



Ottawa County Resources

COVID-19 Preparedness

Information as of April 23rd (Subject to change)

Commonly asked Questions and Answers

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I have questions about the “Stay Home, Stay Safe” executive order extension/expansion that went into effect on April 9 at 11:59pm. Where can I find the latest information?

To continue to combat the spread of COVID-19 in Michigan, Governor Whitmer extended the “Stay Home, Stay Safe” executive order through April 30. As with the prior order, Executive Order 2020-42 limits gatherings and travel and requires all workers who are not necessary to

sustain or protect life to stay home. Executive Order 2020-42 also imposes more stringent limitations on stores to reduce foot traffic, slow the spread of the coronavirus, and save lives. For those who have questions about the state's actions to mitigate the spread of coronavirus, please call the COVID-19 Hotline at 888-535-6136 between 8am-5pm daily or visit https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-525182--,00.html for a summary of the executive order.

I have questions about the recommendation to wear a cloth face covering in public. Where can I find accurate information?

The Center for Disease Control (CDC) recommends wearing cloth face coverings in public settings where other social distancing measures are difficult to maintain (e.g., grocery stores and pharmacies), **especially** in areas of significant community-based transmission. Read below for details to consider when wearing a mask to protect yourself and others. For a full summary of CDC recommendations, call 800-232-4636 or visit the CDC website: www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html.

- The cloth face cover is meant to protect other people in case you are infected. You can spread COVID-19 even if you don't feel sick.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.
- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face coverings recommended are not surgical masks or N-95 respirators. Those are critical supplies that must continue to be reserved for healthcare workers and other medical first responders, as recommended by current CDC guidance.

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, answers to frequently asked questions and subscribe to e-newsletter updates from MDHHS, the State Emergency Operations Center and Executive Office of the Governor.

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.

Testing criteria for COVID-19 has been expanded in Michigan to include individuals with mild symptoms. You can visit www.michigan.gov/coronavirus/0,9753,7-406-98189---,00.html to find a testing center nearest you. Individuals who require assistance accessing this content are encouraged to contact the COVID-19 Hotline at 888-535-6136.

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'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.

Testing criteria for COVID-19 **has been expanded** in Michigan to include individuals with mild symptoms. You can visit <https://www.michigan.gov/coronavirus/0,9753,7-406-98189---,00.html> to find a testing center nearest you. Individuals who require assistance accessing this content are encouraged to contact the COVID-19 Hotline at 888-535-6136.

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: <https://www.veteranscrisisline.net>

For emergency financial resources available to service members and veterans, visit <https://penfedfoundation.org/community-resources-for-veterans-and-service-members/>.

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.

Certified Peer Support Specialist Warmline (MDHHS) - Call 888-733-7753 seven days a week from 10am to 2am to speak with a certified peer support specialist. This warmline is intended to serve individuals living with persistent mental health challenges including anxiety, depression and trauma. Individuals in crisis, including those considering suicide, are urged to contact the Disaster Distress Helpline 24/7 at 800-985-5990 or the National Suicide Prevention Lifeline 24/7 at 800-273-8255.

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.
- Subscribe to an e-newsletter for updates:
public.govdelivery.com/accounts/MIDHHS/subscriber/new

I need my prescriptions, but I'm having trouble picking them up from my regular pharmacy. What delivery options do I have?

CVS Pharmacy is offering free delivery of eligible prescriptions and everyday essentials. You can request delivery by calling the store, selecting your delivery options within the CVS

Pharmacy app or through a link via an "order ready" text message. Visit www.cvs.com/content/delivery or call your local CVS pharmacy for additional details or to check your prescription's delivery eligibility. Find store locations and details by visiting www.cvs.com/store-locator/landing.

Walgreens Pharmacy offers free delivery for eligible prescriptions. Not all prescriptions are eligible for delivery at this time. For more information about eligibility, talk to the pharmacy directly. Visit www.walgreens.com/topic/pharmacy/prescription-delivery.jsp or call your local Walgreens for additional details. Find store locations and details by visiting www.walgreens.com/storelocator/find.jsp.

Meijer Pharmacy - You may be eligible to have your prescriptions mailed to you. Contact your local Meijer pharmacy for more details. Find store locations and details by visiting <https://www.meijer.com/shop/store-finder>.

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>

Customers are encouraged to use off-peak times 8pm-8am.

- 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 8am-6pm.
- Last names beginning with letters M-Z are asked to call on Tuesdays and Thursdays between 8am-6pm.
- Fridays between 8am-6pm and Saturdays between 7am-2pm are open for anyone who could not file during their allotted days.

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 www.OttawaFood.org to find local food pantries or take home meals. Visit the website for food assistance, fresh local produce and healthy recipe information.

Community Action House 616-392-2368

345 W 14th St, Holland, MI, 49423

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

Must have proof of address and valid ID

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

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

Meal Delivery for 60+

If you are 60+ you may qualify for home delivered meals through your local area agency on aging. If you are eligible after you sign up, your regional agency or volunteer will contact you to have meals delivered. Meals can be fresh, frozen or shelf stable (non-perishable). Apply through: <https://newmibridges.michigan.gov/s/request-meal-delivery-reassurance>.

For more locations, open hours and contact information go to Feeding America's website: www.feedwm.org/findfood/.

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

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.

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.

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 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.

Verizon is waiving late fees and overage charges for 60 days from March 16 to May 13, 2020 for customers and small businesses who express they are unable to pay as a result of economic hardship due to the COVID-19 pandemic, and service to those customers will not be terminated during that time. Current customers who have Lifeline service (low income) as of March 20 will have all billing charges waived for 60 days (two billing cycles) beginning with their March 22 bills. Verizon will also offer a new affordable internet option for low-income households, starting April 3. Customers who are experiencing a hardship and/or have questions about their service should call 800-837-4966 or visit www.verizon.com/about/news/our-response-coronavirus for the most accurate information.

AT&T/U-verse is pledging that through May 13, 2020, the company will not terminate the service of any postpaid wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic. Late payment fees and overage charges for data, voice or text will be waived for any postpaid wireless, home phone or broadband residential or small business, U-verse TV or DIRECTV customer. The waiver applies to these fees or charges incurred between March 13 and May 13 due to economic hardship related to the coronavirus pandemic. If you find yourself in financial trouble and unable to pay your bill, call 800-331-0500 or visit <https://about.att.com/pages/COVID-19.html> for the most accurate information. Pre-paid customers visit https://about.att.com/newsroom/2020/covid_19_att_prepaid.html for the most up-to-date service offers.

Spectrum will not terminate service for residential or small business customers who are unable to pay due to economic circumstances related to COVID-19. Late fees accumulated due to economic circumstances will also be waived. Customers should contact Spectrum directly about qualifying for payment extensions related to COVID-19. Call 833-267-6094 or visit www.spectrum.net/support/covid-19-community-assistance/ to find the most accurate information about assistance. In addition, Spectrum is offering qualifying households with students or teachers 60 days of free access with a Spectrum Internet account. Available for households with teachers or students from kindergarten to college. Limited to new accounts who do not already have a Spectrum Internet subscription. Free installation options are available. Call 844-579-3743 to enroll.

T-Mobile/Metro by T-Mobile customers, as of March 13, 2020, who have legacy plans without unlimited high-speed data will get unlimited smartphone data for the next 60 days (excluding roaming). Starting March 20, customers on smartphone plans with hotspot data will receive an additional 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) for each voice line (T-Mobile Connect excluded). T-Mobile is working with its Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13. Increasing the data allowance for free to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month through May 13. Additionally, T-Mobile is offering free international calling for ALL current T-Mobile and Metro by T-Mobile customers to landline (and in many cases mobile) numbers in many severely impacted countries.

As of March 25th, Metro by T-Mobile is launching lower-priced plans. For the next two months, Metro is offering a \$15 plan – that’s half the price of the current most affordable plan. For 60 days after customers activate, it’s just \$15 per month for unlimited talk and text plus 2GB of high-speed smartphone data. New and current Metro customers with any voice line can also get a free 8” tablet (via rebate redemption) with a \$15 unlimited tablet data plan. MetroSmart Hotspot devices will be half off, and the \$35 per month data plan will include 20GB — double the normal monthly data — for the next 60 days. Contact 800-937-8997 or visit www.t-mobile.com/brand/ongoing-updates-covid-19.

Sprint is providing Unlimited data for 60 days (or a minimum of 2 bill cycles) to customers with metered data plans, giving 20 GB of free mobile hotspot to customers with hotspot-capable devices and waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries. Sprint will provide an additional 20 GB Mobile Hotspot per month per line for customers that already have Mobile Hotspot in their plan for 60 days (or a minimum of 2 bill cycles) and 20 GB Mobile Hotspot per month per line to any customer that has a capable handset and does not have Mobile Hotspot today for 60 days (or a minimum of 2 bill cycles). Sprint's 1 Million Project customers will get an additional 10 GB of data per month through 6/30/20. Call 866-275-1411 to speak with a representative or visit www.sprint.com/en/landings/covid-19.html to find the most accurate information about assistance.

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 community@dwellingplacegr.org

