



Kent County Resources

COVID-19 Preparedness

Information as of April 1st

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 health care 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'm a Veteran who has healthcare and/or benefit related concerns, but am not sure who to contact. Who can I call?](#)

[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 looking for low cost or free food options for kids. What options are available?](#)

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

[I need to use the bus, but don't know what options are available?](#)

[I have safety concerns about crime, can I call the police?](#)

[I have concerns about fake/scamming emails, phone calls and text messages with topics related to the COVID-19 crisis. Where can I get accurate information?](#)

[I'm having trouble paying my bills because my income has been affected. What can I do?](#)

[I'd like to get started on my garden, what resources are available?](#)

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?

Kent County Health Department - Call 888-535-6136 or email covid@kentcountymi.gov <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>

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

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

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 24/7. Emails will be answered seven days a week, 8am to 5pm.

How can I apply for unemployment?

Michigan Unemployment Office - The state of Michigan is opening up unemployment filing to self-employed workers, independent contractors, low-wage workers and those with a limited work history. Because of the high rate of applicants, they ask that you follow the below schedules for applying.

Online Filing Schedule - <https://www.michigan.gov/UIA>

- Last names beginning with letters A-L are asked to file claims on Mondays, Wednesdays, Fridays
- Last names beginning with letters M-Z are asked to file claims on Sundays, Tuesdays, or Thursdays
- Saturdays will be available for anyone to accommodate those who could not file during their allotted window

Call Center Filing Schedule - 866-500-0017

- Last names beginning with letters A-L are asked to call on Mondays and Wednesdays between 8:00am – 5:00pm
- Last names beginning with letters M-Z are asked to call on Tuesdays and Thursdays between 8:00am – 5:00pm
- Fridays (8:00am – 5:00pm) will be available for anyone to accommodate those who could not file during their allotted window

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 8:30-9:30am and 5-6pm, 7 days a week.

God's Kitchen 616-224-0217

303 Division Ave S, Grand Rapids, MI 49503

Meals: Monday-Saturday: 12:30pm to 2:00pm. 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. 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. Store hours vary by location.

Target stores have expanded dedicated shopping time for its most vulnerable guests, making the first hour stores open on Tuesdays and Wednesdays available for those over 65 years old, pregnant women and those defined by the CDC as vulnerable or at-risk. To confirm local store opening times, visit [Target.com/store-locator](https://www.target.com/store-locator).

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

Go to <https://www.grps.org/> for a list of the food distribution sites for kids 18 and younger (the youth doesn't have to be a GRPS student). These locations will be available Mondays, Wednesdays, and Fridays from 11:30am to 12:30pm starting 3/34/2020. Below are the locations.

City High Middle School (1720 Plainfield Ave NE, Grand Rapids, 49505)

Hope Academy (240 Brown St. SE, Grand Rapids, MI 49507)

New Faith Temple (1701 Kalamazoo Ave SE, Grand Rapids, MI 49507)

Ottawa Hills High School (2055 Rosewood SE, Grand Rapids, MI 49506)

San Juan Diego Academy (1650 Godfrey Ave SW, Wyoming, MI 49509)

Sibley Elementary (943 Sibley St. NW, Grand Rapids, MI 49504)

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. Prepares boxes to give out. Only allowed every 4 weeks.

WestMinster Food Pantry 616-456-1456

47 Jefferson Ave SE, Grand Rapids, MI 49503

Thursday 10:30-2:30pm, grab and go meals to previous clients only.

Meals on Wheels 616-459-3111

Food Pantry Services for individuals 60 and older

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/>.

Other Way Ministries 616-454-4011

839 Sibley St NW, Grand Rapids, MI 49504

Food pantry hours: Monday-Friday 9am-3pm, Tuesdays until 6pm

MUST call ahead for pick up. Delivery service is available to those who need it.

To see items in stock visit: <https://theotherway.org/covid-19-resources-recursos/>

For more locations, open hours and contact information go to Feeding America’s website:

<https://www.feedwm.org/findfood/>.

For mobile food pantries, go to <https://www.feedwm.org/mobile-pantry-schedule/?county=Kent> for the daily locations in Kent County.

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

May Mobility the downtown (autonomous shuttle) is suspending service until further notice.

The Rapid has reduced service, only the routes listed below will be in operation seven days a week from 7am-7pm. The following routes will be running on a 60-minute (hourly) service schedule, unless indicated:

Route 1 (Division)	Route 10 (Clyde Park)
Route 2 (Kalamazoo)	Route 11 (Plainfield)
Route 4 (Eastern)	Route 13 (Michigan Fuller - North)
Route 6 (Easttown/Woodland)	Route 15 (East Leonard)
Route 7 (West Leonard)	Route 16 (Wyoming Metro Health Village)
Route 8 (Grandville/Rivertown Crossing)	Route 28 (28th Street)
Route 9 (Alpine)	

Silver Line will operate on a 30-minute service schedule

Route 50 (GVSU Campus Connector) will operate on a 50-minute service schedule

Route 85 (GVSU Campus Circulator) will operate on a 25-minute service schedule

DASH

Dash West will run on a 15-minute service schedule from 6:30am to 6:30pm Monday-Friday.

No weekend service.

DASH North will run on a 20-minute service schedule from 6:30am to 6:30pm Monday-Friday.

No weekend service.

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 have concerns about fake/scamming emails, phone calls and text messages with topics related to the COVID-19 crisis. Where can I get accurate information?

The Federal Communications Commission (FCC) has received reports of scam and hoax text message campaigns and scam robocalls offering free home testing kits, promoting bogus cures, selling health insurance, and preying on virus-related fears. Read below for a few tips to help you protect yourself from scams:

- **Do not** click on links in texts related to the virus, and check [cdc.gov/coronavirus](https://www.cdc.gov/coronavirus) for the most current information.
- **Be wary** of phone calls and text messages that claim to be from the World Health Organization (WHO), or charity organizations, asking for account information or money.
- Many consumers will receive checks as part of the federal government response to the coronavirus. **No one** will call or text you to verify your personal information or bank account details in order to "release" the funds.

For more information about scam calls and texts, visit the <https://www.fcc.gov/consumers> and the <https://www.fcc.gov/covid-scams>. You can also file a complaint about such scams at <https://www.fcc.gov/complaints>.

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. New Internet Essentials customers will receive two free months of Internet service if they apply by April 30, 2020. Households with outstanding debt owed to Comcast may be eligible for Internet Essentials. Comcast is waiving this qualification if you apply and are approved by 5/13/20. After 5/13/20, standard eligibility rules apply. Visit <https://www.internetessentials.com/covid19> or call 855-846-8376 to speak with a representative about your eligibility.

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.

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

