



COVID-19 Resource Guide for New York City (NYC)

Always practice four key actions to prevent COVID-19 transmission:

- **Stay home.** Stay home if you aren't feeling well, tested positive for COVID-19 or have been in close contact with someone who has COVID-19.
- **Stay apart:** Keep at least 6 feet from others.
- **Wear a face covering.** Protect yourself and those around you by wearing a face covering at all times outside your home. Face coverings are required in New York State on all public transportation (including car services) and by air, train and bus carriers. For more information about face coverings, visit nyc.gov/facecoverings.
- **Keep your hands clean.** Wash your hands often and carry alcohol-based hand sanitizer to use while traveling. Avoid touching your face with unwashed hands and cover your coughs and sneezes.

Below are resources for New Yorkers during the COVID-19 public health emergency.

COVID-19 Testing Locations

To find a COVID-19 testing site near you, visit nyc.gov/covidtest or call 844-NYC-4NYC (844-692-4691). Many sites offer free testing.

NYC Test & Trace Corps

For information on NYC Test & Trace Corps, visit nychealthandhospitals.org/test-and-trace.

COVID-19 Hotel Program

If you have or may have COVID-19 and separation from other household members is not feasible, you may qualify to stay in a hotel, free of charge, through the City's **COVID-19 Hotel Program**. Visit nyc.gov/covid19hotels or call 844-NYC-4NYC (844-692-4692), 9 a.m. to 5 p.m., to be assessed by a provider.

Health Care Services

For emergencies, call 911.

COVID-19-related needs or other health needs:

For telehealth or in-person care, call:

- Your doctor;
- The primary care site for your ZIP code; or
- 844-NYC-4NYC (844-692-4692).

Tele-urgent care services: CityMD offers urgent care via telehealth 24/7. To confirm insurance coverage, visit citymd.com/virtualcare.

Health care and supportive service provider directories: To find a health care provider and determine whether they are offering services during COVID-19, visit:

- NYC Health Map at a816-healthpsi.nyc.gov/NYHealthMap; or
- HITE at hitesite.org.

Health Insurance: Many low- to no-cost health insurance plans are available through the New York State (NYS) of Health Marketplace. To make an appointment with a Certified Application Counselor:

- Call **311**;
- Text "CoveredNYC" or "SeguroNYC" to 877-877; or
- Visit nyc.gov/site/doh/health/health-topics/health-insurance.page.

Help paying for medicine: The following programs can help covering the costs of medicine:

- New York Prescription (Rx) Card. Call 877-321-6755 or visit newyorkrxcard.com.

- NeedyMed. Call 800-503-6897 or visit needymeds.org. Available in English and Spanish.
- RxAssist. Visit rxassist.org.
- American Diabetes Association. Visit insulinhelp.org.

Mental health services: NYC Well provides free, confidential mental health support 24/7. To speak to a counselor:

- Call 888-NYC-WELL (888-692-9355);
- Text “WELL” to 65173; or
- Chat at nyc.gov/nycwell.

To find mental health and substance use resources in your neighborhood, visit nycwell.cityofnewyork.us/en/find-services.

Sexual and reproductive health services:

- Select NYC Health Department Sexual Health Clinics are currently open and offering limited walk-in HIV and sexually transmitted infections (STI) services. For more information, visit nyc.gov/site/doh/services/sexual-health-clinics.page.
- Telemedicine services for HIV and other STIs are available through the NYC Sexual Health Clinic Hotline at 347-396-7959, Monday through Friday, 9 a.m. to 3:30 p.m.
- Visit online directories of providers currently offering sexual and reproductive health services in the [Bronx](#), [Brooklyn](#), [Manhattan](#), [Queens](#), and [Staten Island](#), and PlaySure Network providers offering [HIV and STI testing](#), [PrEP](#), [PEP](#), and [HIV care services](#) in clinics and [HIV-related navigation and supportive services](#) in community-based settings.

Benefits

ACCESS NYC helps New Yorkers identify and apply for eligible benefits. There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you are already

receiving benefits or have a job. Call 718-557-1399 or visit access.nyc.gov.

Help heating and cooling your home: Call the Home Energy Assistance Program (HEAP) at 800-342-3009 or visit otda.ny.gov/programs/heap.

Temporary assistance (TA). If you are unable to work, can’t find a job, or your job does not pay enough, TA may be able to help you pay for your expenses. Call 800-342-3009 or visit otda.ny.gov/programs/temporary-assistance.

Unemployment assistance: To apply for temporary income for eligible workers who lose their jobs through no fault of their own, call 888-209-8124 or visit ny.gov/services/get-unemployment-assistance.

Financial counseling: For free, one-on-one financial counseling, visit nyc.gov/talkmoney.

Food Assistance

For all types of food assistance:

- Call **311** and say “Get food”;
- Text “NYC FOOD” or “NYC COMIDA” to 877-877 to find a free meal distribution site near you; or
- Visit nyc.gov/getfood to find a food pantry near you or to determine eligibility for free meal delivery.

Emergency food assistance: Call 866-888-8777 or **311**.

Hunger hotline: Call 866-348-6479. For Spanish, press 3.

SNAP/food stamps: Call 718-557-1399 or visit access.nyc.gov/programs/supplemental-nutrition-assistance-program-snap to find out if you are eligible to enroll.

Domestic and Gender-Based Violence Services

For emergencies, call **911**.

For NYC HOPE services, call the 24-hour hotline at 800-621-4673 or visit [nyc.gov/nychope](https://www1.nyc.gov/site/nychope).

For resources for survivors during COVID-19, visit <https://www1.nyc.gov/site/ocdv/get-help/resources-for-survivors-during-covid-19.page>.

Housing Assistance

NYC Housing Authority (NYCHA): For NYCHA's COVID-19 FAQs, visit [nyc.gov/site/nycha/about/covid-19-FAQ.page](https://www1.nyc.gov/site/nycha/about/covid-19-FAQ.page).

Mayor's Office to Protect Tenants: For information and resources for tenants impacted by COVID-19, visit [nyc.gov/content/tenantprotection/pages/covid19-home-quarantine](https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine).

NYC Tenant Resource Pool Eviction Prevention Tool: Visit [nyc.gov/content/tenantresourceportal/pages](https://www1.nyc.gov/content/tenantresourceportal/pages).

Eviction Prevention: For legal services for eviction or other housing or tenant matters, call Legal Aid at 212-577-3300 or Legal Services NYC at 917-661-4500.

Schools, Remote Learning, and Child Care

For NYC Department of Education updates on school reopening, blended learning and other matters, visit schools.nyc.gov/school-life/health-and-wellness/coronavirus-update.

To request a remote learning device from your child's school, visit [coronavirus.schools.nyc/RemoteLearningDevices](https://www1.nyc.gov/site/coronavirus.schools.nyc/RemoteLearningDevices).

For information on child care through NYC Administration for Children's Services, visit

[nyc.gov/site/acs/about/covid19.page#ChildCareAssistance](https://www1.nyc.gov/site/acs/about/covid19.page#ChildCareAssistance).

Other Resources

Resources for immigrant communities: For a list of COVID-19 resources for immigrants, visit [nyc.gov/immigrants/coronavirus](https://www1.nyc.gov/site/immigrants/coronavirus). If you have questions about immigration or how to access City services, call the Mayor's Office of Immigrant Affairs (MOIA) hotline at 212-788-7654, Monday through Friday from 9 a.m. to 5 p.m., or email askMOIA@cityhall.nyc.gov.

Resources for LGBTQ+ communities: For a list of COVID-19 LGBTQ+ affirming programs and services, visit the NYC Unity Project at [nyc.gov/lgbtq/covid](https://www1.nyc.gov/site/lgbtq/covid).

Resources for New Yorkers with disabilities: For a list of COVID-19 resources for people with disabilities, visit [nyc.gov/site/mopd/resources/covid-19-resources-for-people-with-disabilities.page](https://www1.nyc.gov/site/mopd/resources/covid-19-resources-for-people-with-disabilities.page).

Resources for older New Yorkers: For a list of resources for older New Yorkers, visit [nyc.gov/site/dfta/services/covid-19-resources.page](https://www1.nyc.gov/site/dfta/services/covid-19-resources.page).

Resources for New Yorkers who are veterans: For a list of resources for veterans, visit [nyc.gov/site/veterans/covid-19/resources.page](https://www1.nyc.gov/site/veterans/covid-19/resources.page).

Burial Assistance

Burial assistance: Call 718-473-8310 on Wednesdays, 9 a.m. to 5 p.m., or visit [nyc.gov/site/hra/help/burial-assistance.page](https://www1.nyc.gov/site/hra/help/burial-assistance.page) or [nyc.gov/site/helpnownyc/get-help/funeral-burial-guidance.page](https://www1.nyc.gov/site/helpnownyc/get-help/funeral-burial-guidance.page).

Know Your Rights

COVID-19 and human rights: For information on COVID-19 and rights, including protections related to housing, employment, and public accommodations, and how to file a complaint if you have experienced harassment or discrimination, visit [nyc.gov/StopCOVIDHate](https://www1.nyc.gov/StopCOVIDHate).

Workplace laws and protections: For information on workplace laws and protections during COVID-19, including the right to paid sick leave visit nyc.gov/assets/dca/downloads/pdf/workers/Complying-with-NYC-Workplace-Laws-During-COVID-19.pdf.

Employee Sick and Family Leave: NYC employees have legal rights to paid and unpaid leave, including new rights related to COVID-19. You can take unpaid and paid leave, depending on your circumstances and the type of employer you work for, to care for yourself or family members impacted by COVID-19. For more information, call 855-491-2667 or visit access.nyc.gov.

Pets

For the NYC COVID-19 Pet Owner Hotline, call 877-204-8821, 8 a.m. to 8 p.m., seven days a week.

For an FAQ on COVID-19 and animals, visit nyc.gov/site/cau/animals/animal-welfare.page.

For tips on making an emergency plan for pets and service animals, visit nyc.gov/site/em/ready/pets.page.

Civic Engagement

Contact your City Council member: You can get additional help by getting in touch with the district office of your City Council member. To find yours, visit council.nyc.gov/districts.

To find resources in your ZIP code, visit nyc.gov/health/covidresources.

For more information on COVID-19, visit nyc.gov/health/coronavirus. For real-time updates, text “COVID” to 692-692. Message and data rates may apply.

The NYC Health Department may change recommendations as the situation evolves.

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