2020)

If You Are Filing a New UI Claim:

What you should do:

- Apply online at www.labor.ny.gov/signin.

What you may qualify to receive:

- 39 weeks of UI benefits.
- An additional \$600/week until 7/31/2020.
(Payments begin 4/5/2020)

If You Are Not Traditionally Eligible for UI Benefits:

What you should do:

- Check your [eligibility for PUA](#).
- If you believe you are eligible, apply online at www.labor.ny.gov/signin.

What you may qualify to receive:

- 39 weeks of PUA benefits.
- An additional \$600/week until 7/31/2020.
(Payments begin 4/5/2020)

If You've Exhausted 26 Weeks of Benefits After 7/1/2019:

What you should do:

- Apply online at www.labor.ny.gov/signin.

What you may qualify to receive:

- 13 weeks of benefits.
- An additional \$600/week until 7/31/2020.
(Payments begin 4/5/2020)

More Information:

See [Frequently Asked Questions About UI During the Coronavirus Emergency](#)

To apply for UI benefits, file on these days:

Filing for UI benefits is based on your last name.

A - F file on Monday | G - N file on Tuesday | O - Z file on Wednesday

Missed your day? File on Thurs-Fri-Sat

NYS Updated information Postponement of Elections-April 1st

Executive Order 202.13 contains important information about elections. Notably, "**any school board, library board, or village election scheduled to take place in April or May of 2020 is hereby postponed until at least June 1, 2020**, and subject to further directive as to the timing, location or manner of voting for such elections."

You can find all of the Governor's Executive Orders at this

link: <https://www.governor.ny.gov/executiveorders>.

Food Safety Update-April 1, 2020

Currently there is no evidence of food or food packaging being associated with transmission of COVID-19.

Unlike foodborne gastrointestinal (GI) viruses like norovirus and hepatitis A that often make people ill through contaminated food, SARS-CoV-2, which causes COVID-19, is a virus that causes respiratory illness and not gastrointestinal illness, and foodborne exposure to this virus is not known to be a route of transmission.

It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought

to be the main way the virus spreads. That's why it's always critical to follow the 4 key steps of food safety—clean, separate, cook, and chill.

<https://www.cdc.gov/foodsafety/newsletter/food-safety-and-Coronavirus.html>

<https://www.fda.gov/food/food-safety-during-emergencies/food-safety-and-coronavirus-disease-2019-covid-19>

<https://www.fda.gov/news-events/fda-voices-perspectives-fda-leadership-and-experts/fda-offers-assurance-about-food-safety-and-supply-people-and-animals-during-covid-19>

http://www.eatingwell.com/article/7677742/can-you-get-coronavirus-through-fresh-produce-or-food/?utm_source=facebook&utm_medium=paid&utm_campaign=ETGCOVID19ProduceLeadForm

Altice COVID19 Policy-Update April 1, 2020

Altice has committed for the next 60 days to the following: (through the Keep Americans Connected Pledge recently announced by the Federal Communications Commission.)

1. **not terminate broadband and voice service** to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the Coronavirus pandemic;
2. **to waive any late fees** that any residential or small business customers incur because of their economic circumstances related to the Coronavirus pandemic; and
3. **to open our WiFi hotspots to any American** who needs them.

More information can be found at www.alticeusa.com/coronavirus.

Verizon COVID19 Policy: must fill out short form to let Verizon know you're experiencing hardship to qualify for the following: April 1, 2020

- **Will not charge a late fee or terminate service if needed due to COVID19 hardship.** *This policy is currently in effect through May 13, 2020.*
 - Once you have submitted your hardship form, your account will be protected from late fees and service termination through May 13, 2020. There's no need to contact us to confirm receipt of your form, your account will be updated accordingly.
- **Waiving activation and upgrade fees**
 - When purchased through following channels: My Verizon Online, My Verizon app, Telesales, Customer Service, Chat, Verizon Authorized Retailers
- **Offering free international long distance calling to many countries impacted by COVID-19.** This offer includes customers on both prepaid and postpaid plans.
- **Additional Mobile Hotspot data:** Verizon is automatically adding 15 GB of data across nearly all plans, *to be used between 03/25/2020 and 04/30/2020. Varies across plans.*

- **Voice Minutes Calling Plans will not be charged overage fees**
 - *Between 03/20/2020 and 04/30/2020*, if you're on a postpaid calling plan that has a fixed amount of minutes, you won't be charged voice overage fees if you go over. Eligible customers will receive a text message with additional information.

Suffolk County Water Authority (SCWA) COVID19 Policy: suspending shut-offs and non-essential in-home appointments

- **Water service will not be interrupted**, According to the CDC, the COVID-19 virus is not waterborne, and all SCWA water is already treated with chlorine for disinfection purposes.
- SCWA is **temporarily suspending all shut-offs of water service** for delinquent customer accounts until further notice.
- In an effort to limit person-to-person contact, SCWA is **temporarily suspending all non-essential customer in-home appointments until further notice and limiting public access to SCWA offices.**

Customers who have questions about the policies listed above may call our Customer Service line at (631) 698-9500, or email Community Outreach Coordinator Seth Wallach at Seth.Wallach@SCWA.com.

Individuals reporting that a company is not complying with Governor Cuomo Executive Order regarding Essential and Non-Essential-March 31, 2020-Updated 3:00pm

Non-Essential Businesses Operating (311 caller should call 631-852-COPS and make the transfer for the caller) Pertinent to: **retail violations, bars, restaurants, gyms, barber shops etc., and people congregating outside.**

If someone calls in to report that a business is not complying with Governor Cuomo's Executive Order regarding essential businesses:

The DOL Consumer Affairs Division will investigate complaints of essential businesses operating.

- 311 should route complaints regarding essential businesses operating to the Business Response Unit
- Consumer Affairs will investigate and provide results to BRU staff to input in Salesforce and close the ticket

Vitamin stores are not deemed an essential business

Stony Brook University Update-March 31, 2020

Stony Brook University Hospital's coronavirus triage service is located at the South P Lot testing facility on the Stony Brook University campus on the corner of Stony Brook Road and South

VBS 4/20/2020

Drive. The triage area is staffed with board-certified emergency medicine physicians and emergency medicine nurses.

Stony Brook Medicine has also established (631) 638-1320 as a coronavirus triage phone line for the community. Registered nurses are available to answer calls from 8 am to midnight, Monday through Friday. Callers will be evaluated and directed to the appropriate healthcare setting for assistance, as needed.

Pro Health Facility in Riverhead-March 31, 2020-3:00pm

Additional information on drive-thru testing at the Riverhead facility or other ProHEALTH services can be found on the ProHEALTH website, <https://www.prohealthcare.com/> - , located at 1149 Old Country Road in Riverhead is by appointment only and is open to all, it is not limited to ProHEALTH Primary Care patients.

AFC Urgent Care Centennial-March 31, 2020-Updated 3:00pm

RAPID TESTING & DRIVE THROUGH TESTING:

Starting on Thursday, April 2nd, a number of AFC Urgent Cares on Long Island will be offering Molecular Testing for the Novel Coronavirus.

Suffolk County residents can visit AFC Urgent Care's West Islip location at 125 Sunrise Highway. Residents should call 631-983-4084 for additional information.

This new test cuts the wait time for results to less than 15 minutes.

Suffolk County residents can visit AFC Urgent Care's West Islip location at 125 Sunrise Highway. Residents should call 631-983-4084 for additional information.

Emphasize that the testing is only for symptomatic patients.

Provision of Services to Students with Disabilities During Statewide School Closures Due to Novel Coronavirus (COVID-19) Outbreak in New York State-March 31, 2020

As of today, March 30, 2020, Suffolk County has approved preschool related services and SEIS to be delivered virtually, based on the NYS guidance. As always, providers must deliver services as per the IEP. IEPs do not need to be amended to begin providing these services.

Center-based programs should provide some level of distance learning to students in their program, pursuant to Executive order 202.4 (attached) for the duration of the mandatory school closure.

Parents should understand that all of the mandates on the IEP will likely not be fulfilled during this health crisis. The county will continue to reimburse providers for tele-therapy during the mandatory closure of school districts.

Federal Government Update-March 30,2020

the CARES Act, calls on the Small Business Administration to back more loans through its existing channels--mainly through its flagship 7(a) loan program, which [offers loans to eligible small businesses](#)--it does present some changes to the former framework. That comes on top of the changes authorized under the previous stimulus law passed on March 6, dubbed the Coronavirus Preparedness and Response Supplemental Appropriations Act. That measure expands the criteria for qualifying for loans, granted under the SBA's Economic Injury Disaster Loan Program, or EIDL.

Loan Forgiveness:

- Loans may be fully or partially forgiven. Any portion of the loan used to make payroll, pay for utilities, rent, mortgage and existing business debt may be forgiven, dollar for dollar. To receive this dollar for dollar loan forgiveness, however, workers need to remain employed through the end of June. Traditionally, 7(a) loans must be repaid in full, depending on the repayment terms.
- In the case of reduced headcount, lenders may reduce the amount of forgiveness for businesses that lay off employees during the first eight weeks following the loan. If wages of employees who earn less than \$100,000 a year are reduced, the level of forgiveness may also get reduced.
- **Businesses that have let employees go before accepting the loan will not be subject to penalties. If those businesses rehire employees after accepting the loan, they'll receive additional credit to cover wages.**

Please see the link below:

<https://www.inc.com/brit-morse/sba-loans-coronavirus-stimulus-package-cares-act.html>

Governor Cuomo Primary Election Updates-March 29, 2020

Governor Andrew M. Cuomo is issuing an executive order to move the presidential primary election from April 28 to June 23, aligning it with the congressional and legislative primaries in New York.

Governor Cuomo Update NYS Tax Filing deadline extended-March 29, 2020

Governor Cuomo also issued an executive order to enable the tax filing deadline for personal and corporate taxes to be pushed back to July 15. The federal government took similar action earlier this month.

Governor Cuomo Update Business Counseling Support-March 29, 2020

Governor Cuomo announced that the Empire State Development Board of Directors approved \$7.5 million in COVID-19 Business Counseling support to 70 non-profit partners across New York State. The funding will enable these organizations to provide small businesses with necessary guidance to secure disaster assistance, such as Small Business Administration Economic Injury Disaster Loans, amid the COVID-19 pandemic. Up to 24 [Entrepreneurship Assistance Centers](#) and up to 23 [Small Business Development Centers](#) will receive \$5 million,

VBS 4/20/2020

with an additional \$2.5 million awarded to up to 23 [Community Development Financial Institutions](#).

Unemployment Information FAQ-see attached document for guidance-March 28, 2020

See attached information

**Youth Enrichment Services--Emergency Child Care Program
For Children of Essential Workers Only- Cordello Avenue Elementary School Central Islip**

Eligibility to Attend

The YES Emergency Child Care Program are available to the children of essential workers, as defined by New York State.

Children must be registered in the Central Islip School District and have attended school during the current school year.

The attached eligibility questionnaire must be completed to prove eligibility. Backup documentation is also required.

Days/Hours of Operation

Program will be open Monday – Friday. From 8:00 A.M. – 6:00 P.M.

Registration

Registration will be over the phone by appointment only. Please call Carolyn Infante @ 631-587-5172 ext 330 and leave a clear concise message. Someone will return your call to complete the registration packet with you. The registration form will be completed over the phone and then on the first day of attendance, you will be required to submit all eligibility documentation as well as sign all pages of the registration packet. Children may not attend the program until all information is completed and your registration is confirmed.

SCOPE Education Services

Emergency Child Care Programs-March 27, 2020 3:00pm -County executive will be announcing today on a media call and directing people to 311

Eligibility to Attend

- SCOPE Emergency Child Care Programs are available to the children of first responders, medical service providers, transit workers and where space permits, other essential workers.
- Enrollment is on a first come first serve basis and enrollment may be limited based on space and/or staffing.
- Children must be school age Pre-K (must have turned 4 by 12/1/2019)-Grade 6. Priority will be given to the families of the school district in which the program is held.
- Days/Hours of Operation
- Program will be open Monday – Friday. From 7:00 A.M. – 6:30 P.M.

Registration

VBS 4/20/2020

Registration information is found online at **www.scopeonline.us**. Click on the red button for Emergency Child Care. Children must be registered on+++line prior to attending. Once registration is complete, you will receive a notification by email. Children may not attend the program until all information is completed and your registration is confirmed.

A list of participating school districts and locations can be found below. Priority will be given to the families of the school district in which the program is held.

- Babylon School District -- Babylon Elementary School
- Commack School District -- Sawmill Intermediate School
- Connetquot School District – Cherokee Street Elementary School
- Deer Park School District – John F. Kennedy Intermediate School
- Harborfields School Districts – Thomas J. Lahey Elementary School
- Hauppauge School District -- Pines Elementary School
- Huntington School District -- Jefferson Primary School
- Lindenhurst School District -- Albany Avenue Elementary School
- Middle Country School District – Jericho Elementary School
- Miller Place School District -- Andrew Muller Primary School
- Northport School District -- Pulaski Road Elementary School
- Sachem School District-- Nokomis School Elementary School

For first responders and medical service providers, transit workers and essential workers may attend these programs. If your school district has selected to participate in the SCOPE Emergency Child Care Program, tuition is free.

Please check with your school district or district web site in order to determine eligibility. Information may be found on your school district web site.

Free or Low Cost Wi-Fi-March 28, 2020

Free or low cost Wi-Fi, especially for school children during this time of home schooling.

Free Wifi/internet

Charter Communications (Spectrum) and Comcast are giving households with K-12 and college students, and those who qualify as low-income complimentary Wifi for 60 days

Families who do not have the service will also receive free installation of the service

Both companies are expanding Wi-fi hotspots to the public within the company's available regions

Call (844) 488-8395 (Charter) or (855) 846-8376 (Comcast) to enroll

Individuals must call company after 60 days, or they will be automatically billed

Unlimited data

Charter, Comcast, AT&T, and Verizon are offering unlimited data plans to customers until May 13 for no additional charge

Safelink Wireless

Eligibility requirements must be met, which are set by each State where the service is provided

To qualify for Lifeline, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines, or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit

Service is limited to one person per household

Call **1- 800-SafeLink (723-3546)** for enrollment and plan changes support

Subscribers can use their own phones:

SafeLink Keep Your Own Smartphone plan requires a compatible or unlocked Smartphone. Most GSM Smartphones are compatible.

Subscribers can get up to 350 minutes and 3GB of data, which includes voice minutes and unlimited texts, voicemail, nationwide coverage and 4G LTE on 4G LTE compatible devices

NYS Department of Financial Services-Mortgages

If 311 callers are calling stating that their lending institutions are not abiding by the 90 day mortgage relief please contact the NYS Department of Financial Services hotline 1-888-342-3736

The Governor announced the Department of Financial Services has issued a new directive to New York State mortgage servicers to provide 90-day mortgage relief to mortgage borrowers impacted by the novel coronavirus. The directive includes:

- Waiving mortgage payments based on financial hardship;
- No negative reporting to credit bureaus;
- Grace period for loan modification;
- No late payment fees or online payment fees; and
- Postponing or suspending foreclosures.

Additionally, the Governor has asked the Department of Financial Services to instruct state chartered banks to waive ATM fees, late fees, overdraft fees and fees for credits cards to help lessen the financial hardship of the COVID-19 pandemic on New Yorkers.

**New York State Department of Health Bureau of Early Intervention
Guidance to Early Intervention Providers Regarding Novel Coronavirus (COVID-19)**

The New York State Department of Health (Department) Bureau of Early Intervention is aware of stakeholder concerns regarding the COVID-19 outbreak, and Governor Andrew M. Cuomo's Executive Order 202 declaring a state of emergency on March 7, 2020. As circumstances across the State evolve, it is also important to follow all directives from your local health department during this outbreak, to prevent community spread.

**Telehealth/Virtual Early Intervention Visits-call Suffolk County Early Intervention services
631-853-2234 Monday –Friday 8:00am-4:00pm**

**Governor Cuomo "Matilda's Law" went into effect at 8 p.m. on Sunday, March 22, 2020
and includes the following rules for vulnerable populations, particularly the senior
population:**

- Remain indoors;
- Can go outside for solitary exercise;
- Pre-screen all visitors and aides by taking their temperature and seeing if person is exhibiting other flu-like symptoms;
- Do not visit households with multiple people;
- Wear a mask when in the company of others;
- To the greatest extent possible, everyone in the presence of vulnerable people should wear a mask;
- Always stay at least six feet away from individuals; and
- Do not take public transportation unless urgent and absolutely necessary.

Updated Guidance on Essential Businesses Construction-March 27, 2020 12:00pm

All non-essential construction must shut down except emergency construction, (e.g. a project necessary to protect health and safety of the occupants, or to continue a project if it would be unsafe to allow to remain open until it is safe to shut the site).

Essential construction may continue and includes roads, bridges, transit facilities, utilities, hospitals or health care facilities, affordable housing, and homeless shelters. At every site, if essential or emergency non-essential construction, this includes maintaining social distance, including for purposes of elevators/meals/entry and exit. Sites that cannot maintain distance and safety best practices must close and enforcement will be provided by the state in coordination with the city/local governments. This will include fines of up to \$10,000 per violation.

For purposes of this section construction work does not include a single worker, who is the sole employee/worker on a job site.

Governor Cuomo Update-School Districts-March 27, 2020

VBS 4/20/2020

Today Governor Cuomo stated that schools will remain closed statewide until at least April 15 to reduce the spread of #COVID19. School districts will continue to provide childcare, meals and daily programming.

Suffolk County Park Golf Courses and New York State sponsored Golf Course Update

Suffolk County owned Golf Courses and New York State Parks owned golf courses are operational and staff are providing information to practice social distancing and appropriate protective measures

COVID-19 resource for non-English speaking patients and immigrant communities

[Harvard Health Publishing](#), the [COVID-19 Health Literacy Project](#) has created and translated accessible COVID-19 information into 37 different languages to help all patients, especially immigrants and non-English speaking communities, stay informed and healthy.

These materials are freely available to the general public without any copyright restrictions.

You can find our website here: www.covid19healthliteracyproject.com

Our English fact sheets can be found here: <https://covid19healthliteracyproject.com/#english>

Fact sheets for 37+ languages are being posted daily (please reload your page to see the latest updates). You can find these fact sheets by clicking on the active links here:

<https://covid19healthliteracyproject.com/#languages>

NYS Department of Health Online COVID 19 Screening 2 options-March 27, 2020

NYSDOH online screen tool for COVID 19 screening

If you are concerned about COVID-19 and would like to take an online assessment, please access this link <https://covid19screening.health.ny.gov/covid-19-screening/> If you meet the criteria, you will receive a callback from NYS to schedule a test. **(Please note that this screening tool is not accessible for those who are sight impaired. If someone is sight impaired they should call the hotline)**

NYS Department of Health Testing both Stony Brook University/Jones Beach

Suffolk County residents who want to make an appointment for the test can call the NYS Coronavirus Hotline **1-888-364-3065** and they will be triaged by a nurse or a healthcare professional.

Walk-In-Clinics that Offer COVID-19 Testing-March 27, 2020

all clinics ask that you call ahead or book a spot online if you have symptoms of COVID-19
Please see attached document

VBS 4/20/2020

How can I get my COVID-19 test results?-Updated March 27, 2020-2:30pm

If you were tested at the mobile site at Stony Brook University or Jones Beach, you will be notified by the New York State Department of Health.

You may also access your results directly. You can access the Suffolk county website and click the top left corner of the site” **LATEST INFORMATION ON COVID-19**”. Once you access that button you can directly access the button “Test Results for NYS Mobile Testing Site”

<https://www.bioreference.com/patient-portal/>

[Create a patient portal account with BioReference Laboratories to access your results.](#)
[Follow these instructions to create a BioReference patient portal account.](#)

You can also contact BioReference Laboratories at 833-469-5227.

Child Care Update-March 27, 2020

For assistance in finding child care please contact the Child Care Council of Suffolk hotline # 646-926-3784. We are prioritizing child care for essential workers, including health care workers, first responders, grocery and pharmacy employees and others who are critical to keep our essential supports operational. Payment is required for these services

Individuals seeking testing-March 27, 2020

Despite numerous attempts by the Suffolk County Health Department to correct, the NYSDOH hotline continues to give out unclear messages to callers.

We apologize for this inconvenience. If you called the NYS Hotline looking for an appointment for COVID-2019 testing and they took your contact information, the NYS DOH will call you back to schedule an appointment if testing is necessary.

Your request and contact information is not shared with the Suffolk County Health Department.

In addition, the Suffolk County Health Department is not arranging testing.

We recommend that you call the NYS hotline or use the NYS portal to request testing. Another option is to call your doctor’s office or local urgent care to inquire about testing opportunities.”

HEAP PROGRAM-March 26, 2020

During business hours M-F 8-4pm 631-853-8820

Outside of regular business hours ES should be contacted at 631-854-9100

SCOPE Education Services

Emergency Child Care Programs-March 26, 2020

Eligibility to Attend

VBS 4/20/2020

- SCOPE Emergency Child Care Programs are available to the children of first responders, medical service providers, transit workers and where space permits, other essential workers.
- Enrollment is on a first come first serve basis and enrollment may be limited based on space and/or staffing.
- Children must be school age Pre-K (must have turned 4 by 12/1/2019)-Grade 6. Priority will be given to the families of the school district in which the program is held.
- Days/Hours of Operation
- Program will be open Monday – Friday. From 7:00 A.M. – 6:30 P.M.

At this time, the Governor of NYS has determined that all businesses, with the exception of essential businesses, must remain closed. **Therefore only the children of first responders and medical service providers, transit workers and essential workers may attend these programs.** If your school district has selected to participate in the SCOPE Emergency Child Care Program, tuition is free.

Please check with your school district or district web site in order to determine eligibility. Information may be found on your school district web site.

Registration

Registration information is found on line at www.scopeonline.us. Click on the red button for Emergency Child Care. Children must be registered on line prior to attending. Once registration is complete, you will receive a notification by email. Children may not attend the program until all information is completed and your registration is confirmed.

Child Care Update-March 26, 2020

For assistance in finding child care please contact the Child Care Council of Suffolk hotline # 646-926-3784. We are prioritizing child care for essential workers, including health care workers, first responders, grocery and pharmacy employees and others who are critical to keep our essential supports operational. Payment is required for these services

Individuals Seeking Grocery Delivery Services

Please see attached sheet

Individuals Reaching Out for Domestic Violence Assistance-March 26, 2020

If you are in immediate danger call 911 immediately.

If you or someone you know is being hit, pushed, verbally and/or sexually assaulted, help is available.

The numbers below can provide information, resources and a listening ear. Call anytime 24 hours a day, 7 days a week.

Crime Victim Hotlines:

Crime Victims 24 hour Hotline 631-332-9234
Hate Crime Hotline 631-626-3156
Sex Offender Tip line Call 1-(855) PFML TIP or 631-316-3237
V.I.B.S. Victims Information Bureau, Suffolk: 631-360-3730 x 112
L.I. Against Domestic Violence Hotline: 631-666-8833
L.I. Against Domestic Violence Office Phone: 631-666-7181
Brighter Tomorrows Inc.: 631-395-1800 Ext 110
Crime Victim Center (formerly Parents for Megan's Law): 631-689-2672
Crime Victim Center (formerly Parents for Megan's Law) All Violent Crime Hotline: 631-626-3156
Crime Victim Center (formerly Parents for Megan's Law) Rape Crisis Hotline: 631-332-9234
The Retreat: 631-329-4398

Suffolk County Division of Community Mental Hygiene Services
Behavioral Health Resources

The current health crisis posed by COVID-19 has limited many of the Behavioral Health resources normally available to our community. With the recent CDC and NYS Department of Health recommendations banning gatherings of (10) individuals or more, many community supports are (temporarily) suspending their meeting places to prevent the spread of COVID-19. We understand the impact this may have on many Suffolk County residents. We would like to let you know that help is still available! Check out this list of resources!

NYS COVID-19 Emotional Support Line/Reach Out Call to speak with specially trained volunteers who can help	1844-863-9314
<u>Crisis Text Line:</u> anonymous texting service available 24/7.	Text GOT5 to 741741.
<u>SAMHSA Disaster Distress Helpline:</u> Provides 24/7 crisis counseling and support to people experiencing emotional distress related to natural or human-caused disasters.	<u>1-800-985-5990</u>
Suffolk County Crisis Response - DASH (Diagnostic, Assessment, and Stabilization Hub) 24/7 Hotline, mobile services, and walk in services 90 Adams Ave., Hauppauge, NY 11788 <u>www.fsl-li.org/help-services/diagnosis-assessment-and-stabilization-hub-dash/</u>	(631) 952-3333
CPEP Program at Stony Brook (Psychiatric ER)	(631) 444-6050

Crisis Residence (Pilgrim)	(631) 761-2929
Domestic Violence, Sexual Assault 24-hr. Hotline	(631) 360-3606
<u>Domestic Violence:</u> Advocates are available 24/7 to talk to anyone who is experiencing domestic violence, looking for information or questioning unhealthy aspects of their relationship.	1-800-799-SAFE/7233
Community Crisis Action Team/Joe’s Project – Family Service League	(888) 375-2228
Response Hot Line - www.responsehotline.org	(631) 751-7500
LICADD Substance Abuse Hotline 24-hr. Hotline www.licadd.org	(631) 979-1700
Suicide Prevention Lifeline	800-273-TALK (8255)
Talbot House, 24-hr. Substance Abuse Crisis	(631) 589-4144
APS (Adult Protective Services)	(631) 854-3195
CPS (Child Protective Services)	(800) 342-3720
Long Island Crisis Center	(516) 679-1111
SC Department of Social Services Emergency Services-Hotline (4:30pm- 8 am)	(631) 854-9100
SC Department of Social Services Commissioner’s Response Unit (8am-4:30pm)	(631) 854-9935
Sagamore Children’s Crisis Respite House & Suffolk Crisis Respite Bed Network	(631) 370-1701
Children’s Home Based Crisis Intervention (WELLLIFE Network LINK)	(631) 920-8302
Veterans Crisis Line – www.veteranscrisisline.net	1-800-273-8255
Northport VA Medical Center	631-261-4400

Association for Mental Health and Wellness (MHAW) Family Support Line:	631-226-3900
Association for Mental Health and Wellness (MHAW) Peer Support Line Online peer support groups http://mhaw.org/programs/online-peer-support-groups	631-471-7242 ext. 1217
Association for Mental Health and Wellness (MHAW) Mental Health Helpline <u>Phone and Online Self Help Resources</u>	631-471-7242
Phone and Online AA Meetings: https://aa-intergroup.org/directory_telephone.php	
NA Meetings Online: https://tinyurl.com/NAonline	
Emotions Anonymous	651-647-9712
Suffolk AA Intergroup	631-669-1124
Suffolk NA	631-689-6262
SMART Recovery Online Community: smartrecovery.org/community/	

Small Business Assistance

Economic Injury Disaster Loan Program

Small business owners in all U.S. states and territories are currently eligible to apply for a low-interest loan due to Coronavirus (COVID-19). [Click here to apply.](#)

Find more information on the SBA’s Economic Injury Disaster Loans at: SBA.gov/Disaster. The SBA will work directly with state Governors to provide targeted, low-interest loans to small businesses and non-profits that have been severely impacted by the Coronavirus (COVID-19). The SBA’s Economic Injury Disaster Loan program provides small businesses with working capital loans of up to \$2 million that can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing.

SBA Express Bridge Loans

Express Bridge Loan Pilot Program allows small businesses who currently have a business relationship with an SBA Express Lender to access up to \$25,000 with less paperwork. These loans can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing and can be a term loans or used to bridge the gap while applying for a direct [SBA Economic Injury Disaster loan](#). If a small business has an urgent need for cash while waiting for decision and disbursement on Economic Injury Disaster Loan, they may qualify for an **SBA Express Disaster Bridge Loan**.

Terms

VBS 4/20/2020

- Up to \$25,000
- Fast turnaround
- Will be repaid in full or in part by proceeds from the EIDL loan

Find an Express Bridge Loan Lender via [SBA's Lender Match Tool](#) or by connecting with your [local SBA District Office](#).

Suffolk County Department of Health Updated Guidance for School Districts (See attachment)

As a result of the increasing number of positive test results in our County, the Department of Health Services is updating its guidance to school districts. School districts no longer need to report positive cases to the local health department. We will also not be able to contact you should we identify a positive case in your district. Please note that if we have concerns about an exposure and need to identify close contacts, the Suffolk County Department of Health will be in touch with you. **(See attachment)**

Updated Directive regarding Essential Businesses-Horticulture Industry (inclusive of landscapers)

For horticultural operations, the Department defines the following businesses/activities as consistent with Executive Order 202.6:

- Production, movement, maintenance, and sale of vegetable plants, nursery stock, trees, plants, and flowers at greenhouse and nursery operations.
- Tree and shrub trimming and removal for disease, safety, and public health purposes.
- The placement and ground maintenance of sod, landscaping plants, flowers, ornamentals, and trees on residential and commercial grounds.
- Transportation necessary to meet any of the above functions.
- Agribusiness, including the sale and application of pesticides, herbicides, fertilizers, and minerals, that support any of the above functions.

If a business does not fall within this guidance, but you believe that it is essential or it is an entity providing essential services or functions, you may request designation as an essential business.

Request designation as an essential business.

Update on Animal Care

Animal shelters/ and animal care have been deemed an essential business

NYS Governor Cuomo Update

Supporting Families Affected by COVID-19

Governor Andrew M. Cuomo has guaranteed workers job protection and financial compensation in the event they, or their minor dependent child, are subject to a mandatory or precautionary

order of quarantine or isolation issued by the state of New York, the Department of Health, local board of health, or any government entity duly authorized to issue such order due to COVID-19.

Most employees will get financial compensation by using a combination of benefits, which may include new employer-provided paid sick leave (depending on the size of the employer), Paid Family Leave and disability benefits. These benefits are not available to employees who are able to work through remote access or other means.

As always, Paid Family Leave can also be used to care for a family member with a serious health condition.

PAID SICK LEAVE

Some employers in New York State are now required to provide at least five days of job protected, paid sick leave to employees who need to take leave because they or their minor dependent child are under an order of mandatory or precautionary quarantine or isolation due to COVID-19. The amount of paid sick leave an employer is required to provide depends on the number of employees they have and the employer's net annual income.

If your employer does not provide the required paid sick leave, you may [file a complaint](#) with the NYS Department of Labor.

Attorney General Update

Attorney General-Labor Bureau has created a hotline to assist the public in reporting non-essential businesses operating in violation of the Governor Cuomo Executive Order 212-416-8700

Northwell GoHealth Testing-Update March 23, 2020

<https://www.gohealthuc.com/>

NYS Department of Health Protocol Bureau of Emergency Medical Services

As part of this protocol, when EMS arrives on scene, they will now screen patients for a number of symptoms including fever, cough, and sore throat and look at a number of factors including age and severity of symptoms to determine if the patient should be transported to the hospital via ambulance.

If a patient does not qualify to be transferred to the hospital, the onsite emergency responders will provide a handout with a list of tips, and who to contact should the patient's symptoms worsen.

We do not want our residents to be alarmed by this change. Anyone that still needs an ambulance will get one.

NOTICE TO ALL RECIPIENTS OF Supplemental Nutrition Assistance Program (SNAP) and/or Temporary Assistance Cash Benefits (TA) with

Medicaid (MA)

As a result of the COVID-19 pandemic, the New York State Office of Temporary and Disability Assistance (OTDA) is automatically extending certain TA/MA/SNAP and SNAP only recertifications scheduled to expire in March, April and May for a period of three (3) months

The COVID-19 pandemic prevented some households from submitting recertification forms in a timely manner.

For the certification periods ending 3/31/20, 4/30/20 and 5/31/20, a three (3) month extension of SNAP or TA/MA/SNAP benefits has been approved for cases throughout the State.

March Recertifications: Only cases whose certification periods were scheduled to end in March 2020 and were NOT processed for recertification have been extended. If your recertification was processed and the district determined your case to be no longer eligible for SNAP or TA/MA/SNAP benefits due to excess income, failure to provide required documentation or another reason, your household was not eligible for an extension.

NYS Department of Health Updated Guidance

NYSDOH talks to caller and documents reason for testing information and if qualified, they will call back with time and location for appt. to be tested.

If caller is not qualified for testing, they recommend they call their own medical providers and/or commercial options (urgent care).

DSS Sanctions/benefits discontinued

DSS will not impose the sanctions scheduled for April 1, 2020. A new notice will be provided to the clients prior to any negative action being taken on their case.

Questions can be directed to 631-853-3664” (8am – 4pm)

IRS Filings Update

The Treasury Department and Internal Revenue Service announced today that the federal income tax filing due date is automatically extended from April 15, 2020, to July 15, 2020.

Taxpayers can also defer federal income tax payments due on April 15, 2020, to July 15, 2020, without penalties and interest, regardless of the amount owed. This deferment applies to all taxpayers, including individuals, trusts and estates, corporations and other non-corporate tax filers as well as those who pay self-employment tax.

Taxpayers do not need to file any additional forms or call the IRS to qualify for this automatic federal tax filing and payment relief. Individual taxpayers who need additional time to file beyond the July 15 deadline, can request a filing extension by filing Form 4868 through their tax

VBS 4/20/2020

professional, tax software or using the Free File link on IRS.gov. Businesses who need additional time must file Form 7004

Work share Program where employers can reduce hours and employees can file for unemployment to make up the difference (<https://www.labor.ny.gov/ui/employerinfo/shared-work-program.shtm>)

Shared Work lets you keep trained staff and avoid layoffs. Employees can receive partial Unemployment Insurance benefits while working reduced hours. Full-time, part-time and seasonal employees are eligible.

To take part in the Shared Work Program, you must first design a Shared Work plan. **Complete an application online through secure UI Online Services on your Employer Information page.** Applying online will provide more accurate information and a quicker response by email.

Your Shared Work plan must:

- Reduce work hours and corresponding wages 20 - 60%
- Apply to employees who normally work no more than 40 hours per week
- Not reduce or eliminate fringe benefits unless fringe benefits are also being reduced or eliminated for the entire work force
- Not extend beyond 53 weeks (when nearing the end of the plan, you may submit a request for a new plan)
- Replace a layoff of an equal percentage of employees

Updated guidance from Governor-March 23, 2020

Maintenance landscaping (ex. mowing, pest control) is deemed essential, ornamental landscaping is not essential, no planting of flowers or trees.

If you are experiencing ALL of the following and need to schedule a test:

- Fever
- Cough
- Shortness of breath

PSEG Long Island-March 23, 2020

PSEG Long Island has suspended shut-offs of electric service to residential customers for non-payment. This will give customers experiencing financial difficulties as a result of the outbreak additional time to pay their bills. For more information, visit www.psegliny.com/myaccount.

In keeping with this effort to minimize the financial difficulties of its customers during the outbreak, **PSEG Long Island is also waiving new late payment fees until further notice.**

VBS 4/20/2020

The majority of these policies will be in place through the end of April. PSEG Long Island will evaluate the continued need at that time. For additional, or updated information, about PSEG Long Island's response and any operational changes associated with the COVID-19 outbreak, visit PSEG Long Island's coronavirus update webpage: www.psegliny.com/covid19

For corporations who would like to provide supplies-March 23, 2020

Please forward to **Supply19@suffolkcountyny.gov** which has been created for donation and purchasing COVID-19 supplies.

Property19@suffolkcountyny.gov has been created for realty inquiries.

In addition -- NYS landing page for people/businesses who want to get involved in response effort: <https://coronavirus.health.ny.gov/get-involved-how-you-can-help>

That page has a procurement form for businesses that want to sell gloves, masks and gowns - and an email address for businesses who want to adapt their businesses to produce supplies or have an idea related to supplies they want to pitch.

Long Island Cares Food Distribution-March 23, 2020

For more information regarding these distributions or any questions or inquiry please email: emergencyresponse@licares.org and allow 24-48 hours for a response.

Gus Truck: Provides grab and go breakfast to children and adults in need.

Sunday, March 29: Mastic Fire Department, 1080 Mastic Road, Mastic

Support our seniors (S.O.S) : Provides emergency bags of food to seniors and any individuals in need.

3/27/20 – Village of Brentwood 10:00am-11:00 95 2nd Avenue, Brentwood, NY 11717

Mobile Outreach Resource Enterprise (M.O.R.E.): Provides emergency food to individuals need.

3/25/20 - Middle Country Public Library – 11am-12pm - 101 Eastwood Blvd, Centereach, NY 11720

3/25/20 - Comsewogue Public Library - 12:30m-1:30pm - 170 Terryville Rd, Port Jefferson Station, NY 11776

Island Harvest-March 23, 2020

If you are looking for a Food Bank/Pantry near you please access this link.

<https://www.islandharvest.org/find-help/find-a-food-pantry/>

Governor Cuomo Update-March 22

Effective Sunday, March 22, at 8 PM, the New York State on Pause plan enacted by the NY State Governor bans all non-essential gatherings of individuals of any size for any reason. The New York State on Pause plan does permit you to leave your home for outdoor exercise so long as it is a solitary activity such as riding a bike, running, or walking through our parks. Outdoor recreational activities must be limited to non-contact and you are required to maintain social distancing of at least 6 feet from others in public.

We believe that many parks, trails and open spaces can continue to be used in a safe manner that allows people to enjoy the mental and physical health benefits these spaces provide. You can't, for example, play basketball with your friends and are not permitted to congregate with anyone outside of your immediate family.

New Suffolk Transit Policies-March 22 2:00pm

First, we are asking all of our riders to go cashless with the Suffolk FastFare Mobile App so that they can bypass payments to keep themselves and the bus drivers protected.

The app is available for use on all Suffolk County Transit buses and allows riders to easily purchase tickets on their smartphones anytime, anywhere.

Second, we are implementing a Rear-Door Boarding Policy. Riders will now be required to board on the back of the bus, and we are isolating the first few rows of the bus to create a safe social distance between the riders and the driver effective March 23rd.

Governor Cuomo Update

Governor Andrew M. Cuomo announced that he is signing the "New York State on PAUSE" executive order, a 10-point policy to assure uniform safety for everyone. It includes a new directive that all non-essential businesses statewide must close in-office personnel functions effective at 8PM on Sunday, March 22. Guidance on essential services under the executive order is attached:

Are you an Essential or Non Essential Business?

If a business is uncertain about its designation of essential/non-essential it is to contact Empire State Development to receive guidance. They can access information at <https://esd.ny.gov/guidance-executive-order-2026>

For any business that believes they are an essential business they have to apply for permission from NYS Empire Development Corp. The link to complete the request is https://esd.ny.gov/sites/default/files/Request%20for%20Designation%20Form_0.pdf

NYS DMV Additional Guidance-March 22

All drivers licenses, non-driver IDs, and registrations with an expiration day of March 1, 2020 or later will be extended.

VBS 4/20/2020

All DMV offices are closed and all road tests are suspended. All reservations have been cancelled. Please visit the DMV website if you wish to complete a transaction online <http://www.dmv.ny.gov>

School District Feeding Programs

Many school districts have commenced their nutritional programs for children who receive breakfast and lunch at schools. The attached document will provide you the most recent information on where school districts are distributing meals and what their hours of operation are. (See attachment)

Food Pantry and Feeding Programs-updated March 22 **Long Island Cares (LIC)**

LIC will perform Grab and Go breakfast to children and adults in need (Gus Truck) ;

- Sunday, March 22: HELP Suffolk, 685 Brookhaven Avenue, Bellport
- Sunday, March 29: Mastic Fire Department, 1080 Mastic Road, Mastic

LIC will provide emergency bags of food to seniors and individuals in need (Support our Seniors Program) Consists of: 9 meals per person, 3 meals per day, for 3 days based on Feeding America guidelines

3/23/20 - Plainview Housing- 10:00 am -11:00 am - 115 Central Park Rd, Plainview, NY 11803

3/27/20 – Village of Brentwood 10:00am-11:00am- 95 2nd Avenue, Brentwood, NY 11717

LIC will provide emergency food to individuals in need (Mobile Outreach Resource Enterprise) Mobile Outreach Resource Enterprise (M.O.R.E.): Provides emergency food to individuals- They will be provided 3 meals per day for 3 days.

3/25/20 - Comsewogue Public Library - 12:30m-1:30pm - 170 Terryville Rd, Port Jefferson Station, NY 11776

LIC operates satellite locations including its own emergency food pantries at several community locations. Satellite centers will serve 6 families at a time. People in need are encouraged to call the LIC location closest to them to make an appointment to alleviate time constraints. Food boxes will be delivered to vehicles. Hours and locations are as follows:

Monday, Wednesday and Friday from 8:00 AM – 4:00 PM; Tuesday-Thursday from 9:00 AM – 5:00 PM. Our staff will also be available to assist people at other times including, weekends by appointment only by calling (631) 582-3663 Ext 109.

Long Island Cares-The Harry Chapin Regional Food Bank
10 Davids Drive – Harry Chapin Way, Hauppauge

VBS 4/20/2020

(631) 582-FOOD for appointment

Nassau Center for Collaborative Assistance
21 East Sunrise Highway, Freeport
(516) 442-5221 for appointment

South Shore Service Center
163-1 North Wellwood Avenue, Lindenhurst
(631) 991-8106 for appointment

Harry Chapin Food Bank and Humanitarian Center
220 Broadway, Huntington Station
(631) 824-6384 for appointment

Baxter's Pet Pantry & Retail Food Rescue Center
161 North Wellwood Avenue, Lindenhurst
(631) 991-8106 for appointment

Hunger Assistance & Humanitarian Center of the Hamptons
286 West Montauk Highway, Hampton Bays
(631) 613-3344 for appointment

Suffolk County Supply Drive for Personal Protective Supplies-March 21, 2020

The County is looking to solicit donations of N95 masks, ear loop face masks, gowns and gloves from the construction industry, building trades, and others in organized labor. These are typical supplies that would ordinarily be used on work sites. Additionally, the County is looking to solicit donations of ear loop masks and gloves from the personal service industry, whose businesses will temporarily be closed as of 8:00 PM tonight.

Starting on Monday, March 23, between the hours of 10:00 AM and 2:00 PM on weekdays, individuals will be able to drop off supplies at the Suffolk County Fire Academy located at 102 East Ave in Yaphank. Residents can email FRESfinance@suffolkcountyny.gov regarding a large donation of supplies or a potential vendor of opportunity.

Suffolk County Police Department Update-March 21, 2020

County Executive Bellone and Police Commissioner Hart announced on March 21, 2020 that mandatory online or telephone reporting for specific non-emergency incidents, effective Monday, March 23.

The changes will be enacted in an effort to reduce the spread of COVID-19 and protect the health and safety of both police officers and residents. To file a report online, visit www.suffolkpd.org/onlinereporting, to file a report over the phone residents can call 631-852-COPS. A list of the types of reports that can be filed online can be viewed at www.SuffolkPD.org.

VBS 4/20/2020

Governor Cuomo Update-March 21, 2020

Governor Cuomo Issues Executive Order Temporarily Closing DMV In Office Transactions: Online Transactions Still Available

Governor Cuomo Update-March 20, 2020

Governor Cuomo announced Matilda's Law to protect NYers age 70+ and those with compromised immune systems: -Remain indoors -Pre-screen visitors by taking temperature - Visitors should wear masks -Stay 6 feet away from others.

Grocery Retailer Senior Shopping Hours updates-March 20, 2020

Dollar General 8-9am-Daily
Stew Leonard 7:30-8:00am-Daily
Stop and Shop 6:30-7:30am-Daily
Uncle Giuseppe's 7-8:00am-Daily
Giunta Meat Farm 6:30-7:30 M/W/F
Target 8-9am Wednesdays
Walmart 6-7am Wednesdays

Governor Cuomo Update-March 20, 2020

Effective March 21, 2020 8:00pm- until further notice, all barber shops, beauty salons, tattoo or piercing parlors and related personal care services will be closed to members of the public. This shall also include nail technicians, cosmetologists and estheticians; and the provision of electrolysis, and the provision of electrolysis, laser hair removal services, as these services cannot be provided while maintaining social distance

Governor Cuomo Update-March 20, 2020

Governor will sign an Executive Order mandating that 100% of workforce must stay home, excluding essential services. This order excludes pharmacies, grocery stores, and others. Effective Sunday, March 22, 2020 by 8:00pm

Child Care Update-March 20, 2020

For assistance in finding child care please contact the Child Care Council of Suffolk hotline # 646-926-3784. We are prioritizing child care for essential workers, including health care workers, first responders, grocery and pharmacy employees and others who are critical to keep our essential supports operational.

Suffolk County Business Recovery Unit is Open -March 19, 2020-

The Suffolk County Business Recovery Unit -- a key component of the County's overall plan -- is now operational within our Labor Department.

VBS 4/20/2020

12 Labor Department employees dedicated to this unit and not only will they address questions and needs, but they will be able to track the data and information provided by our local businesses.

To be connected to the unit, **our local businesses** can Dial 311 and once prompted press 2 to be transferred to the unit, email Business.Recovery@suffolkcountyny.gov or they can visit www.suffolkcountyny.gov/bru.

We also want to encourage our residents to fill out the Business Recovery Survey located on the top right of the Suffolk County Government homepage. While it can be accessed on a mobile device, we recommend the use of a desktop or laptop.

Suffolk County Parks Update-March 19, 2020

While all of our County Parks remain open for our residents to get outdoors and enjoy the fresh air, today we will be closing all dog parks and playgrounds in the interest of public health.

Residents can still visit our parks to get outdoors with their family or for walks with their dogs. Additionally, as of tomorrow all County golf courses will open EXCEPT Timber Point.

The Park's Department will continue to post updates on the County website to keep our residents informed.

Governor Cuomo Announcement-March 18, 2020 3:31pm

NY, PA, CT, and NJ will temporarily close all indoor portions of retail shopping malls, amusement parks and bowling alleys effective tomorrow (**March 19, 2020**) @ 8PM.

NEW YORK STATE DEPARTMENT OF LABOR IMPLEMENTS A FILING SYSTEM AND EXTENDS HOURS TO ADDRESS THE INFLUX OF UNEMPLOYMENT CLAIMS AND MAKE PROCESS MORE EFFICIENT FOR CLAIMANTS-March 18, 2020 3:42pm

To file a claim log on to: <https://applications.labor.ny.gov/IndividualReg/>

NYSDOL is implementing a new more efficient filing system based on the first letter of the applicants last name (alphabetical order). Here is the step-by-step process for filing;

A - F : Monday

G - N : Tuesday

O - Z : Wednesday

Missed your day : Thursday and Friday

Filing later in the week will not delay payments or affect the date of an individual's claim, since all claims are effective on the Monday of the week in which they are filed.

Stony Brook University drive through testing site is up and running-updated as 2:57pm

NYS Coronavirus Hotline

The New York State Department of Health is allowing people to make appointments at their Suffolk County mobile testing site now. Suffolk County residents who want to make an appointment for the test can call the NYS Coronavirus Hotline **1-888-364-3065** and they will be triaged by a nurse or a healthcare professional.

Doctors requesting COVID 19 tests-March 18, 2020 2:15pm

Doctors calling to request COVID 19 tests should be provided the following link to place their request to Fire Rescue and Emergency Services:

<https://fres.suffolkcountyny.gov/Covid19SupplyRequest/Default.aspx>

Suffolk County Police Department Update-March 18, 2020-2:15pm

In an effort to limit person-to-person contact there will be a number of operational changes for the Suffolk County Police Department.

While precincts will remain open 24 hours a day, 7 days a week, we are encouraging residents to not visit precincts unless critically necessary. Anyone who is feeling ill especially is requested to not respond to a precinct or police headquarters.

Instead residents should call 911 and disclose all health concerns and symptoms to enable our officers to prepare and protect themselves and the community.

For the time being, fingerprinting services will not be available.

The Police Department also offers our residents a number of different ways to file police reports – you do not have to go into the precinct to file a report.

Types of incidents that can be reported online or over the phone include harassing communications, lost property, criminal mischief, non-criminal property damage, minor motor vehicle crashes, identity theft and some larcenies.

To report online visit www.suffolkpd.org or call 631-852-COPS to report over the phone.

If a report cannot be filled online or by telephone, an officer will be dispatched to the individuals location, and he or she will follow specific guidelines to protect both their health and safety and the health and safety of the resident.

Additionally, our residents have the ability to request incident reports, motor vehicle accident reports and background checks all online at www.suffolkpd.org.

And finally, the SCPD's Alarm Management Program will be closed until further notice. This will not change the present status of a resident's alarm and extensions will be provided if someone's bill is due during this time period.

Suffolk County Department of Social Service will remain open

Center	Address	Phone Numbers
Riverhead Center	893 E. Main Street Riverhead, New York 11901-2542	Telephone: (631) 852-3500 Fax: (631)852-3505
Coram Center	80 Middle Country Road Coram, New York 11727	Telephone: (631) 854-2300 Fax (631) 854-2123
Smithtown Center	200 Wireless Boulevard Hauppauge, New York 11788	Telephone: (631) 853-8714 Fax: (631) 853-8842
South West Center	2 South 2nd Street Deer Park, New York 11729	Telephone: (631) 854-6600 Fax: (631) 854-6672

All efforts to reduce public contact are being made while meeting the needs of the County's most vulnerable residents.

Applications

Applications for assistance programs can be submitted by mail (instead of coming to a center). Please visit the SCDSS website for information or to download applications at:

<https://www.suffolkcountyny.gov/Departments/Social-Services/Client-Benefits-Administration>

Supplemental Nutrition Assistance Program (SNAP) applications and case recertification can be submitted electronically @ mybenefits.ny.gov or by mail (instead of coming to a center).

Additionally, SNAP benefits can be used for online grocery purchases. **Current participating retailers include:** Amazon, Walmart and ShopRite. Amazon is available statewide; Walmart and ShopRite participate in specific zip codes. Walmart, depending on specific locations, offers delivery, pick-up or both. Clients can enter zip code on the Walmart or ShopRite websites to find availability.

Establishments that are not abiding by the closure order

The County Executive announced today, March 17, 2020, that if someone sees an establishment not abiding by the Governor's closure order for bars and restaurants, please call 631-852-COPS or 311.

If a 311 or FRES call taker receives one of these calls please transfer to 631-852-COPS.

SMART 911

We are encouraging residents to sign up for SMART911, which allows individuals and families to provide critical medical information to 9-1-1 and first responders.

The information provided in a Smart911 Safety Profile enables us to know who is at the greatest risk in our community. We can provide individuals with critical updates based on their location and health history.

Ultimately, Smart911 gives our community the chance to be proactive, and lets us know who requires our services. Residents can visit Smart911.com to sign up.

As part of this effort, residents can now sign up for SMS text message updates on their mobile devices to receive updates on the latest information, health guidance and other developments relating to the coronavirus. Residents should text COVIDSUFFOLK to 67283 to enroll.

Closure of Suffolk County Department of Human Resources, Personnel and Civil Service

As of March 17, 2020- The Suffolk County Civil Service Building will be closed to the public for the next two weeks or until further notice.

All essential functions will continue. Almost all transactions and general inquiries can be addressed online via access to the website or by phone. For those wishing to drop material off at the building we greatly encourage you to mail instead.

New Yorkers with Student, Medical, and Other State-Referred Debt Will Have Payments Frozen for At Least 30 Days

Governor Andrew M. Cuomo and Attorney General Letitia James-Debt Relief Announcement March 17, 2020_Effective immediately — the state will temporarily halt the collection of medical and student debt owed to the State of New York and referred to the Office of the Attorney General for collection, for at least a 30-day period, in response to growing financial impairments resulting from the spread of 2019 novel coronavirus, or COVID-19.

Suffolk County Department of Labor, Licensing and Consumer Affairs

Suffolk County Department of Labor, Licensing and Consumer Affairs as well as SWEP are closed to the public. Information is available by phone and email.

631 853-4600 Consumer.affairs@suffolkcountyny.gov
631-853-6600 SC.DOL@Suffolkcountyny.gov
631-853-3820 Suffolk Works Employment Program (SWEP) Help Line

NYSED-Effective March 18, 2020:

Early Intervention and 4410 Preschool Special Education Services, including SEIT, Evaluations, Related Services and Transportation are suspended. This will remain in effect thru April 1, 2020.

COVID Testing Procedures:

Reach out to Primary Care Physician (PCP) or call your local Urgent Care Facility to assess your conditions/symptoms. Currently, it is also flu and allergy season as well as many are experiencing signs of the common cold and cough. Your Primary Care Physician or Urgent Care Facility should be able to triage your symptoms to eliminate other possibilities before being tested for COVID 19.

Governor Cuomo Mandate at of 8:00pm March 16, 2020

Bars, restaurants, gyms, movie theaters and casinos will close March 16th across New York state, and in neighboring states Connecticut and New Jersey, with the goal of slowing the spread of the coronavirus.

The measures take effect at 8 p.m. Monday.

Restaurants and bars will be able to offer take-out and delivery, and they will be provided a waiver for carry-out alcohol.

SCHD as of March 16th **I tested positive for COVID-2019** **What do I do now?**

If you test positive for COVID-2019, you should isolate yourself from other household and/or family members (those who live with you). In addition, your household and/or family members should also remain at home under quarantine.

Quarantine or isolation means you must stay separate from others in the community to prevent the possible spread of COVID-2019.

- **You must stay at your residence all the time, during the period you are self-quarantined.** You should avoid having company at your residence
- You will need to take your temperature with a thermometer twice a day: in the morning and later in the day, and record your temperature on a sheet of paper or electronically.
- You can live with other family members in your home, but you must sleep in a separate bedroom and use a separate bathroom until the quarantine or isolation period is over.
- During this period, you should avoid close contact for social or dining activities. Food should be delivered to your individual quarters.

- You may walk outside your house on your own property, but should not come within six feet of neighbors or other members of the public. You should refrain from walking in your neighborhood.
- Symptoms of novel coronavirus include: fever, cough, shortness of breath. If you develop any of these symptoms, you should put on a face mask immediately to prevent other people in your household from becoming sick.
- If you have a true emergency, call 911, and let the person that answers know that you are under quarantine or isolation for novel coronavirus.
- If you feel you need to be relocated to another jurisdiction (city, town, or state), you must first speak to the SCDHS Public Health Staff at 631-854-0333 who will handle your request.
- If you have any questions or if you need assistance with daily living (e.g. food, laundry, etc.), please call 311.
- If you have concerns about your employment status, SCDHS can provide you with a letter asking your employer to excuse you from work.
- You will be advised by the SCDHS in consultation with the New York State Department of Health when your quarantine or isolation period will end.

CDC Guidance as of 3/16/2020

Large events and mass gatherings can contribute to the spread of COVID-19 in the United States via travelers who attend these events and introduce the virus to new communities. Examples of large events and mass gatherings include conferences, festivals, parades, concerts, sporting events, weddings, and other types of assemblies. These events can be planned not only by organizations and communities but also by individuals.

Therefore, CDC, in accordance with its guidance for [large events and mass gatherings](#), recommends that for the next 8 weeks, organizers (whether groups or individuals) cancel or postpone in-person events that consist of 50 people or more throughout the United States.

Events of any size should only be continued if they can be carried out with adherence to guidelines for protecting [vulnerable populations](#), [hand hygiene](#), and [social distancing](#). When feasible, organizers could modify events to be virtual.

This recommendation does not apply to the day to day operation of organizations such as [schools, institutes of higher learning, or businesses](#). This recommendation is made in an attempt to reduce introduction of the virus into new communities and to slow the spread of infection in communities already affected by the virus. This recommendation is not intended to supersede the advice of local public health officials.

STATEMENT FROM SUFFOLK COUNTY EXECUTIVE STEVE BELLONE-March 15, 2020

“Based on the recommendation of the County Health Commissioner and in consultation with the Superintendent’s Association, today I am issuing a Local Emergency Order to close all Schools within Suffolk County for a period of two weeks beginning tomorrow, Monday, March 16. As we prepared over the last several days for the potential closure announcement, we had discussions with State officials and the Suffolk County School Superintendent’s Association about critical issues involving meal programs for kids and childcare.

“There is evidence that the virus is already present in many communities we serve, and our efforts now must be aimed at preventing its spread. As part of our larger social distancing efforts, we believe that closing schools is the right thing to do at this time. While kids are home from school we encourage parents to continue to follow County Health Department guidance and practice social distancing and to wash hands frequently to help contain the spread of the virus. If anyone in the family is symptomatic please stay home and quarantine yourself on a precautionary basis.

“While schools are closed for instruction, administrators and teachers will still have access to school buildings for local district planning, distance-based education purposes, temporary grab-and-go meal programs and childcare issues.”

311 Update-March 14, 2020 6:00pm

Jake’s 58 will be closed to the public as of 6:00pm, March 14th.

311 Information on symptoms and testing-March 14, 2020-8:30am

1. If an individual has any form of symptoms however has not tested for COVID, advise individual to call their primary doctor or local urgent care PRIOR to going so that proper assessment can be made over the phone

2. If a person’s doctor has told an individual not to come in to check their symptoms, ask individual if they have called a local urgent care to be assessed and examined or if their healthcare provides a telehealth option.

a. If neither is not an option, we must continue to advise that they attempt to call into their doctor for further guidance for suggestions of offices or urgent care centers.

311 Corona Virus FAQs as of 3/13/2020

Suffolk County Novel Coronavirus FAQ

Residents looking for additional information can visit:

<https://www.suffolkcountyny.gov/Departments/Health-Services/Health-Bulletins/Novel-Coronavirus>, <https://www.health.ny.gov/diseases/communicable/coronavirus/> and <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

About the Virus:

The 2019 Novel Coronavirus (2019-nCoV) is a virus (more specifically, a coronavirus) identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China.

The Centers for Disease Control and Prevention (CDC) is closely monitoring an outbreak of respiratory illness caused by a novel (new) coronavirus first identified in Hubei Province, China.

Infections with 2019-nCoV, most of them associated with travel from Wuhan, also are being reported in a growing number of international locations, including the United States. The United States reported the first confirmed instance of person-to-person spread with this virus on January 30.

Symptoms:

For confirmed 2019-nCoV infections, reported illnesses have ranged from people with mild symptoms to people being severely ill and dying. Symptoms can include:

- Fever
- Cough
- Shortness of breath

If you feel sick with fever, cough, or difficulty breathing, and have traveled to China or were in close contact with someone with 2019-nCoV in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

Prevention/Treatment:

While the immediate risk of this new virus to the American public is believed to be low at this time, everyone can do their part to help us respond to this emerging public health threat:

- For everyone: It's currently flu and respiratory disease season and CDC recommends getting vaccinated, taking everyday preventive actions to stop the spread of germs, and taking flu antivirals if prescribed.

There is currently no vaccine to prevent 2019-nCoV infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Travel Info:

CDC recommends that travelers avoid all nonessential travel to China.

On January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States to aid the nation's healthcare community in responding to 2019-nCoV. Also on January 31, the President of the United States signed a presidential "Proclamation on Suspension of Entry as Immigrants and Nonimmigrants of Persons who pose a Risk of Transmitting 2019 Novel Coronavirus.

On Sunday, February 2, the U.S. government implemented temporary movement and monitoring restrictions on certain individuals.

- Any U.S. citizen returning to the U.S. who has been in Hubei Province in the previous 14 days will be subject to up to 14 days of mandatory quarantine, to ensure they're provided proper medical care and health screening.
- Any U.S. citizen returning to the U.S. who has been in the rest of mainland China within the previous 14 days will undergo proactive entry health screening at a select number of ports of entry and up to 14 days of monitored self-quarantine to ensure they have not contracted the virus and do not pose a public health risk.
- Foreign nationals, other than immediate family of U.S. citizens and permanent residents, who have traveled to China within the last 14 days, will be denied entry into the U.S. for this time.

In addition, depending on your travel history, you will be asked to stay home for a period of 14 days from the time you left an area with widespread or ongoing community spread (Level 3 Travel Health Notice).

Countries that have a Level 3 Travel Health Notice (widespread, ongoing transmission):

- Iran

VBS 4/20/2020

- South Korea
- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City

State Health Department Website - [NY.Gov/Coronavirus](https://www.ny.gov/coronavirus) - Provides Coronavirus Updates for New Yorkers and Guidance for Healthcare Providers

Public Assembly:

Declaration by Governor Cuomo 3/12/2020 events with 500 or More Individuals in Attendance to Be Cancelled or Postponed

Any Gathering under 500 Individuals in Attendance Will Be Required to Cut Capacity by 50 Percent

Large gatherings and public spaces within the scope of this guidance include, but are not limited to: Theaters, Auditoriums, Concerts, Conferences, Worship services, Sporting events, Restaurants, Bars, Gaming establishments, and, Physical fitness centers. Members

Exceptions being made for spaces where individuals do not make sustained close contact, such as schools, libraries, hospitals, public buildings, residential health care facilities, office buildings, mass transit, grocery stores, pharmacies and retail stores.

Limits on Visitations to Nursing Homes - Only Medically Necessary Visits Will Be Allowed To Protect Most Vulnerable

The state will require health screenings for all nursing home workers each day when they enter a facility and require them to wear surgical masks to guard against any potential asymptomatic spread.

Price gouging:

New Yorkers are urged to call 1-800-697-1220 to report unfair price increases of products such as household cleaning supplies and hand sanitizer amid the coronavirus outbreak.

VBS 4/20/2020

COVID-2019 Q & A

Updated: March 7, 2020

What are the symptoms of COVID-2019

For confirmed COVID-2019, reported illnesses have ranged from people with mild symptoms to people being severely ill and dying. Symptoms can include:

- Fever
- Cough
- Shortness of breath

Based on early data from China, approximately 80% of cases have mild symptoms

What is the risk?

Based on early data from China, approximately 80% of cases have mild symptoms

As of today, the Centers for Disease Control and Prevention (CDC) states that the risk in the U.S. is still low. It will update the status regularly on the [CDC website](#).

How is COVID-2019 spread?

Current understanding about how the virus that causes COVID-2019 spreads is largely based on what is known about similar coronaviruses.

The virus is thought to be spread mainly from person-to-person

- Between people who are in close contact with one another (within about 6 feet)
- Through respiratory droplets produced when an infected person coughs or sneezes

Screening for Travel

As of 3/5/2020, only travelers coming from mainland China are being screened at one of eleven airports in the U.S., one of them is JFK. Those travelers are then referred to the local health departments for monitoring for 14 days upon return from China.

NYS has directed that those who are returning from an affected country - China, Iran, Italy, South Korea, Japan - stay home for 14 days from the time one left an area with widespread, ongoing community spread and practice social distancing.

Prevention/Treatment

For everyone: It's currently flu and respiratory disease season and CDC recommends getting vaccinated, taking everyday preventive actions to stop the spread of germs, and taking flu antivirals if prescribed.

There is currently no vaccine to prevent 2019-nCoV infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

Concern: Where can I get tested for COVID-2019?

New York State is actively working to expand testing capacity; but despite some reports, at this point in time the tests are not widely available. In the interim, you should talk to your primary care doctor about testing if you are:

- An individual who has come within proximate contact (same classroom, office, or gatherings) of another person known to be positive; or
- An individual who has traveled to a country that the CDC has issued a Level 2 or Level 3 Travel Health Notice, and shows symptoms of illness; or
As of 3/6/2020, those countries are China, Iran, Italy, South Korea, and Japan
- An individual is quarantined (mandatory or precautionary) and has shown symptoms of COVID-19 illness; or
- An individual is symptomatic and has not tested positive for any other infection; or
- Other cases where the facts and circumstances warrant as determined by the treating clinician in consultation with state and local department of health officials.

Concern: Why can't I get a test for COVID-2019?

There is criteria for testing in New York State. We want the most clinically applicable persons to be tested prior to those with less risk. NYSDOH is working with local medical providers and labs to get tests more widely available.

As of 3/6/2020, you should speak to your doctor about testing if you are:

- An individual who has come within proximate contact (same classroom, office, or gatherings) of another person known to be positive; or
- An individual who has traveled to a country that the CDC has issued a Level 2 or Level 3 Travel Health Notice, and shows symptoms of illness; or
As of 3/6/2020, those countries are China, Iran, Italy, South Korea, and Japan
- An individual is quarantined (mandatory or precautionary) and has shown symptoms of COVID-19 illness; or
- An individual is symptomatic and has not tested positive for any other infection; or

- Other cases where the facts and circumstances warrant as determined by the treating clinician in consultation with state and local department of health officials.

Concern: I've had close contact with someone who has tested positive for 2019-nCoV

Refer to SCDHS. You should call **631-854-0333**

Operator should collect name, address, phone number and country traveled to and send to Health Services.

Concern: I recently travelled to an affected area (China, Japan, Italy, South Korea, Iran) and have symptoms

If you recently traveled to these areas of concern and feel sick with fever, cough, or trouble breathing, you should:

- Seek medical care right away. Call ahead and tell them about your travel and symptoms
- Avoid contact with others. Stay home, except for seeking medical care
- Avoid further travel until the illness resolves
- Cover your mouth and nose with a tissue or your sleeve (not your hands) when coughing or sneezing.
- Wash hands often with soap and warm water for at least 20 seconds. If unavailable, use an alcohol-based hand sanitizer.

Operator should collect name, address, phone number and country traveled to and send to Health Services.

Concern: recent travel to affected area (China, Japan, Italy, South Korea, Iran) and no symptoms

NYS has directed that travelers returning from an affected country (China, Iran, Italy, South Korea, Japan) go under precautionary quarantine and stay home for 14 days from the time one left an area with widespread, ongoing community spread and practice social distancing.

Operator should collect name, address, phone number and country traveled to and send to Health Services.

Take these steps to monitor your health and practice social distancing:

1. Take your temperature with a thermometer two times a day and monitor for fever. Also watch for cough or trouble breathing.
2. Stay home and avoid contact with others. Do not go to work or school for this 14 day period. Discuss your work situation with your employer before returning to work.

3. Do not take public transportation, taxis, or ride-shares during the time you are practicing social distancing.
4. Avoid crowded places (such as shopping centers and movie theaters) and limit your activities in public.
5. Keep your distance from others (about 6 feet or 2 meters)

A good guide to share for household living is CDC Guidance called “Preventing the Spread of Coronavirus Disease 2019 in Homes and Residential Communities” and can be found at <https://www.cdc.gov/coronavirus/2019-ncov/hcp/guidance-prevent-spread.html#First-heading>

Concern: Should I be wearing a mask in public?

CDC does not recommend the use of face masks or N95 respirators among the general public. We need to preserve the use of masks and other personal protective equipment for health care workers and individuals who may be ill.

Concern: Are students returning from certain countries being quarantined?

Yes, NYS Dept. of Health has required students and faculty returning from affected countries (China, Japan, Italy, South Korea, Iran) to be under precautionary quarantine for 14 days upon return. Schools are reporting such travel to the local health department and the local health department will monitor students and faculty. This includes school sponsored travel or individual travel.

Concern: My neighbor, coworker, friend – returned from international travel, what should I do?

Right now, the only federal screening and reporting to local health departments is for people returning from mainland China.

Schools are reporting staff and students who have returned from an affected country (Iran, Italy, China, Japan, South Korea) to the local health department. The health department will monitor students and faculty for fourteen days upon return.

NYS has directed those who are returning from an affected country (China, Iran, Italy, South Korea) stay home for 14 days from the time one left an area with widespread, ongoing community spread and practice social distancing. This is considered precautionary quarantine.

See if caller will share information about the person they are calling about - name, contact information and country travelled from - with operator. Operator should send that information to Health for follow up.

Be cautious, take regular preventive measures to stop the spread of viruses: Wash hands with soap and water, and often; Avoid touching eyes, nose or mouth with unwashed hands, especially before eating; Avoid contact with sick people; and stay home if you feel sick, or are caring for a sick housemate.

Concern: My family member is currently on movement restrictions (precautionary quarantine) in my household. I did not travel and am not being quarantined or limited in my movements. Can I go to work/school?

OR

Concern: My colleague or a student has a family member who is currently on precautionary quarantine because of travel. The colleague or student did not travel. Are they allowed to go to work or school?

According to NYSDOH, there is no medical or public health reason why household members (including children), who themselves did not travel to an affected country, cannot continue to attend school or work when they are a close contact of persons without signs of illness who are under precautionary quarantine or restricted movements. These persons have not been exposed to COVID-19 and are not at risk of developing COVID-19 as long as they remain unexposed and the person under quarantine or restricted movement remains in a separate area of the household and without symptoms. If the person under quarantine or restricted movements in the household starts to feel sick, it is very important that they notify their Local Health Department immediately. If the person under quarantine or restricted movements becomes sick, movement restrictions may be placed on household members at the discretion of public health authorities.

Are there any items I should have at home to prepare?

It's a good idea to gather and update home preparedness kits. This kit would ideally contain a thermometer, decongestants, anti-inflammatory drugs and acetaminophen for fevers.

What has the County done in response?

Public Health Perspective: This is what we are trained to do. The NYS Sanitary Code requires all local health departments to investigate, report, and provide outbreak control as needed for over 70 communicable disease. While COVID-2019 is an emerging disease, we have an excellent public health team experienced in disease investigation and control.

County officials and public health team have been in constant contact with New York State Department of Health Services (NYS DOH) and Centers for Disease Control (CDC).

The County has also implemented an interagency approach from early February 2020, team members include the County Executive's Office; Health Services, including EMS; Fire, Rescue, and Emergency Services; Police Department; County Attorney's Office; Department of Social Services; Information Technology.

The County also held a multi-agency tabletop exercise on March 5th to help prepare all County departments and agencies regarding coronavirus. The training event allowed departments and agencies to assess and evaluate preparedness, run through possible scenarios, and ensure each department is familiar with procedures and protocols.

Where can I find reliable information about COVID-2019?

New Yorkers can access accurate, reliable and up-to-date information on the Department of Health's website: www.health.ny.gov/coronavirus. New Yorkers can also call the Department of Health's hotline at 1-888-364-3065. You can also find reliable information and updates about the virus on the website and social media platforms of the U.S. Centers for Disease Control and Prevention: www.cdc.gov/COVID19.