

# BE READY, ALEXANDRIA!

Prepare Yourself. Protect Your Community. Prevent the Spread.

## COVID-19

The City of Alexandria and its partners are working together to provide information and resources to offer some level of support, security and stability for families in need due to the impacts of the coronavirus response. The most up-to-date information about these and other resources is available by clicking the **Resources for Those Impacted by the COVID-19 Response** link at [alexandriava.gov/DCCHS](http://alexandriava.gov/DCCHS).

### FOOD ASSISTANCE

- **Hunger Free Alexandria:** Hunger Free Alexandria produces a calendar of locations, days and times, including any eligibility requirements for food delivery, food pantries and prepared foods. Schedules are available by clicking the Resources for Those Impacted by the COVID-19 Response link at [alexandriava.gov/DCCHS](http://alexandriava.gov/DCCHS).
- **Food for Alexandria City Public School Students (ACPS):** For information about food provided by ACPS to students during the school shutdown, visit [acps.k12.va.us/coronavirus](http://acps.k12.va.us/coronavirus).
- **Supplemental Nutritional Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF) and Medicaid:** These programs aid households in need of food, medical insurance and/or cash assist for families with dependent children. To learn more about applying for any of these benefits, visit [commonhelp.virginia.gov](http://commonhelp.virginia.gov) or call 703.746.5700. All financial and technical eligibility factors must be met prior to issuance of benefits. Most programs require interviews, which will be conducted over the phone.

### EMERGENCY SAFETY NET SERVICES

The Department of Community and Human Services (DCHS) provides Emergency Safety Net Services to residents who face an immediate crisis and need help to resolve the situation. More information about these programs is available by clicking the Resources for Those Impacted by the COVID-19 Response link at [alexandriava.gov/DCCHS](http://alexandriava.gov/DCCHS), or call the DCHS Customer Call Center at 703.746.5700.

Safety Net Services may include, but are not limited to:

- **Prescription Drug Assistance**
- **Utility Assistance:** Links to private utility providers are listed at [alexandriava.gov/Utilities](http://alexandriava.gov/Utilities). Check with providers to learn about any assistance they may be providing to those impacted by the coronavirus COVID-19. You may also apply for utility assistance through [commonhelp.virginia.gov](http://commonhelp.virginia.gov).
- **Renter and Homeowner Assistance:** Renters and homeowners experiencing financial difficulties related to the coronavirus COVID-19 should contact their landlords or mortgage companies as soon as possible to set up alternative payment plans for rent or mortgages. For assistance or additional information, including preventing an eviction or a foreclosure, call the Office of Housing at 703.746.4990.
- **Assistance for Clients of Mental Health, Substance Use Treatment and Developmental Disability Services:** If you or a member of your household are currently participating in behavioral health services through a program of the Alexandria Community Services Board, please speak with your therapist or case manager about accessing financial support from Friends of Alexandria Mental Health, Inc. Friends provides assistance to eligible clients for such bills as utilities, prescriptions, small medical or dental bills, security deposits and portions of rent.

### CHILD CARE ASSISTANCE AND REFERRAL PROGRAM

Families participating in the State Subsidy program have signed on with a 12-month eligibility. During this period, if you find yourself without income you can request that your child care co-payment be lowered. Child care subsidy staff are available to speak with families to discuss their ongoing child care needs. Call 703.746.5437 or email [lillian.vagnoni@alexandriava.gov](mailto:lillian.vagnoni@alexandriava.gov) to seek information and help.



**IF YOU ARE IN NEED, CONTACT THE DEPARTMENT OF COMMUNITY AND HUMAN SERVICES CALL CENTER AT 703.746.5700**

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### HEALTHCARE

For questions about coronavirus COVID-19, call the Alexandria COVID-19 Information Line at 703.746.4988, weekdays from 9 a.m. to 6 p.m. Virginia residents can also call the Virginia Department of Health public information line at 877.ASK.VDH3 with questions about the COVID-19. For chest pain or shortness of breath, call or text 911.

The most common symptoms of COVID-19 are coughing, fever over 100.4 F and shortness of breath. If you are concerned that you may have COVID-19, **CALL** your primary care physician and ask whether you should come in for an exam. Most people who get COVID-19 recover on their own at home. Anyone with symptoms of respiratory illness should isolate themselves, avoid contact with other people, wash their hands frequently and disinfect surfaces regularly.

If you do not have a primary care physician and are not enrolled in a clinic, you may **CALL** an urgent care center or emergency room. For chest pain or difficulty breathing always call or text 911.

#### Medicaid and Medicare Beneficiaries

Do not let your coverage expire. When you receive notice that it is time to renew, please apply promptly so that your coverage does not lapse. To learn more about applying for healthcare benefits, call 703.746.5700 or visit [commonhelp.virginia.gov](http://commonhelp.virginia.gov).

#### COVID-19 Health Information in Multiple Languages

Multiple resources are available in multiple languages at [alexandriava.gov/Coronavirus](http://alexandriava.gov/Coronavirus). DCHS encourages residents to read and share this information, especially in communities where languages other than English are primarily spoken, and with vulnerable residents, including those who may not have access to traditional media.

#### Latest News

For the latest information on COVID-19, visit [alexandriava.gov/Coronavirus](http://alexandriava.gov/Coronavirus).

### COPING STRATEGIES

Worrying about the coronavirus COVID-19 and dealing with the impact of the virus may cause increased stress and produce symptoms of anxiety and depression. Effective ways to cope include exercise, yoga and deep breathing; staying connected with others, getting outside if able, keeping busy and practicing hobbies; staying healthy by eating and sleeping well and refraining from alcohol and drug use. People react to stress in different ways; ask for help if it gets to be too much. Learn more about effective ways to cope with stress and where to access support when needed by clicking the Resources for Those Impacted by the COVID-19 Response link at [alexandriava.gov/DCHS](http://alexandriava.gov/DCHS).

### EMERGENCY HOTLINES

If you are in a crisis and need to talk to someone, call the CrisisLink Hotline at 703.527.4077 or text "connect" to 85511 (for TTY, dial 711), or the DCHS Emergency Services at 703.746.3401.



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