



Muskegon County Resources

COVID-19 Preparedness

Information as of November 19th (Subject to change)

Commonly asked Questions and Answers

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I have questions about the Emergency Order that went into effect on November 18th, 2020. Where can I find the latest information?

On Wednesday November 18, the Michigan Department of Health and Human Services (MDHHS) enacted a three-week pause targeting indoor social gatherings and other group activities in an effort to curb rapidly rising COVID19 infection rates.

Under the MDHHS epidemic order:

- Indoor residential gatherings are limited to two households at any one time. Gatherings involving more than one household are capped at ten. MDHHS has issued social gathering guidance, designed to help minimize the risk of gatherings.
- Bars and restaurants will be open only for outdoor dining, carry-out, and delivery.
- Gyms will remain open for individual exercise with strict safety measures in place.
- Casinos, movie theaters, and other recreational facilities will be closed.
- Professional and college sports meeting extraordinary standards for risk mitigation may continue without spectators, however all other organized sports must stop.
- Colleges and high schools may proceed with remote learning, but must end in-person classes.

For more information about the order, visit bit.ly/2ICBRji or refer to the MDHHS infographics. Information around this outbreak is changing rapidly. The latest information is available at <https://www.michigan.gov/Coronavirus> and <https://www.cdc.gov/Coronavirus/>.

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:

<https://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 the MDHHS Emergency Order, masks must be worn over the nose and mouth in gatherings of two or more people, including stores, offices, schools and events. Businesses cannot admit people without masks, with few exceptions.

I need a mask, where can I find one?

Muskegon Oceana Community Action Partnership distributes masks at its office located at 1170 West Southern Avenue, Muskegon, MI 49441. Individuals can get up to 2 masks a week per person. Call 231-725-9499 before going.

I have questions about the virus COVID-19. Where can I find accurate information?

Muskegon County Health Department - Call 231-724-6246 or email PublicHealth.COVID-19@co.muskegon.mi.us if you have questions regarding COVID-19. You can also visit <https://www.co.muskegon.mi.us/1611/Coronavirus> for on demand updates specific to Muskegon 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.

Mission for Area People (MAP) may be able to help you during this time of uncertainty. Call 231-733-9672 to speak with a staff member regarding food pantry, rental assistance, medical and pharmacy needs, or other requests. MAP's staff will be available Monday, Wednesday, and Fridays from 9am to 2pm to answer your questions. <https://missionforareapeople.org/>

I have healthcare 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.

The COVID-19 Test Finder is easy to use. Individuals can use filters to find the nearest locations that offer no-cost testing, asymptomatic testing, testing without a doctor's order, and/or testing for uninsured individuals. Find a test site at www.michigan.gov/CoronavirusTest. Individuals who require assistance accessing this content are encouraged to contact the COVID-19 Hotline at 888-535-6136, press 1.

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>.

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 have started resuming normal health care services. Call your doctor to determine the best path forward for your health and wellbeing.

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.

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'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.

The COVID-19 Test Finder is easy to use. Individuals can use filters to find the nearest locations that offer no-cost testing, asymptomatic testing, testing without a doctor's order, and/or testing for uninsured individuals. Find a test site at www.michigan.gov/CoronavirusTest. Individuals who require assistance accessing this content are encouraged to contact the COVID-19 Hotline at 888-535-6136, press 1.

Veteran Affairs - If you are a U.S veteran with concerns regarding possibly having COVID-19, 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>

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

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:
<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. 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.

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 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 November. These additional benefits will be issued between

November 21st and November 30th as a separate payment from the assistance that is provided earlier in the month. 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 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 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 free or low-cost food meals. What options are available?

Food services are changing regularly, call ahead to double check hours.

Supper House (Temple Methodist Church) 231-830-9408
2500 Jefferson St, Muskegon Heights, MI 49444
Daily from 4-5:25pm, boxed lunches

Christ the Rock Harvest Food Pantry 213-893-8900
6985 Indian Bay Rd. Montague, MI 49437
Wednesdays from 12:30-6pm

Muskegon Food Pantry 231-726-5341
1095 3rd St. Muskegon, MI 49441
Pre-packaged bag of groceries available at the door on Tuesday/Thursday from 9:30am-12pm. Diapers and baby wipes available upon request. The baby pantry is closed until further notice. 2-1-1 will continue to receive updated info.

Healthy Choice Food Pantry 231-733-9672
2500 Jefferson St. Muskegon Heights, MI 49444
Open Mondays, Wednesdays, and Fridays from 1:00 pm to 2:30 pm. Each family 'shops' for a week's supply of groceries, 3 meals per person, per day. You must call ahead to pre-register for food.

Muskegon Farmers Market
242 West Western Ave. Muskegon, MI 49440
The outdoor market will be open from 8am to 2pm on Tuesdays, Thursdays, and Saturdays through November 30th, 2020. Face masks will be highly encouraged of all visitors and social distancing will be required. For more information visit www.muskegonfarmersmarket.com/. The Muskegon Farmers Market accepts Bridge Cards. 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 www.doubleupfoodbucks.org/resources/covid-19/.

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=Muskegon for the daily locations in Muskegon County.

I need to go to the grocery store, but I'm worried about exposure due to being high risk. What should I do?

Montague Foods has implemented new temporary shopping hours from 8am to 8pm every day. Senior shopping will be from 8am to 10am every Tues/Thurs. Delivery services are being

offered for groceries in Montague and Whitehall. Call 231-894-4378 Mon-Fri from 9am and 3pm or email orders@montaguefoods.com to place an order for curbside pick-up or delivery. Full details about online ordering can be found at www.montaguefoods.com/order-online/. The average wait time for pick-up and delivery orders has been between 8 and 24 hours.

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>.

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 local 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 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 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 Fraud Support 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?

Muskegon Oceana Community Action Partnership (MOCAP) - Call 231-725-9499 or visit <https://mocap1.org/> for information regarding eligibility for rent, food, energy and water assistance. To qualify: One must be at or below the Federal Income Poverty Guideline of 125% before deductions. Cannot have been previously assisted within the last calendar year.

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/. 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.

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

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/

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/

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

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

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

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

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/

Customer Service: 800-867-7183

- Customers on SNAP or Medicaid may qualify for payment assistance

US Cellular - 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/

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)

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

