



COVID-19 Resource Guide for New York City

Below are resources for New Yorkers.

Information on COVID-19 and How to Prevent Transmission

To learn more about COVID-19 and tips on how to protect yourself against the virus, visit <https://www1.nyc.gov/site/doh/covid/covid-19-vaccines.page>

COVID-19 Vaccine Locations

To learn more about COVID-19 vaccines, visit nyc.gov/covidvaccine. To find a vaccination site near you, visit nyc.gov/vaccinefinder or call 877-VAX-4-NYC (877-829-4692). All are free and many sites do not require appointments.

COVID-19 Testing Locations

To find a COVID-19 testing site near you, visit nyc.gov/covidtest or call 844-NYC-4NYC (844-692-4691). Many sites offer free testing.

NYC Test & Trace Corps

For information on NYC Test & Trace Corps, visit testandtrace.nyc

Health Care Services

For emergencies, call **911**.

COVID-19-related needs or other health needs: For telehealth or in-person care, call:

- Your primary care provider
- Or, if you do not have a primary care provider, 844-NYC-4NYC (844-692-4692).

Health care and supportive service provider directories:

To find a health care provider, visit:

- NYC Health Map at nyc.gov/health/map
- HITE at hitesite.org

HITE (Health Information Tool for Empowerment) is an online directory offering information on more than 6,000 health and social services available to low-income, uninsured, and underinsured individuals in NYC.

Health Insurance: Many low-to no-cost health insurance plans are available through the New York State (NYS) of Health Marketplace.

To make an appointment with a certified application counselor:

- Call **646-NYC-CARE**
- Visit nyccare.nyc

Help paying for medicine:

The following programs can help covering the costs of medicine:

- New York Prescription (Rx) Card. Call 877-321-6755 or visit newyorkrxcard.com.
- NeedyMed. Call 800-503-6897 or visit needy meds.org. Available in English and Spanish.
- RxAssist. Visit rxassist.org.
- American Diabetes Association. Visit insulinhelp.org.



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Mental health services: NYC Well provides free, confidential mental health support 24/7. To speak to a counselor:

- Call 888-NYC-WELL (888-692-9355)
- Text “WELL” to 65173
- Chat at nyc.gov/nycwell.
- To find mental health and substance use resources in your neighborhood, visit nyc.gov/nycwell

Sexual and reproductive health services:

- Select NYC Health Department Sexual Health Clinics are currently open and offering limited walk-in HIV and sexually transmitted infections (STI) services. For more information, visit nyc.gov/health/clinics.
- Telemedicine services for HIV and other STIs are available through the NYC Sexual Health Clinic Hotline at 347-396-7959, Monday through Friday, 9 a.m. to 3:30 p.m.
- Call the 24/7 NYC PEP Hotline (844-3-PEPNYC) right away if you think you were exposed to HIV.
- Visit <https://www1.nyc.gov/site/doh/services/sexual-health-clinics.page> for directories of providers currently offering sexual and reproductive health services in the Bronx, Brooklyn, Manhattan, Queens, and Staten Island, and PlaySure Network providers offering HIV and STI testing, PrEP, PEP, and HIV care services in clinics and HIV-related navigation and supportive services in community-based settings.

Benefits

ACCESS NYC helps New Yorkers identify and apply for eligible benefits. There are over 30 programs you or your family may be eligible for regardless of immigration status and even if you are already receiving benefits or have a job. Call 718-557-1399 or visit access.nyc.gov.

Help heating and cooling your home:

Call the Home Energy Assistance Program (HEAP) at 800-342-3009 or visit otda.ny.gov/programs/heap.

Temporary assistance (TA). If you are unable to work, can't find a job, or your job does not pay enough, TA may be able to help you pay for your expenses. Call 800-342-3009 or visit otda.ny.gov/programs/temporary-assistance.

Unemployment assistance: To apply for temporary income for eligible workers who lose their jobs through no fault of their own, call 888-209-8124 or visit ny.gov/services/get-unemployment-assistance.

Financial counseling: For free, one-on-one financial counseling, visit nyc.gov/talkmoney.

Food Assistance

For all types of food assistance:

- Call **311** and say “Get food.”
- Text “NYC FOOD” or “NYC COMIDA” to 877-877 to find a free meal distribution site near you.
- Visit nyc.gov/getfood to find a food pantry near you or to determine eligibility for free meal delivery.



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Emergency food assistance:

Call 212-540-6923 or [311](tel:311).

Hunger hotline: Call 866-348-6479.

For Spanish, press 3.

SNAP/food stamps: Call 718-557-1399

or visit access.nyc.gov and search “SNAP” to find out if you are eligible to enroll.

Domestic and Gender-Based Violence Services

For emergencies, call [911](tel:911).

For NYC HOPE services, call the 24-hour hotline at 800-621-4673 or visit nyc.gov/nychope.

For resources for survivors during COVID-19, visit <https://www1.nyc.gov/site/ocdv/get-help/covid-19-update.page>.

Housing Assistance

NYC Housing Authority (NYCHA): For information and resources, visit <https://www1.nyc.gov/site/nycha/index.page>.

Mayor’s Office to Protect Tenants:

For information and resources for tenants impacted by COVID-19, visit <https://www1.nyc.gov/content/tenantprotection/pages/covid19-home-quarantine>.

NYC Tenant Resource Pool

Eviction Prevention Tool: Visit <https://www1.nyc.gov/content/tenantresourceportal/pages/>.

Eviction Prevention: For legal services for eviction or other housing or tenant matters, call Legal Aid at 212-577-3300 or Legal Services NYC at 917-661-4500

Schools, Remote Learning, and Child Care

For NYC Department of Education updates on school reopening, blended learning and other matters, visit <https://www.schools.nyc.gov/school-life/health-and-wellness/covid-information>.

For information on child care through NYC Administration for Children’s Services, visit <https://www1.nyc.gov/site/acs/about/covid19.page#ChildCareAssistance>.

Other Resources

Resources for immigrant communities:

For a list of resources for immigrants, visit <https://www1.nyc.gov/site/immigrants/index.page>. If you have questions about immigration or how to access City services, call the Mayor’s Office of Immigrant Affairs (MOIA) hotline at 212-788-7654, Monday through Friday from 9 a.m. to 5 p.m., or email askMOIA@cityhall.nyc.gov.

Resources for LGBTQ+ communities:

For a list of LGBTQ+ affirming programs and services, visit the NYC Unity Project at <https://www1.nyc.gov/site/acs/about/lgbtq-support.page>.

Resources for New Yorkers with disabilities:

For a list of COVID-19 resources for people with disabilities, visit <https://www1.nyc.gov/site/mopd/resources/covid-19-resources-for-people-with-disabilities.page>.



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Resources for older New Yorkers:

For a list of resources for older New Yorkers, visit <https://www1.nyc.gov/site/dfta/services/covid-19-resources.page>.

Burial Assistance

Burial assistance: Call 718-473-8310 on Wednesdays, 9 a.m. to 5 p.m., or visit <https://www1.nyc.gov/site/hra/help/burial-assistance.page>.

Know Your Rights

COVID-19 and human rights: For information on COVID-19 and rights, including protections related to housing, employment, and public accommodations, and how to file a complaint if you have experienced harassment or discrimination, visit <https://www1.nyc.gov/site/cchr/media/covid19.page>.

Workplace laws and protections:

For information on workplace laws and protections during COVID-19, including the right to paid sick leave visit <https://www1.nyc.gov/site/dca/about/worker-protection-and-workplace-laws.page>.

Employee Sick and Family Leave:

NYC employees have legal rights to paid and unpaid leave, including new rights related to COVID-19. You can take unpaid and paid leave, depending on your circumstances and the type of employer you work for, to care for yourself or family members impacted by COVID-19.

For more information, call 855-491-2667 or visit access.nyc.gov.

To obtain a letter/order for quarantine, call 855-491-2667 or visit: <http://docs.paidfamilyleave.ny.gov/content/main/forms/PFLDocs/obtain-order-of-quarantine.pdf>.

Pets

For the NYC COVID-19 Pet Owner Hotline, call 877-204-8821, 8 a.m. to 8 p.m., seven days a week.

For an FAQ on COVID-19 and animals, visit <https://www1.nyc.gov/site/animalwelfare/covid-19/animals-faq.page>.

For tips on making an emergency plan for pets and service animals, visit <https://www1.nyc.gov/site/em/ready/pets.page>.

Civic Engagement

Contact your City Council member:

You can get additional help by getting in touch with the district office of your City Council member. To find yours, visit council.nyc.gov/districts.

To find resources, visit nyc.gov/covid.

For more information on COVID-19, visit nyc.gov/health/coronavirus. For real-time updates, text “COVID” to 692-692. Message and data rates may apply.