



# Ottawa County Resources

## COVID-19 Preparedness

Information as of July 16th (Subject to change)

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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 Executive Order changes that went into effect on July 10th, 2020. Where can I find the latest information?](#)

[I have questions about the recommendation to wear a cloth face covering in public. Where can I find accurate 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'm a Veteran who has healthcare and/or benefit related 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 and/or someone I know feel unsafe with another member of the household. What resources are there right now?](#)

[I can't afford food or healthcare and need financial assistance. What resources are available?](#)

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

[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 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?](#)

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### **I have questions about the Executive Order changes that went into effect on July 10th, 2020. Where can I find the latest information?**

As of Friday, July 10th, Governor Whitmer signed Executive Order No. 2020-147 that requires individuals to wear a face covering over their nose and mouth when in an

indoor public space, outdoors when 6-ft distance can not be kept, and when waiting for or riding public transportation. Exceptions to the order, such as medical intolerances, are outlined in the executive order. As of July 13, Michigan businesses are required to deny service to customers not wearing a face covering. A violation of the order is a misdemeanor subject to a \$500 criminal penalty. 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\\_90705-534169--,00.html](https://www.michigan.gov/whitmer/0,9309,7-387-90499_90705-534169--,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 over your nose and mouth 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](http://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 July 9th, all medically-able individuals must wear a non-medical grade face covering when in enclosed public spaces, unable to abide by social distancing requirements in outdoor public spaces, and when waiting for or riding public transportation.

## **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, accurate 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](http://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 have started resuming normal health care services. Call your doctor to determine the best path forward for your health and wellbeing.

## **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 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](http://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?**

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](http://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.

**Michigan Stay Well Counseling via the COVID-19 Hotline** - Call 1-888-535-6136 and press "8" to talk to a Michigan Stay Well counselor. Counselors available 24/7 - confidential and free.

**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](mailto:GinnyP411@Gmail.com)

Phone: 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](mailto: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](https://public.govdelivery.com/accounts/MIDHHS/subscriber/new)

**Economic Impact Payment (Stimulus Check)** - To check your status and eligibility, go to [www.irs.gov/coronavirus/economic-impact-payments](http://www.irs.gov/coronavirus/economic-impact-payments). If you manage an account for someone else (as a Representative Payee), individuals will start receiving checks sometime in May. For the latest information visit, [www.ssa.gov/news/press/releases/2020/#5-2020-1](http://www.ssa.gov/news/press/releases/2020/#5-2020-1).

### **Did you receive a card in the mail?**

Some taxpayers are receiving their Economic Impact Payment (Stimulus Check) by means of a prepaid debit card mailed in mid-late May. It will come in an envelope associated with Money Network. This is supported by the Treasury Department's Bureau of the Fiscal Service and is verified through the IRS. For more information, go to [www.eipcard.com](http://www.eipcard.com) or call 800-240-8100.

**SNAP Benefit Update** - Households receiving SNAP benefits that are not currently receiving the maximum amount allowed per household will continue to receive an additional amount to raise benefits to the max for July. These additional benefits will be issued between July 20th and July 30th. If you already receive the maximum benefits, you will not receive more. Check your account here: <https://newmibridges.michigan.gov/>.

## 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](http://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](http://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](http://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](http://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](http://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>.

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

For mobile food pantries, go to [www.feedwm.org/mobile-pantry-schedule/?county=Ottawa](http://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-Midnight (but select stores close at 11pm). Check online to find your store: <https://www.meijer.com/shop/en/store-finder> Stores and pharmacies will provide dedicated shopping times for senior citizens and customers with chronic health conditions on Tues/Thurs from 6-8am. Essential service workers and Meijer Team Members can shop on Mons/Weds from 6-8am.

**Target** stores have expanded dedicated shopping time for its most vulnerable guests, making the first store hours 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](mailto: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-cons-umers-energy-care-uppco-ease/](https://thawfund.org/assistance_programs/affordable-payment-plans-dte-lsp-semco-map-cons-umers-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.

**DTE** customers impacted by COVID-19 are encouraged to call 800-477-4747 to determine eligibility for payment assistance of shutoff protection. For the most accurate information, visit <https://newlook.dteenergy.com/wps/wcm/connect/dte-web/quicklinks/footer/covid19-residential>.

**Consumers Energy** customers who need help paying their energy bills are encouraged to call 800-477-5050 to discuss their assistance options. For the most accurate information, visit [www.consumersenergy.com/company/media/news-and-information/emergency-response](http://www.consumersenergy.com/company/media/news-and-information/emergency-response).

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

Customer Service: 800-934-6489

*Check the website for the most accurate information.*

- Flexible and extended payment options
- Support for university students
- Wi-Fi hotspots open to anyone in the public who needs it

**Internet Essentials** - [www.internetessentials.com/covid19](http://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 12/30/20

**Spectrum** - [www.spectrum.net/support/covid-19-community-assistance/](http://www.spectrum.net/support/covid-19-community-assistance/)

Customer Service: 833-267-6094

*Check the website for the most accurate information.*

- Offering Spectrum Internet Assist to eligible low-income customers
- No data caps or hidden fees
- WiFi hotspots open for public use

**Assurance Wireless** - [www.assurancewireless.com/](http://www.assurancewireless.com/)

Customer Service: 888-321-5880

*Check the website for the most accurate information.*

- This carrier provides free and reduced price plans and phones to qualifying individuals
- Individuals affected by COVID-19 who lost employment may qualify for LifeLine service
- 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

*Check the website for the most accurate information.*

- Waiver requests can be submitted if unable to pay bill during COVID-19

**Cricket Wireless** - [www.cricketwireless.com/support/fraud-and-safety/covid-19.html](http://www.cricketwireless.com/support/fraud-and-safety/covid-19.html)

Customer Service: 800-274-2538

*Check the website for the most accurate information.*

- Plans starting as low as \$30/mo
- BridgePay to split bill into multiple payments

- Providing distance-learning resources

**Metro by T-Mobile** - [www.metrobyt-mobile.com/ongoing-updates-covid-19](http://www.metrobyt-mobile.com/ongoing-updates-covid-19)

Customer Service: 888-863-8768

*Check the website for the most accurate information.*

- Plans starting as low as \$30/mo
- Most plans include unlimited talk, text, and data

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

Customer Service - 800-378-1684

- This carrier provides free and reduced price plans and phones to qualifying individuals
- Individuals affected by COVID-19 who lost employment may qualify for LifeLine service
- Unlimited calling and text for all customers
- An additional 5GB of data provided to all customers

**Sprint** - [www.sprint.com/en/landings/covid-19.html](http://www.sprint.com/en/landings/covid-19.html)

Customer Service: 888-211-4727

*Check the website for the most accurate information.*

- Call to make payment arrangements due to COVID-19 hardships

**T-Mobile** - [www.t-mobile.com/brand/ongoing-updates-covid-19](http://www.t-mobile.com/brand/ongoing-updates-covid-19)

Customer Service: 800-937-8997

*Check the website for the most accurate information.*

- Call to make payment arrangements due to COVID-19 hardships
- If relief you've obtained is ending, contact again if you need additional options

**Tracfone** - [www.tracfone.com/covid/](http://www.tracfone.com/covid/)

Customer Service: 800-867-7183

- Customers on SNAP or Medicaid may qualify for payment assistance

**US Cellular** - [www.uscellular.com/covid-19](http://www.uscellular.com/covid-19)

Customer Service: 888-944-9400

*Check the website for the most accurate information.*

- 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** - [www.verizonwireless.com/support/covid-19-faqs/](http://www.verizonwireless.com/support/covid-19-faqs/)

Customer Service: 800-922-0204

*Check the website for the most accurate information.*

- Offers payment arrangements to help you pay your bill
- Customers who contacted Verizon by June 30, have been enrolled in a payment plan (review billing statement for additional information)

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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 [community@dwellingplacegr.org](mailto:community@dwellingplacegr.org)

