



Ottawa County Resources

COVID-19 Preparedness

Information as of May 14th (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 May 7th at 3:00pm. 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 May 28th**. As with the prior orders,

Executive Order 2020-77 limits gatherings and travel and requires all workers who are not necessary to sustain or protect life to stay home. In contrast to previous orders, Executive Order 2020-77 allows for more lenient measures that allow for landscaping & gardening operations to continue- while maintaining mandatory social distancing restrictions-, non-essential business to open- as long as they are able to do curbside pickup operations-, certain manufacture work to start and require that individuals medically able wear face coverings in public enclosed spaces. 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 www.michigan.gov/whitmer/0,9309,7-387-90499_90705-528460--,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.

UPDATE: Per Governor Whitmer's Executive Order, effective April 26th, all medically-able individuals must wear non-medical grade face coverings in enclosed public spaces.

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 and essential workers still reporting to work in person, whether they have symptoms or not. 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.

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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?

If you're feeling emotional distress due to the COVID-19 pandemic, help is available. There are many ways to connect with emotional-support services without the need to leave home. Visit www.michigan.gov/staywell to find a comprehensive list of mental health resources.

National Suicide Prevention Lifeline- Call 1-800-273-8255 (TTY 800-799-4889) or visit <https://suicidepreventionlifeline.org/chat/> to speak with a counselor. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

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 - Available 24/7.

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.

Michigan Crisis Text Line - If you are experiencing emotional stress and anxiety but are more comfortable texting than talking, text the keyword RESTORE to 741741 - Available 24/7.

I and/or someone I know feel unsafe with another member of the household. What resources are there right now?

Resilience is supporting those experiencing domestic and sexual violence through virtual support groups and therapy, as well as emergency shelter and 24/7 helpline support. If you are in need of support, reach out to them by phone or email or visit their website: <https://resiliencemi.org/>.

Email: GinnyP411@Gmail.com

Phone: 1-800-848-5991

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.

Double Up Food Bucks Alert: In response to COVID-19 many locations that accept bridge cards are getting rid of the \$20/day limit. This means you can get even more healthy food using Double Up when you buy fruits and veggies with your Bridge Card. Find all Double Up Food Bucks Updates by visiting <https://www.doubleupfoodbucks.org/resources/covid-19/>.

Community Action House 616-392-2368

345 W 14th St, Holland, MI, 49423

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

Asked to schedule an appointment by calling 616-392-2368 or in person at curbside. Will provide larger food order, 7 days worth of support, and will include basic household hygiene products. 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>.

AgeWell Services of West Michigan & GR YMCA Veggie Van 231-412-7966

Meals are being provided to adults 60 and over. Meals will be available for curbside pickup at the following locations. The curbside pickup offers a quick, drive-through option to keep seniors and volunteers safely separated. Seniors that cannot drive or get out of the house can send someone to “proxy” for their meal. Visit <https://agewellservices.org/senior-curbside-meal-distributions/> or, if you need help making arrangements, please call 231-412-7966.

Thursday, May 21, 2020
12-2pm
Evergreen Commons
480 State Street, Holland

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](https://www.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>.

2-1-1's FraudSupport Program

2-1-1 in West Michigan partnered with the Cybercrime Support Network to make sure that victims of cybercrime have the resources they need while guiding them through the process of reporting, recovering, and reinforcing their security. Contact 211 for assistance and to answer questions.

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

Utility Bill Assistance - Ottawa County Community Action Agency

Call the Community Action Agency at 800-764-4111 Ext. 4433 or email info.occaa@miottawa.org if in need of assistance paying utility bills. For more information, go to <https://www.miottawa.org/Community/CAA/>.

Heat and Warmth Fund (THAW) - DTE and SEMCo Energy Customers: THAW wants to make it easier for Michigan residents to get the help they need to afford their utility bill. Individuals will need to complete and be approved for State Emergency Relief (SER) as well as complete the Affordable Payment Plan application from THAW. For program details, visit https://thawfund.org/assistance_programs/affordable-payment-plans-dte-lsp-semco-map-consumers-energy-care-uppco-ease/. If you have further questions or require assistance, please call THAW's Utility Assistance Center 8:30am-5pm M-F at 800-866-8429, and a specialist will be able to assist you.

SEMCO Energy Gas Company is suspending customer disconnections and waiving late fees for anyone unable to pay their monthly bills. Call 800-624-2019 or visit www.semcoenergygas.com for additional information.

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 - <https://corporate.comcast.com/covid-19>

Customer Service: 800-934-6489

Information valid through June 30, 2020. Check the website for updates.

- Will not terminate any services
- Late fees incurred due to COVID-19 hardships waived
- Unlimited data provided to customers during this time
- Wi-Fi hotspots open to anyone in the public who needs it

Internet Essentials - www.internetessentials.com/covid19

Customer Service: 855-846-8376

- Provides reduced price plans to qualifying households
- New customers: Two free months of internet service if you apply by 6/30/20

Spectrum - www.spectrum.net/support/covid-19-community-assistance/

Customer Service: 833-267-6094

Information valid through June 30, 2020. Check the website for updates.

- Will not terminate any services
- Late fees incurred due to COVID-19 hardships waived
- New customers: Qualifying households with students or teachers get 60 days of free access. Free installation options are available. Call 844-579-3743 to enroll.

Assurance Wireless - <https://www.assurancewireless.com/>

Customer Service: 888-321-5880

Information valid through May 20, 2020. Check the website for updates.

- This carrier provides free and reduced price plans and phones to qualifying individuals.
- Unlimited calling and text for all customers
- An additional 20GB of data for all customers

AT&T - <https://about.att.com/pages/COVID-19.html>

Customer Service: 800-288-2020

Information valid through June 30, 2020. Check the website for updates.

- Will not terminate any services for 60 days
- Late fees incurred due to COVID-19 hardships waived
- Overcharge charges for data waived due to COVID-19 hardships
- Wi-Fi hotspots open to anyone in the public who needs it

- Waiver requests can be submitted if unable to pay bill during COVID-19
- Unlimited data provided to customers during this time

CellCom - <https://www.celcom.com.my/personal/covid-19-support>

Customer Service: 800-236-0055

Information valid until further notice. Check the website for updates.

- Offering 1GB of free data to customers
- Free browsing for medical advice and updates
- Free crisis calls
- Unlimited access to Microsoft 360

Cricket Wireless - <https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html>

Customer Service: 800-274-2538

Information valid through May 15, 2020. Check the website for updates.

- Reactivation and automated phone system fees waived
- BridgePay to split bill into multiple payments
- 10GB of extra data provided to customers
- Providing distance-learning resources

Metro by T-Mobile - <https://www.metrobyt-mobile.com/ongoing-updates-covid-19>

Customer Service: 888-863-8768

Information valid through May 25, 2020. Check the website for updates.

- Special discount plan available during COVID-19
- Unlimited data to all customers with data for 60 days
- Free international calling

SafeLink Wireless - <https://media.tracfone.com/wps/wcm/connect/phones/safelink/covid>

Customer Service - 1-800-378-1684

- This carrier provides free and reduced price plans and phones to qualifying individuals.
- Unlimited calling and text for all customers
- An additional 5GB of data provided to all customers

Sprint - <https://www.sprint.com/en/landings/covid-19.html>

Customer Service: 888-211-4727

Information valid through June 30, 2020. Check the website for updates.

- Unlimited data for 60 days
- 20GB of free hotspot to customers with hotspot capabilities
- Waiving per-minute charges for international calls

T-Mobile - <https://www.t-mobile.com/brand/ongoing-updates-covid-19>

Customer Service: 800-937-8997

Information valid through June 30, 2020. Check the website for updates.

- Call to make payment arrangements due to COVID-19 hardships
- Unlimited data for 60 days to customers with plans including data
- Lifeline partners will receive 5GB of data through May
- Free international calling

Tracfone - <https://www.tracfone.com/covid/>

Customer Service: 800-867-7183

- Customers on Snap or Medicaid may qualify for payment assistance

US Cellular - <https://www.uscellular.com/covid-19>

Customer Service: 888-944-9400

Information valid through July 31, 2020. Check the website for updates.

- Data overage charges waived
- Limited data plans will remain on high-speeds once limit has been reached
- For customers with unlimited plans, 15GB of hotspot data will be offered

Verizon - <https://www.verizonwireless.com/support/covid-19-faqs/>

Customer Service: 800-837-4966

Information valid through June 30, 2020. Check the website for updates.

- Late payment fees will be waived due to COVID-19 hardships (note: an online form must be submitted)
- Services will not be terminated if payments cannot be made (note: an online form must be submitted)
- Activation and upgrade fees will be waived
- Free international calling
- 15GB of free hotspot data for all customers
- For customers with limited talk, overage charges will be waived

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

