



# Ottawa County Resources

## COVID-19 Preparedness

Information as of March 26th

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### Commonly asked Questions and Answers

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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?**

**Ottawa County Health Department** - Call 888-535-6136 or visit <https://www.miottawa.org/Health/OCHD/coronavirus> if you have questions regarding COVID-19 or want updates specific to Ottawa 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.

**Holland Hospital** (616) 394-2080

**North Ottawa Community Hospital** (616) 935-7810

**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> If you have severe or life-threatening symptoms, please call 911.

**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> If you have severe or life-threatening symptoms, please call 911.

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'm a Veteran who has healthcare and/or benefit related 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.

**Veteran Affairs** - If you are a U.S. veteran with concerns regarding possibly having the Coronavirus, you can call 888-838-6446 to speak to a triage nurse regarding your symptoms. You can also visit <https://www.va.gov/find-locations> to find one of VA's more than 2,000 health care, counseling, benefits, and cemeteries facilities, plus VA's nationwide network of community health care providers.

If you are a Veteran in crisis or concerned about one, you can connect with VA's caring, qualified responders for confidential help. Many of them are Veterans themselves.

- Call 800-273-8255 and press 1 (Call TTY if you have hearing loss 800-799-4889)
- Text 838255
- Start a confidential chat by visiting: <https://www.veteranscrisisline.net>

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

## **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](mailto: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.*

Visit <http://www.OttawaFood.org> to find local food pantries or take home meals in Ottawa County or search within 10 miles of your location. Visit the website for food assistance, fresh local produce and healthy recipes information.

### **Community Action House** 616-392-2368

345 W 14th St, Holland, MI, 49423

Food pantry is available 1-4pm on Monday, Tuesday and Wednesday, 8:30-11:30am on Thursday, and 8:30-11:30am on Friday

Mobile Food Pantries are available at different locations. Visit

<https://www.feedwm.org/mobile-pantry-schedule/?county=Ottawa>

Curbside pick up and provide food based on family size. Visit

<https://www.communityactionhouse.org/coronavirus> for changes.

## 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.*

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

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

