

Kent County Resources

COVID-19 Preparedness



(Residents: please take a photo of this page for reference)
Information as of March 20th - Subject to change

I have questions about the virus COVID -19. Where can I find accurate information?

Kent County Health Department - Call 888-535-6136 or email covid@kentcountymi.gov if you have questions regarding COVID-19. You can also visit <https://www.accesskent.com/Health/coronavirus> for on demand updates specific to Kent County.

Center for Disease Control - Call 800-232-4636 or visit <https://www.cdc.gov/coronavirus/2019-ncov> for the most trusted, up-to-date information regarding the virus.

State of Michigan - Visit <https://www.michigan.gov/coronavirus> for local updates on restrictions and instructions from the state government, and subscribe to e-newsletter updates at the bottom of the webpage.

I need non healthcare related needs resources, like food, diapers or clothing. What community resources are available?

Call 2-1-1 or visit <https://www.mi211.org/> for information about resources closest to where you live. 24 hours a day 7 days a week, including non-healthcare related needs.

I have health care concerns, but am not sure who to contact. Who can I call?

If you have severe or life-threatening symptoms, please call 911. If you are experiencing symptoms and are unsure if you are experiencing COVID-19 symptoms, review the CDC poster.

Spectrum Health - Spectrum is offering free virtual COVID-19 screenings 24/7 to people in the state of Michigan who are experiencing symptoms, call 616-391-2380 or visit <https://www.spectrumhealth.org/covid19>

Mercy Health - Mercy Health is offering virtual COVID-19 screenings 24/7 to patients who are experiencing symptoms through its MyChart Portal, call 833-247-1258 or visit <https://www.mercyhealth.com/health-and-wellness/coronavirus>

Dégagé Ministries, as available, will conduct over the phone or online screenings for individuals concerned they are ill, call 616-454-1661.

NOTE: most healthcare facilities are not taking appointments. Call if previously scheduled an appointment.

I am experiencing mental stress and don't have someone to talk to, what resources are available?

Substance Abuse and Mental Health Services Administration (SAMHSA) - Call 800-985-5990 (TTY 800-846-8517) to reach SAMHSA's Disaster Distress Helpline or text TalkWithUs to 66746.

I can't afford food or healthcare and need financial assistance. What resources are available?

Michigan Department of Health and Human Services (MDHHS) - Need food, healthcare, etc. assistance, apply for benefits through the MiBridges Portal at <https://newmibridges.michigan.gov/> or call 888-544-8773. Income requirements have been lifted at this time.

For specific COVID-19 Emergency Response from MDHHS:

- Call the COVID-19 Hotline at 888-535-6136, seven days a week, 8am to 5pm.
- Email COVID19@michigan.gov 24/7. Emails will be answered seven days a week, 8am to 5pm.

How can I apply for unemployment?

Michigan Unemployment Office - Fastest method to apply for unemployment benefits is online at www.michigan.gov.uia or call 866-500-0017.

I'm looking for low cost or free food meals.

What options are available?

Food services are changing regularly, call ahead to double check hours.

MelTrotter 616-454-8249

225 Commerce Ave SW, Grand Rapids, MI 49503

Meals: Breakfast at 7am. Dinner at 7:15pm.

Dégagé Ministries 616-454-1661

144 Division Ave S, Grand Rapids, MI 49503

Free to-go meals from 8-9:45am and 6-7pm, 7 days a week.

God's Kitchen 616-224-0217

303 Division Ave S, Grand Rapids, MI 49503

Meals: Monday-Saturday: 12:30pm to 2:30pm. Sunday: 2:30-4pm

Meals are grab and go at the back door, dining area closed

I need to go to the grocery store, but I'm worried about exposure due to being high risk. What should I do?

SpartanNash stores (D&W Fresh Market, Family Fare) are setting aside time for store guests most at risk of contracting the virus, including older adults, pregnant women & immunocompromised individuals every Tuesday/Thursday from 7-9am.

Walmart stores will host an hour-long senior shopping event every Tuesday for customers aged 60 and older. This will start one hour before the store opens.

Meijer stores and pharmacies will provide dedicated shopping times for senior citizens and customers with chronic health conditions on Tues/Thurs from 7-8am.

I'm looking for low cost or free food options for kids. What options are available?

Locations can be found on an interactive map at <https://www.mcgi.state.mi.us/schoolnutrition/>. This service is updated twice a day.

Campau Commons

821 Division Ave, S Grand Rapids MI 49503

Services Times: 11:30am-12:30pm

Operating thru April 3rd, 2020. Unknown if provides weekend service.

Sibley Elementary

943 Sibley St. NW, Grand Rapids, MI 49504

Services Times: 11:30am-12:30pm

Operating thru April 3rd, 2020. Unknown if provides weekend service.

New City Kids

960 Alpine Ave NW, Grand Rapids, MI 49504

Services Times: 11:30am-1:30pm

Operating thru April 3rd, 2020. Unknown if provides weekend service.

I'm looking for low cost or free food that I can cook at home. What food pantry options are available?

For a full list, refer to

https://www.needhelppayingbills.com/html/kent_county_food_banks.html to locate ones near you.

Family Network of Wyoming 616-885-9919

1029 44th St SW Wyoming MI 49509

<https://fntw.org/services/food-pantry/>

Mondays 2:30-5pm & Wednesday 1:30-4:30pm. Must bring photo ID and proof of residency in the area.

WestMinster Food Pantry 616-456-1456

47 Jefferson Ave SE, Grand Rapids, MI 49503

Thursday 10:30-2:30pm, grab and go meals.

Meals on Wheels 616-459-3111

Food Pantry Services

1954 Fuller NE, Suite B Grand Rapids, MI 49505

Mondays 8:30am-3:30pm, Wednesdays 8:30am-3:30pm, and

Thursdays 9:30-4pm. Contact them online

<https://mealsonwheelswesternmichigan.org/meals-on-wheels/food-pantries/>.

I need to use the bus, but don't know what options are available?

May Mobility the downtown (autonomous shuttle) is suspending service for now

Dash - the downtown free shuttle is still working

Rapid - only Route 60 and Route 100 are cancelled - Rapid buses are being cleaned twice daily

I have safety concerns about crime, can I call the police?

Police are still responding but if you need to call 911, advise the operator if you or anyone in your home has symptoms or is quarantined. If able, meet officers outside of home and maintain a recommended 6ft. Distance.

Local safety alerts - Sign up for the citywide Nixle Alerts by texting GrandRapids to 888-777 or for more local texts, text your zip code to 888-777.

I'm having trouble paying my bills because my income has been affected. What can I do?

DTE customers impacted by COVID-19 are encouraged to call 800-477-4747 to determine eligibility for payment assistance or visit <https://bit.ly/2TQoK0V>.

Consumers Energy customers can call 800-477-5050 or visit <https://www.consumersenergy.com/company/media/news-and-information/emergency-response> to address billing needs. Individuals already in the Winter Protection Program have their end date extended to May 3, 2020. Those who meet low-income standards are encouraged to call if they have questions about eligibility.

Comcast/Xfinity customers who have been impacted by quarantines or closures and need more time to pay their bill for Xfinity TV, Internet, Home or home phone services can chat with a representative at <https://www.xfinity.com/chat/> or call 800-934-6489 to get your questions answered.

I'd like to get started on my garden, what resources are available?

Hope Gardens at 10656 Wilson Avenue, Byron Center, Michigan 49315 has free plant starting kits if you want to do some gardening. Call them 616-209-2003 if interested.