



COMMITTEE ON OUTREACH



Citywide Council for District 75

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COVID-19 Resources for People with Disabilities

The following information has been gathered specifically to inform people with disabilities on the resources available to the population during NYC's response to the COVID-19 outbreak. Select a topic to display its information and resources.

For the most up to date information on prevention and treatment practices of COVID-19 in multiple languages please visit nyc.gov/Coronavirus, text "COVID" to 392-392, call 311 or text 311 at 311-692.

If you have any specific questions or concerns please contact the Mayor's Office for People with Disabilities directly:

Voice Phone: 212-788-2830

Video Phone: 646-396-5830

[MOPD COVID-19 Feedback Form](#)

Food Delivery Services

For people with disabilities that are at higher risk for COVID-19 transmission as well as those that are unable to get out of their homes, below is a list of local service providers that can deliver groceries to directly to individual's homes.

[COVID-19 Food Assistance Resources](#)

[New York State Health's List of Congregate and Home-Delivered Meals Providers](#)

God's Love We Deliver - Provides cooked and home-delivered nutritious, medically tailored meals for people too sick to shop or cook for themselves.

Phone: 212-294-8100

Email: clientservices@glwd.org

[God's Love We Deliver Website](#)

NY Connects - Your trusted place to go for free, unbiased information and assistance. They can help you link to long term services and supports, such as home care, transportation, and meals. Their goal is to help individuals remain in their homes as long as possible. NY Connects serves older individuals and individuals with disabilities of all ages.

[NY Connects Agency Contact Information by Location](#)

Supply Delivery Services

[Invisible Hands](#) - A group of engaged volunteers offering free delivery of groceries and supplies to those in high-risk demographics.

Phone: 732-639-1579

Email: InvisibleHandsDeliver@gmail.com

Meal Pickup

In addition to the services listed above, NYC has provided a number of free meal opportunities for various vulnerable populations including seniors and people with disabilities.

The Department of Education is now offering three meals a day at over 400 locations for all New Yorkers. [Find a DOE Food Pickup Location Near You](#)

[Senior List Center Grab and Go Meal Distribution List in Manhattan](#)

[Food Bank for New York City](#) has a expansive list of grab and go locations around NYC.

[Hunger Free NYC](#) publishes Neighborhood Guides to Food and Assistance". These guides covers all neighborhoods in NYC by zip code and are available in multiple languages.

Stores with Custom Hours for Vulnerable Populations

As a result of COVID-19 response and the need for social distancing, some stores have created dedicated hours for seniors, people with disabilities and other vulnerable populations.

[List of Stores Offering Shopping Hours to High Risk Population](#)

[Senior Center Meal Provision FAQ](#)

How to connect to resources:

If you are a senior and need a meal, call your local senior center to sign up. 311 can provide senior center numbers.

You can call Aging Connect at (212) 244-6469 or email agingconnect@aging.nyc.gov

If you are homebound, you can be connected to a DFTA case management agency by calling 311. To [GetFoodNYC](#) food delivery program for vulnerable and food insecure, please call 311.

You can call 311 information on other city services.

Meal Delivery for Seniors

Contact your local Senior Center. [NYC Senior Center Locator](#)

Call Aging Connect: 212 - 244 - 6469

Email: agingconnect@aging.nyc.gov

If you are a Senior (65 years or older) and need a meal, there are a few options available:

[Senior Center Meal Provision FAQ](#)

[Department for the Aging's Website](#)

Social Services/Medicaid Benefits

Updated HRA Policies During COVID-19

For clients in need of public benefits, the Department of Social Services has made changes to how they provide service during COVID-19 response.

[Important Information about COVID-19 and your HRA Benefits](#)

You can apply for SNAP and Cash Assistance, manage you case, and more online with [ACCESS HRA](#).

Prescription Recommendations and Resources

For Emergency Preparedness, the NYC Health Department is recommending individuals request 90 days worth of prescription medicine ahead of time.

To do this you may need to request a release from current policies and regulations to allow for a 60 or 90 day supply. Some pharmacies have been making exceptions under disaster relief overrides that allow for ordering prescriptions in bulk.

Individual who are on Medicaid can also call the HRA Medicaid Helpline.

HRA Medicaid Helpline Phone: 888-692-6116.

Additional Medicaid Pharmacy Guidance Regarding the Declared Disaster Emergency in the State of New York over COVID-19

New York State Medicaid Update - March 2020 Special Edition - COVID-19

Public Health Emergency Response Network Pharmacy Program An easy-to-use application that allows NYC pharmacies to provide the Health Department with their contact and service information. This information will help the City better communicate with pharmacies during emergencies to ensure the public has access to critical medications.

Home Health Care Providers

Clarification on Governor Cuomo's Executive Order 202.6 Per the Governor's [Executive Order 202.6](#), "Essential Businesses" that would be allowed to continue operation after Sunday, March 22nd at 9PM include Home Health Care Workers and Aides (including Personal Care Attendants).

If you require a Home Health Care Worker or Aid your service should continue without issue.

Home Health Care Attendants

If you require a new or replacement Home Care Attendant, the following agencies are still taking on new clients.

Visiting Nurse Service of New York (VNSNY)

VNSNY offers a wide range of home health care services, including medical nursing services, management of chronic conditions, and care to meet the needs of every generation, from at-risk infants to those at the end of life.

Phone: 888-735-8912

[Visiting Nurse Service of New York Website](#)

ComForCare Homecare

ComForCare in NYC provides personalized home care plans through an evaluation and interviews between the client, family and the ComForCare team to help determine the best plan of action based on unique needs. ComForCare Home Care can help individuals with daily activities.

Phone: 212-256-1933

[ComForCare Homecare Website](#)

Touching Hearts at Home

Touching Hearts at Home provide non-medical home care services for older adults, seniors, and people with medical conditions and/or disabilities

Phone: 212-201-6139

[Touching Hearts at Home Website](#)

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[NY Connects Agency Contact Information by Location](#)

Emergency Food Hotline

If you are in need of emergency food assistance dial 866-888-8777 or 311 to find a local pantry or kitchen.

Transportation

The NYS Department of Health has issued [Frequently Asked Questions \(FAQ\) regarding non-emergency medical transportation \(NEMT\)](#)

MTA Subways, Buses and Access-A-Ride

- Due to COVID-19, the MTA is running on an Essential Service Plan. For the latest information visit the [MTA's Subway and Bus Service Update During the Coronavirus Pandemic page](#)
 - All trains, stations, and buses are normally cleaned every day and disinfected as needed. The MTA is disinfecting stations and high-touch surfaces—like turnstiles, ticket machines, and handrails—twice a day. Cleaners are working to disinfect trains, cars, and buses every day, with the entire active service fleet being covered every 72 hours.
 - The MTA is initiating a new rear-door boarding policy for local and SBS buses to keep riders and operators at a safe distance. Riders with mobility disabilities and all express bus riders will board through the front door.
 - Access-A-Ride is no longer scheduling shared rides until further notice. All Access-A-Ride customers can still travel with a personal care attendant or guest. All dedicated Access-A-Ride vehicles are disinfected daily.
 - People should stay home and not use Access-A-Ride services unless you are traveling for essential business or personal reasons.
- For your safety and the drivers safety, to maximize social distancing, collection of fare payment for --- Access-A-Ride trips is temporarily suspended at this time for COVID-19 precautions.
- The MTA has postponed any changes to the Access-A-Ride E-hail on-demand pilot until further notice and the 1,200 Access-A-Ride customers who are currently pilot users may continue to use the service, with no new limits on trips.
 - If you have an issue with MTA service regarding accessibility, you can reach out to the Systemwide Accessibility Team at accessibility@nyct.com or fill out the [MTA Customer Feedback Form](#).
- [Additional Information on Access-A-Ride Paratransit Service and Phone Directory](#)
[Additional Information on MTA's Response to COVID-19](#)

Taxis and For-Hire-Vehicles

- Emergency Executive Order 101 prohibits group riding (also known as pooled or shared rides) in TLC licensed high-volume for-hire vehicles. Everyone can still travel with their companions.*
- For general wheelchair accessible transportation needs for people without COVID-19 symptoms or requiring medical treatment for COVID-19, [for-hire vehicle companies are required to provide wheelchair accessible service](#).
 - In addition, [Accessible Dispatch](#) is available for yellow or green wheelchair accessible taxis.
 - All TLC-licensed drivers, vehicle owners and operators are encouraged to clean their vehicles at least daily.
- [Additional Information on COVID-19 from the Taxi & Limousine Commission](#)

Ferries

Staten Island Ferry

- The Staten Island Ferry will be operating on a reduced schedule until further notice.

-All ferryboats, surfaces, and touch points are deep cleaned every 72 hours.
-All passengers using a wheelchair must board via the lower level boarding area.
Please visit the [Staten Island Ferry Website](#) for more details.

NYC Ferry

The NYC Ferry is operating on a modified schedule. Please visit [Ferry.nyc](#) for more details.

Disability Parking Permits

NYC Department Of Transportation is extending the permit expiration for all City Parking Permits or Temporary Permits for People with Disabilities that expired, or will expire in 2020.

[Additional information on Parking Permits for People with Disabilities on DOT's Website](#)

Citi Bike

Citi Bike associates are disinfecting high-contact surfaces on bikes each time they arrive in our depot. At the start of each shift, associates disinfect high-contact surfaces on vans used to transport vehicles. In addition, associates will wear gloves when handling bikes both in the depot and at valets.

[Additional information on Citi Bike's Response to COVID-19](#)

Housing

There is a state-imposed moratorium on all residential and commercial evictions. Legal Services of New York has a hotline that will remain staffed for tenants who need guidance in emergency situations. Services of New York Hotline: 917-661-4500.

NYC Housing Preservation and Development (HPD) is only performing emergency work and addressing dire heat and hot water concerns. Additional COVID-19 Updates from HPD .

All Housing Court actions have been postponed; participants will receive a postcard from the court with new appointment times when things get back to normal. Operating Plan for the New York City Civil Court During the COVID-19 Public Health Crisis

Utilities

At this time, all utility shut offs are suspended and there are no major utility service reductions at this time.

Additional Updates from Energy Suppliers

ConEdison - Customer service walk-in centers in 5 Boroughs and Westchester County are closed. [Additional Updates from Con Edison](#)

[Coronavirus \(COVID-19\) and Your National Grid Service: What to Know](#)

Lifeline Assistance Program - Discounted/Free Phones or Internet Service

Federal program that lowers the monthly cost of phone and internet. Eligible customers will get

up to \$9.25 toward their bill. You can only use Lifeline for either phone or internet, but not both. You may qualify based on household income or if you or a member of your household participates in certain public assistance programs like Medicaid/Medi-Cal, Food Stamps/SNAP/CalFresh or SSI.

[List of Qualifying Factors for Lifeline](#)

Phone Number: 1 - 800 - 234 - 9473

Email: LifelineSupport@usac.org

[Lifeline Assistance Program Website](#)

Education

The Department of Education is now offering three meals a day at over 400 locations for all New Yorkers. [Find a DOE Food Pickup Location Near You](#)

The Department of Education has also finalized an agreement with Door Dash who has agreed to provide free meal delivery service to NYC's medically fragile students. This service will begin immediately, and the DOE Office of Food and Nutritional Services is reaching out to families to let them know.

Families that have not been contacted but would like to be considered for delivery please fill out [MOPD COVID-19 Feedback Form](#)

Employment

COVID-19 Services and Resources for Unemployed New Yorkers

Due to the impact of COVID-19 on New York City's workforce, the City of New York has developed a list of resources for those who may be unemployed due to COVID-19 or are seeking additional assistance.

[COVID-19 Services and Resources](#)

Paid Sick Leave for COVID-19 Impacted New Yorkers

Governor Cuomo signed the bill guaranteeing job protection and pay for New Yorkers who have been quarantined as a result of COVID. [Paid Sick Leave for COVID-19 Impacted New Yorkers](#)

New York State Waiving Unemployment Insurance

New York State is waiving the 7-day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines

[Unemployment Insurance Update on the NYS Department of Labor Website](#)

The Families First Coronavirus Response Act (H.R. 6201)

On March 18, 2020, President Trump signed into law The Families First Coronavirus Response Act (H.R. 6201). The law is effective 15 days after being signed by the president. While this act has extensive provisions in response to COVID-19, the following areas are important for employers to note: Expanded FMLA; Paid Sick Leave; Health Insurance; and Tax Credits.

[H.R. 6201 – Families First Coronavirus Response Act](#)

Businesses

Assistance and Guidance for Businesses Impacted Due to Novel Coronavirus

Businesses that are seeing a reduction in revenue because of COVID-19 may qualify for relief.

[Resources for Businesses on NYC Small Business Services Website](#)

Finances

U.S. Tax Deadline Extended

Treasury Secretary Steven Mnuchin has announced that the 2019 tax return filing deadline for individuals and businesses will be moved from April 15 to July 15 in light of the coronavirus pandemic.

[IRS Notice on Tax Deadline Extension](#)

NYC Department of Finance Waives Certain Tax Penalties

The City Department of Finance is now allowing for a waiver of penalties for DOF-administered business and excise taxes between March 16, 2020 and April 25, 2020. Taxpayers may request to have the penalties waived on a late-filed extension or return.

[Business Tax Filing Extensions Notice on Department of Finance Website](#)

Pets and Animals Services

- [How to Prepare Your Pet or Service Animal for Emergencies \(NYC Emergency Management\)](#)
- [New York State Animal Protection Federation \(COVID 19 and Animal Shelters\)](#)
- [The Association for Animal Welfare: Coronavirus \(COVID-19\) Shelter Kit](#)
- [Coronavirus \(COVID-19\) Information For Pet Owners](#)

Mental Health Resources

Below are a few resources to assist you in taking care of your mental health during this time.

NYC Well

Free 24/7 Confidential Mental Health Counseling, you can call, text or chat online.

Phone: 888-692-9355 / (888-NYC-WELL)

Text "Well" to 65173

[Chat Online at nyc.gov/nycwell](https://nyc.gov/nycwell)

Lighthouse Guild's Behavioral Healthcare Program

As COVID-19 continues its rapid spread, Lighthouse Guild reaffirms its commitment to protecting the safety and wellbeing of those that they serve. The Behavioral Health specialists at Lighthouse Guild understand the distress you may be feeling and offer a range of services to support your emotional needs.

Lighthouse Guild's Behavioral Healthcare is now available via telehealth (telephone and video calling), especially to individuals with or at risk of vision loss. Those seeking behavioral healthcare via telemental health service may call 212-769-7800. They are already accepting most insurances and are working to develop support groups, too.

Information needed:

Name

Date of Birth

Address

Phone

Insurance (primary and, where relevant, secondary)

How would the patient like to work – telephone or Video call?

Caseworker contact

Emergency contact

Phone: 212 – 769 – 7800

[Additional Information on Lighthouse Guild's Behavioral Healthcare](#)

National Deaf Therapy

An eTherapy program solution to provide increased access to Deaf (DDBDDLH) therapists for Deaf clients.

[National Deaf Therapy](#)

Deaf Counseling Center

A Deaf-owned and operated counseling and consulting practice staffed by Deaf licensed professional therapists. They specialize in working with Deaf people and their families.

[Deaf Counseling Center Website](#)

Cognitive and Behavioral Care at the Brain Injury Research Center at Mount Sinai

As a result of COVID-19 the Brain Injury Research Center at Mount Sinai and the Mount Sinai Department of Rehabilitation and Human Performance have shifted their care platform to video visits in an effort to ensure that individuals with disabilities are able to access specialized cognitive and behavioral health care during these stressful times.

Together with their colleagues in the Spinal Cord Injury program and their physician colleagues in Physical Medicine, the Mount Sinai Brain Injury Program is currently offering a range of services via video visit for individuals with disabilities. Services include psychotherapy, cognitive rehabilitation, virtual support groups, and medical management including prescription refills and pain management. Most insurances are accepted.

To learn more or schedule an appointment, contact them below:

Phone Number: (212) 241-4706, Toll Free: (888) 241-5152

Email: rehabneuropsychFPA@mountsinai.org

[Brain Injury Research Center Website](#)

Additional Mental Health Resources from USA Mental Health First Aid

- [How to Care for Yourself While Practicing Physical Distancing](#)
- [How Do I Know Someone is Experiencing Anxiety or Depression?](#)
- [How to Help Someone with Anxiety or Depression During COVID-19](#)
- [How to Support a Loved One Going Through a Tough Time During COVID-19](#)