



# Muskegon County Resources

## COVID-19 Preparedness

Information as of March 24th

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### Commonly asked Questions and Answers

*Click on a question OR scroll down to view all questions and answers.*

**I have questions about the “Stay Home, Stay Safe” executive order that went into effect on March 24 at 12:01am. Where can I find the latest information?**

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

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

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

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

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

**How can I apply for unemployment?**

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

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

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

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**I have questions about the “Stay Home, Stay Safe” executive order that went into effect on March 24 at 12:01am. Where can I find the latest information?**

To combat the spread of COVID-19 in Michigan, Governor Whitmer signed the “Stay Home, Stay Safe” executive order. For at least the next three weeks, all Michigan businesses and operations must temporarily suspend in-person operations that are not necessary to sustain or protect life. For those who have questions about the state's actions to mitigate the spread of coronavirus, please call the COVID-19 Hotline at 1-888-535-6136 between 8am- 5pm daily or visit <https://www.michigan.gov/coronavirus> for a summary of the executive order.

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

**Muskegon County Health Department** - Call 231-724-6246 or email PublicHealth.COVID-19@co.muskegon.mi.us if you have questions regarding COVID-19. You can also visit <https://www.co.muskegon.mi.us/1611/Coronavirus> for on demand updates specific to Muskegon 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 healthcare 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 833-559-0659 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>

NOTE: most healthcare facilities are not taking appointments. Call if previously scheduled 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](http://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.*

**Supper House** 231-830-9408

Temple Methodist Church

2500 Jefferson St, Muskegon Heights, MI 49444

Daily from 4-5:25pm, boxed lunches

**Christ the Rock Harvest Food Pantry** 213-893-8900

6985 Indian Bay Rd. Montague, MI 49437

Wednesdays from 12:30-6pm

**Muskegon Food Pantry** 231-726-5341

1095 3rd St. Muskegon, MI 49441

Pre-packaged bag of groceries available at the door on Tuesday/Thursday from 9:30am-12pm. Diapers and baby wipes available upon request. The baby pantry is closed until further notice. 2-1-1 will continue to receive updated info.

## 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. Store hours vary by location.

**Walmart** stores have implemented new open hours from 7-8:30pm unless the store normally opens later. There is an hour-long senior shopping event every Tuesday for customers aged 60 and older that will start one hour before the store opens. Store hours vary by location.

**Meijer** stores have implemented new open hours from 8am-10pm. Stores and pharmacies will provide dedicated shopping times for senior citizens and customers with chronic health

conditions on Tues/Thurs from 7-8am. Essential service workers and Meijer Team Members can shop on Mons/Weds from 7-8am.

## **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.

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*Prepared by the Dwelling Place Community Building and Engagement Staff.*

*Information is subject to change Updated versions available on Fridays.*

*To limit the spread of COVID-19, please share this document digitally.*

*See content that is out of date or want to see an added resource?*

*Email [jschaub@dwellingplacegr.org](mailto:jschaub@dwellingplacegr.org)*

