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(Last updated 4/22/2020)

Crisis/Talk Lines

Albany County Warmline

(518) 269-6634, operating 7 days a week from 8am to 5 pm. The line is staffed by Mobile Crisis Team workers and Albany County's Disaster Mental Health response team. It is for anyone who is being impacted by the COVID-19 outbreak.

Crisis Services -

Albany County Mobile Crisis Team

(518) 549-6500, This is the mobile crisis team serving adults in Albany County. They are currently responding telephonically. If in-person crisis intervention is required, callers are being directed to call the police.

Northern Rivers Mobile Crisis Services

(518) 292-5499 (Rensselaer, & Schenectady). *Albany serves children only. They also cover Saratoga, Warren, and Washington Counties.* Their current hours of operation are Monday-Friday 7am – 11pm, Saturday and Sunday 11am-7pm. Mobile Crisis continues to provide telephonic support. They will also go on site as clinically determined but will ask the following questions first:

1. Have you traveled to a country for which the CDC has issued a Level 2 or 3 travel designation within the last 14 days?;
2. Have you had contact with any Persons Under Investigation (PUIs) for COVID-19 within the last 14 days, OR with anyone with known COVID-19?; and
3. Do you have any symptoms of a respiratory infection (e.g., cough, sore throat, fever, or shortness of breath)?

Crisis Text Line

Text HOME to 741741 (National)

This is for those who might be either unable to make phone calls or have anxiety talking on the phone. If you text "HOME" to 741741, it will connect you with a crisis counselor that will talk with you via text for as long as needed. The following link includes an FAQ and information pertaining to the resource:

<https://www.crisistextline.org/faq>

Mental Health Empowerment Exchange

CRHC Health Home COVID-19 Resource Guide

1-518-235-2173 Monday – Friday, 9am-9pm/**800-643-7462 offers 24/7 peer support** (Albany, Rensselaer, & Schenectady). MHEP will be extending its hours of operation to offer telephonic peer support to any member of the community who is seeking resources or a supportive ear during this difficult time. Phone lines will be staffed by trained peer mentors. All calls are confidential and free to the public.

The Living Room

(518) 243-1523, 1023 State St, Schenectady; (518) 281-1186, 706 Madison Ave, Albany

The Living Room is crisis drop in center but can also be used for telephonic support (telephonic is being encouraged when possible). **Those who call into The Living Room for support also have the option of being linked to telephonic and virtual support groups.** All staff and patients are being screened at the entrance for symptoms of COVID-19. The Living Rooms aims to reduce mental health emergency room visits and hospitalizations. Guests will meet with a LCSW for assessment and then may spend time in the Living Room. There are rooms set up for meditation, activities, television, or quiet spaces. In addition to the LCSW there is also a Care Manager on staff who will work on community linkage and discharge planning.

The National Suicide Prevention Lifeline

Call 1-800-273-TALK (8255) or chat on their website www.suicidepreventionlifeline.org (National)

The National Suicide Prevention Lifeline is available for emotional support to people feeling overwhelmed by the COVID-19 pandemic. The Lifeline is free, confidential, and available to everyone in the U.S. You do not have to be suicidal to call the Lifeline. People can connect via phone or chat on their website.

Office of Mental Health COVID-19 Emotional Support

OMH Emotional Support Line: 1-844-863-9314

The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

Rensselaer County Recovery Helpline

1-833-467-3123, 9am to 9pm, 7 days a week. (Rensselaer) Experts say isolation and boredom can be triggers for people in addiction recovery. The helpline includes information, resources, and referrals (confidential).

Samaritan Hospital Outpatient Clinic (SHOP)

518-271-3197, 8am – 5pm. In light of recent health events the clinic has put together a patient crisis intervention line. The line will be open to all current patients in the Outpatient Clinic. Scheduled therapists are managing the phone line to accommodate any patients that are in crisis.

Substance Abuse and Mental Health Services Administrations Disaster Distress Hotline

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Phone: 1800-985-5990 or text TalkWithUs to 66746

SPHP Crime Victims

24 hour hotline: (518) 271-3257. Intake: (518) 271-3410 or ALHSSACVAPIntake@sphp.com (Albany, Rensselaer, and Schenectady)

Free counseling, therapy, and advocacy services to victims/survivors of all types of crimes, and their loved ones. These crimes could have occurred recently or in the distant past, and do not have to have been reported police to be eligible for services. We are currently operating remotely and are accepting new clients via intake.

For our clients and staff health/safety and to mitigate the spread of COVID-19, our services (other than emergencies) are now being offered via telephone or video-chat. These services include:

- Counseling and/or therapy
- Advocacy services
- Assistance with compensation claims
- Information and Referrals

Basic Needs Hotlines

Interfaith Partnership for the Homeless

Website: <http://www.interfaithpartnership.com/2020/03/agency-changes-in-response-to-covid-19/>

Basic necessities like food and shelter are still in demand. IPH will continue to make sure those resources are accessible to all who need them. If someone you know is in need of support or services, please call 518-434-8021 to navigate the best course of action.

Schenectady County Basic Needs Hotline

Residents in need of supplies should call (518) 621-3536. Staff on the other end will work with callers to identify their needs, including any dietary or allergy restrictions, and set up a drop-off time. Those who may struggle to get groceries or supplies during this time include people who are quarantined or isolated, seniors, and those with compromised immune systems.

The hotline will operate out of the new Boys and Girls Clubhouse in Schenectady's Mont Pleasant neighborhood. In addition to help with groceries and supplies, the hotline will have staff from the county Department of Social Services on hand to help those who may find themselves in need of shelter, temporary assistance programs or Medicaid. One goal of the new hotline is to free up county staff who are currently fielding non-medical calls on the county public health department's COVID-19 hotline.

United Way

United Way has a community economic relief fund that helps with bills, rent and food. You can call 1-866-211-9966. They need their zip code and will be provided with lists of local agencies that can help.

DSS and Emergency Housing

Albany County DSS

Albany DSS is not allowing applicants/recipients in the building. They are unable to provide information about how long the ban will continue, as they receive guidance daily. If Albany County residents are in need of emergency shelter, they can call the emergency 24-hour hotline at 463-2124.

Rensselaer County DSS

An appointment must be made prior to entering the building.

Mary K Cassidy - MaryKay.Cassidy@dfa.state.ny.us

Jennifer Backaus-West – Jennifer.Backaus-West@dfa.state.ny.us – Supervisor in TANF – Family Assistance/SNAP

Rebecca Chase – Rebecca.Chase@dfa.state.ny.us - Supervisor in Safety Net/SNAP

Dale Keenan – Dale.Keenan@dfa.state.ny.us - Supervisor in Safety Net for families that have exceeded the 60 month federal time limit

Joanne Donnelly – Joanne.Donnelly@dfa.state.ny.us - Supervisor in HEAP

Mary Chris Reo – Mary.Reo@dfa.state.ny.us - Supervisor in Medicaid

Rachael Dean – Rachael.Dean@dfa.state.ny.us – Supervisor in Adult Protective Services

Schenectady County DSS

Applicants are by appointment for emergency housing. If Schenectady County residents are in need of housing, they can call the hotline at 518-382-0383. The worker screens the applicant by phone ahead of time to see if it's a true emergency. They are taking everyone's temperature at the door.

Brandy.Hillard-Bouldin@dfa.state.ny.us TA Director

Angela.Boyd@dfa.state.ny.us Principle Examiner

Stephanie.Languell@dfa.state.ny.us Supervisor of SNAP, HEAP, Energy, and Burials

Food Pantries and Other Food Services

Food Pantries

The Food Pantries for The Capital Region provided an update relating to COVID-19 at the following website: <http://www.thefoodpantries.org/covid-19-food-access-information-.html>. At the top, you may notice it says "Update 3.18.2020" but this is a working document – it is updated daily! To speak to someone in person, call the referral line at (518) 458-1167 ext. 108.

Please be aware that the following food pantries in Schenectady are NOT members of The Food Pantries for The Capital Region. They are listed on the website, but you may need to call ahead to determine if there have been changes to their operations. I will attempt to keep them updated in this guide, but as you know, things can change quickly.

SHENECTADY COUNTY

***Non-member Pantries**

Please Call first to get the latest updated information.

***Sch'dy Inner City Ministry (SICM)**

839 Albany St, Schenectady, NY 12307

Pantry: 346-4445

Contact: Ariel White

COVID 19 Hours M-W-F 9am-11:30am

COVID 19 PROCEDURE: Serving ONLY one person at a time. After you have been served, please leave the building immediately.

The shuttle bus provided by SICM will not be in use until further notice.

For any Sch'dy County resident/please provide proof of address.

Open M-W-Th-F & 3rd Sat., 9:00-11:30 am **“full visit once per month”**

~~Mass Distribution the last Thurs. of each month –9:00 to 11:30 am~~

ID's required for every family member each visit

***Scotia-Glenville Pantry**

City View Church

132 Mohawk Ave. (Rte. 5)

Scotia, NY 12302

Contact: Tim Horn or Kelly Gibbons

Phone: 423-4132/588-8214

Open to residents of **Scotia & Glenville Only - “One visit per month”**

Open Tuesdays, 5:30-7:00 pm & Fridays, 9:00-11:00 am

ID's required for every family member

COVID 19 Hours Tues. 5:30-7pm and Fri. 9-11am.

COVID 19 PROCEDURE: Pre-packed bags given out, Limited Bldg. access. Clients asked to leave after receiving their bags.

***St. Luke's Food Pantry**

1243 State St.

(Pantry entrance on Division St.)

Schenectady, NY 12304

Phone: (518) 347-1385

Must call to make appointment
no later than 8:00 am

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Clients will leave a VM message that they would like to utilize the pantry, will get a call back to choose food over the phone and be given day/time of food pick-up.

Open: Tues.-Wed.-Thurs. 10 am-3 pm

***Grace and Mercy Ministry Food Pantry**

1401 State Street, Schenectady, NY

Open the 1st and 3rd Sat. of each month from 11am- 2pm

Contact: Pastor Ronald Butler

Phone: (518) 630-8404

***Harmony Fellowship**

888 Albany St.

Schenectady, NY 12307

Phone: (518) 331-6243

Pantry open 2nd & 4th

Thursday of month 3-5 pm

Coffee Shop open Tuesday-Friday 2-5 pm

***Lighthouse Food Pantry**

4780 Duanesburg Rd

(5.4 miles from 5 corners)

Princetown, NY, 12056

Phone: (518) 355-2277

Open Wed.-Thur.-Fri. 4 – 6 pm

Need proof of address.

***State Street Food Pantry**

State Street Presbyterian Church

5 Catherine St.

Schenectady, NY, 12307

Contact: Minnie

Phone: (518) 709-9268

Open: Mon, Tues, Wed 12:30– 3:00 pm or until run out.

“Clients can come monthly”

CLOSED and will not reopen until further notice

***St. Paul the Apostle**

St. Vincent de Paul Society

2777 Albany St. Schenectady, NY

Call for Reservation 377-8886

CLOSED and will not open until further notice

***Trinity Baptist Church**

2635 Balltown Rd.

Niskayuna, NY 12309

First and third Thursday 7-8 pm

Please use back entrance of building

***Bellevue Reformed Church Little Free Food Pantry**

2000 Broadway

Schenectady, NY 12306

There is a small box outside that is filled periodically

No ID/paperwork needed

***Braman Food Pantry**

7963 State Route 30 (at Braman Corners)

Delanson, NY 12053

Phone: (518) 956-1758

Every Thurs. 1-3 pm and Wed. 5-7 pm

Or by appointment

“Once Per Month”

***Our Lady of Fatima Pantry**

1735 Alexander Road

Delanson, NY 12053

Contact: Laura Countryman

Phone: (518) 895-2788

Duanesburg, Delanson, Quaker Street, Esperance and Mariaville areas only.

By appointment Only.

“Once Per Month”

***The Gathered Remnant Ministry**

1374-76 10th Ave. Sch'dy NY 12303

Contact: Rev. Cynthia

VanAlstyne

Phone: (518) 374-3487

Clothing & Food pantry available the 3rd

Tuesday and 4th Thursday of the month from

1:00pm – 6:00pm. Hot meal available 3rd & 4th

Saturday of the month, 12:30pm –

3pm.

Copying and faxing also available.

***Villa Fusco Food Pantry**

955 Balltown Rd.

Niskayuna, NY 12309

Contact: Sr. Caroline

Phone: (518) 377-1613

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Open on the third Sat. every month, 12-2 pm.
Please call on the Thurs. or Fri. before the third
Sat. for appointment

***Messiah Lutheran Bread of**

Life Food Pantry

2850 Guilderland Ave.

Schenectady, NY 12306

3rd Mon of every month, 9:00 -

12:00pm

4th Mon. of every month, 5:00 – 8:00 pm

3rd Sat. of every month, 9:00 – 12:00 pm

* Starting January 25, 2020

**“NO REFERRAL CURRENTLY NEEDED. ONLY
PHOTO ID”. Each person will receive approx. 9
meals worth of food**

COVID 19 Call for Appointment

Phone: (518) 374-5104

Mar. 23, 5-8 pm &

Mar. 28, 9-12 pm

COVID 19 PROCEDURE: Pre-packed

bags delivered to guests remaining in their

vehicles. Contact: Judith

Becker

Phone: (518) 374-5104

Food for Infants and Young Children

Healthy Families

Laurie McBain - Laurie.McBain@sphp.com. Healthy Families of Rensselaer County and the Albany and Schenectady Healthy Families are continuing to make attempts to support our at risk and most vulnerable community members. Please contact Laurie directly with questions and/or concerns related to expecting parent and parents with infants and young children.

"Our partners at NYS DOH have been assisting us with getting information on the shortage of formula here in NY. They shared with us that NYS WIC is aware of the issue with formula shortage, as is USDA, the federal agency which funds WIC. WIC contracts with Mead Johnson, one of the three main infant formula suppliers, to supply the majority of WIC participants with formula. Mead Johnson is expediting formula production, and shipping unprecedented amounts of product to stores, with a particular focus on formulas supplied by WIC. WIC Vendor Management Agencies, which oversee stores on contract to supply WIC foods and formula, are working on behalf of participants to locate where formula is in stock. This is a link to New York State WIC Vendor Management Agencies: <https://nyswicvendors.com/vma-locations/> Families associated with WIC can reach out to the VMA's in their region directly to get information on where to locate formula."

Legal Aid Society of Northeastern NY - WIC Assistance

Schenectady, Fulton & Montgomery Counties

Samantha Squadrito, WIC Help Specialist. Call 518-842-9466 Ext. 221 or email ssquadrito@lasnny.org.

"As a WIC Help Specialist, I work on a daily basis to raise awareness about WIC for eligible low-income women, infants and children in our community. I am trained in WIC guidelines and regulations by Hunger Solutions New York, and I use my expertise to educate local residents about the benefits of WIC, screen for eligibility, and refer eligible individuals to a local WIC agency for their first appointment".

Food for Children

Albany City School District will provide “grab and go” meals to students during the two-week school closure. Beginning Monday, March 16, the following schools will be open from 11:30 a.m.-1 p.m., daily throughout the school closure. Lunch for the current day and breakfast for the following day will be available to district students at these locations.

- Albany High School (Washington Avenue entrance), 700 Washington Ave.
- Albany School of Humanities (ASH), 108 Whitehall Road
- Arbor Hill Elementary School, 1 Arbor Drive
- Giffen Memorial Elementary School, 274 South Pearl St.
- Tony Clement Center for Education, 395 Elk St.
- William S. Hackett Middle School, 45 Delaware Ave.

Lunch for the current day and breakfast for the following day will be available to district students at these locations each weekday through Friday, March 27. All schools are scheduled to reopen Monday, March 30. Please look for a representative or sign indicating where meals can be picked up at the above locations.

Cohoes School District

Outside Cohoes High and Van Schaick Grade School - Food distribution from 11-12:30pm
United Church of Cohoes - Monday and Tuesday Breakfast: 8-9am, Lunch: 11:30-12:30pm

Guilderland Central School District

GCSD is moving meals to an all-delivery system starting Thursday, March 19, 2020.

Families who currently receive free or reduced meals from GCSD, will automatically receive deliveries of a 3-day supply on Mondays and Thursdays. Any other students in need can request a delivery as well.

Any other students interested in receiving meal deliveries, please contact Megan Beck at beckm@guilderlandschools.net

Meal Delivery Details

- Deliveries will take place on Mondays and Thursdays between the hours of 10 a.m. and 1 p.m.
- 3 days worth of breakfast and lunch will be provided on each delivery day.
- If your child has any dietary restrictions, please email Megan Beck at beckm@guilderlandschools.net
- If your child attends a childcare center within the boundaries of the GCSD, that participates in CACFP, those children are eligible for meals provided by the school district.

Schenectady City School District will provide meals each day even while school is closed. In order to receive your breakfast and lunch, you will need to drive or walk to your school's designated location. When you pick up your lunch, you will also receive breakfast for the following day. You will

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need to provide your child's lunch/student ID. Assistance will be provided in the event you don't know it.

When you arrive at the location, please look for the pop-up tent in the parking lot. Stay in your car and pull up to the table. Your meals will be passed to you. If you walk to a site, please use the designated line to pick up your meals.

Meal Pick-up Time

The time you pick up your meals is determined by the first letter of your child's last name as follows:

- **A-J:** Pick-up Time 10:30 – 11:30 a.m.
- **K-T:** Pick-up Time 11:30 a.m. – 12:30 p.m.
- **U-Z:** Pick-up Time 12:30 – 1:30 p.m.

Meal Pick Up Locations

Your pick-up location is determined by which school your child attends as is outlined below.

PICK UP LOCATION	PICK UP LOCATION	PICK UP LOCATION
SHS Fine Arts Wing	Hamilton School	Woodlawn School
Yates	Keane	Paige
Zoller	Lincoln	Woodlawn
Howe	King	
Oneida	Pleasant Valley	
Central Park	Hamilton	
Schenectady H.S.	Van Corlaer	
	Mont Pleasant	
	SCLA/Ready to Learn	
	Washington Irving	

The Rensselaer County School District food service department will be providing meals to students in the community, beginning Wednesday, March 18th. We will be utilizing school bus services to deliver lunch as well as breakfast for the following day, based on your child/children's scheduled morning bus stop.

If you are interested in receiving meals for your child/children, please call Terri Hopper after 7am on Tuesday, March 17th, 2020 at 518-396-3491. We will need to know the following information:

- Your child/children's name
- Parent/guardian name
- The letter designated to your child/children's bus for the morning route
- The nearest intersection
- Food allergies

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If you are unable to get through via the phone, you may email Louis Lanz this information at llanz@rcsd.k12.ny.us. The bus schedule can be found in the link below:

<https://docs.google.com/document/d/1fAx1H870ci2tCxNP0LEPVb4RUODOvMSLPfodU6QZkfl/edit?fbclid=IwAR2FXWmBLHm8PZebiuOmHgqA2VWq4hdIRZ-KrGvT1f1wYna5h1vdMZvNDI>

Boys and Girls Club of the Capital Area (Albany, Troy) will be offering free Breakfast and Lunch to all youth ages 18 and younger.

Food will be available at the following locations between the hours of 11:30am and 12:30pm:

- Albany Locations: Ezra Prentice, Creighton Storey, Robert E. Whalen, North Albany Homes
- Troy Locations: Griswold Heights, Corliss Park, Arnold E. Fallon, Marin Luther King, Margaret W. Phalon, Catherine Sweeney, Joh, P. Taylor

Rotterdam Boys & Girls Club is offering free grab and go dinners for children M-F between 4:30 – 5:30pm (curbside pick-up). For more information call or email Julie at (518) 355-7440/
rbgcprograms@gmail.com

Mater Christi Food Pantry (Albany) will be offering families with school aged children a pantry visit once every week to replace the loss of school lunches during the closure. Call for an appointment at (518)-569-6691

Victory Christian Church (Albany) is mobilizing to give school children the subsidized meals they would receive if their school weren't closed for COVID-19.

City Kid Smoothie Truck (Mobile Route) - Free Lunch, 12pm – 2pm
Dinner, 4pm – 6pm – JC Club 498 1st St, Albany, NY 12206 - (518) 434-6100
Take-home breakfast to be passed out after dinner (518) 434-6100

The church's mobile food truck, the City Kids Smoothie Truck, will stop along city routes to serve free lunches to those students from 12pm to 2pm. They'll also serve dinner from 4pm to 6pm at the JC Club on Quail Street. Afterward, they'll hand out take-home breakfasts for the next morning.

Oakwood Community Center (Troy) is providing bagged lunch to kids – Monday, Wednesday, and Friday from 12pm to 1pm during school closure.

Restaurants Offering Help to Children

Keep an eye out for local restaurants giving away free food. Many are trying to cut down on waste (business is low due to social distancing and food would go to waste otherwise)

Inferno Pizzeria (Niskayuna) – Free slices for children

Ted's Fish Fry

Kids EAT FREE - All Locations, 11a to 2pm

- 203 Wolf Rd. Albany, NY
- 636 New Loudon Rd, Latham, NY
- 447 3rd Ave, Watervliet, NY

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- 700 Hoosick St. Troy, NY
- 350 2nd Ave. Troy, NY
- 1663 U.S. 9 Clifton Park, NY

Free Kids Meal with trade in your kid's artwork or homework.

Meals will be available: 11am-2pm
(Fish & Chips/Hotdog/Grilled Cheese)

South End Children's Cafe

Free meals to children and caretakers
RSVP # meals needed & any food allergies
Contact: Lily @ 518-478-3369
Pickup Meals: M-F 5-6:00 pm

Kitchen 216

85 Central Ave. Albany NY
Free Lunch to "75" K-12 Children each day
Meal choice will be posted to our Facebook page at 10am, Meals will be available 12-3 pm

C.O.C.O.A. House

869 Stanley St. Schenectady, NY 12307
Pizza for youngsters
Wed. and Friday's 12-2 pm
Delivered lunch or dinner meal service offered to families in need, donor by local businesses..
Message William Rivas via C.O.C.O.A. Facebook page <https://www.facebook.com/CocoaHouseInc/>

Food for Seniors

Albany County NY Connects

Call (518) 447-7177 for Senior questions and help with food.

Essential Shelf

Call 518-459-6422 to set up a time to pick up items. 1716 Central Ave, Albany, NY 12205. Essential Shelf was created in partnership with Ms. Johnson from Girl Scout Troop 1474 to increase awareness regarding food insecurity to those who are returning home after being in a nursing home. Due to the unprecedented events from COVID-19, Capital District Center for Independence, Inc. has supplies for individuals in desperate need. In stock right now:

- Canned food
- Dried pasta
- Adult attends

You can also call to arrange a donation drop-off.

Life-Path Additional Services

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In the following service areas, anyone 60+ regardless of whether they are homebound or have a disability can get Meals On Wheels delivered.

Cohoes and Green Island: Call the Cohoes Senior Center at 518-235-2420. Ask for Beth Slezak.

Watervliet: Call the Watervliet Senior Center at 518-273-4422. Ask for Kathy.

Albany: Call the LifePath Main Office at 518-465-3322

In addition to Meals On Wheels, LifePath is offering telephone reassurance (as their offices are closed) and some case-management type services. At this time they can offer some emergency supplies - paper products, diapers, etc. - delivered.

(Lifepath is attempting to secure funding to be able to offer prescription and grocery pickup).

Meals On Wheels Rensselaer County

Call The Department of Aging at 518-270-2740. They are continuing efforts on a day-by-day basis. Rensselaer County MOW are being distributed three days per week with a frozen meal for the days in between. The home assessments are being waved so that anyone 60 and over may call and request the service. They are prioritizing chronic illness to maximize resources. Congregate dining is closed, but anyone who was enrolled in congregate dining automatically receives MoW. Donations are being accepted.

Rensselaer County Aging/NY Connects

Call NY Connects at 518-270-2767. At this point ALL 5 senior centers are closed.

Currently they are offering Home Delivered Meals to individuals who are 60 years and older and homebound due to COVID-19. They are also offering wellness checks to those who are interested.

Home delivered meals are prepared daily onsite at 1 of 5 local senior centers in Rensselaer County. The home delivered meal will meet at least 1/3 of the recommended dietary allowances for an adult age 60 years and older. Deliveries are on Mondays, Wednesdays, and Fridays.

Each meal will include: 3 ozs edible portion meat, fish, poultry alternative, 2.5 cups of vegetables, 1 serving whole grain or enriched bread, 1 tsp butter or margarine, 0.5 cup dessert, and 0.5 pint milk (2% or fortified skim).

Schenectady Senior Center

Call 518-387-9205, 10am to 6pm. Delivery will be provided! If the call is placed before 3pm, every effort will be made to deliver the package same day. Packages have been assembled by the Boys and Girls Club on Curry Road. Contents of the package will include rice, pasta, peanut butter, beans, beef stew, pork loin, apples, and oranges. This service is being provided by Schenectady County in an effort to keep senior citizens safe and home as much as possible.

Food for Everyone

Capital Roots of Troy NY

You can call ahead and order your produce to be picked up at any one of the Veggie Mobile stops. This also helps reduce lines to protect customers and staff. Call 518-274-8685 to place your order at least one day in advance.

Their Veggie Mobile schedule has not changed. It operates year-round, 5 days a week. They continue to serve 30 locations, delivering fresh produce to the public, health and child-care centers, senior and low-income housing facilities. <https://www.capitalroots.org/programs/veggie/schedule-and-locations-2/>

Feed Albany

Feed Albany utilizes commercial kitchens, unemployed restaurant workers and volunteers to prepare, package and distribute food to at-risk and in-need individuals in Albany and surrounding areas. Use the following link to contact them today: <https://www.feedalbany.com/food>

Rensselaer County Department of Health

Rensselaer County Emergency Operations Center is in charge of food deliveries to people who are quarantined or isolated by the county. To contact them, people should use 518-270-2655.

Unity House

Call (518) 272-1611 (Rensselaer). Food and resources are by appointment. They are working with another agency to provide drop off food pantry. Community Meals are open for takeout meals 11:30am – 1pm. No customers allowed in front door.

Internet

Spectrum

Spectrum Cable will offer FREE broadband internet and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.

Online Support Meetings

Online Recovery Meetings

<https://www.12step.org/social/online-meetings/>

Offers a variety of online meetings and various other outside resources

<https://www.AA-intergroup.org>

Offers online meetings with specialized topics with a variety of meeting formats (i.e. chat, text, e-mail, etc.)

<https://aahmbny.org/area-48-online-meetings/>

Individuals can find online access to local AA Meetings within Area 48

https://www.addictionrecoveryguide.org/resources/online_communications/

Offers a variety of online communications, including chat rooms, message boards, etc. They also offer online media and online meetings with specific meeting topics (i.e. cocaine anonymous)

<https://www.intherooms.com/home/>

Offers online meetings with specialized topics. They have multiple modalities, including 12 step, non-12 step, over all wellness, and overall mental health.

<https://www.lifering.org/>

Provides online meetings using Zoom. They already have a set schedule for all 7 days of the week with various speakers already scheduled.

<https://na-recovery.org>

Offers a recovery chat rooms using text chat. They also provide other recovery resources such as testimonies, readings, etc.

<https://nachatroom.org>

Offers daily online meetings with 24/7 text chat with other members. They also offer a variety of extra resources, such as meditation for NA, relapse prevention, and other recovery-oriented resources.

<https://NAvoices.com>

Specifically, a narcotics anonymous forum and recovery community that uses text chat, Skype, and phone calls

https://www.shatterproof.org/blog/how-find-virtual-recovery-meeting?j=311756&sfmc_sub=83688723&l=83_HTML&u=10505959&mid=100004357&jb=221&utm_source=mc&utm_medium=email&utm_name=housefile&utm_term=VirtualRecovery&utm_content=

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Looking for a meeting or other recovery supports? Here are several places to get started.

<https://www.smartrecovery.org/>

Offers online meetings and an online community with message boards and a chat room

<https://stepchat.com>

Offers a variety of meetings based on an already set schedule using text chat

<https://unityrecovery.org/digital-recovery-meetings>

Offering online recovery support groups which will be available four times daily at 9AM, 12PM, 3PM, and 9PM EST.

<https://womenforsobriety.org/community/#>

Offers online support with open forums where women can share and seek support 24/7 plus text messaging support scheduled 2 times a day. They also offer phone support.

Online Mental Health Support Groups

MHEP's Virtual Peer Support Group

The Mental Health Empowerment Project has expanded its virtual peer support groups. We will now be offering a **Hearing Voices Virtual Support Group** every **Friday** from **5-6 pm**. This joins our **Alternatives to Suicide Virtual Support Group** on **Monday** from **6-7 pm**, and seven daily Virtual Support Groups held Sunday through Monday. All groups are conducted using Zoom.

To join our daily support groups, please use the links below:

Time	Meeting ID	Join HTML
8 am	228-663-164	https://zoom.us/j/228663164
11 am	382-333-377	https://zoom.us/j/382333377
3 pm	988-615-324	https://zoom.us/j/988615324
4 pm	731-915-845	https://zoom.us/j/731915845
6 pm	160-453-770	https://zoom.us/j/160453770
8 pm	690-715-056	https://zoom.us/j/690715056
9 pm	272-367-210	https://zoom.us/j/272367210

To join the **Hearing Voices Virtual Support Group** join <https://zoom.us/j/99142114991>, e-mail JLyn@mhepinc.org

To join the **Alternatives to Suicide Virtual Support Group**, e-mail rrodger@mhepinc.org

Additionally, peer mentors are available from 9 am – 9 pm at 518-235-2178 and our 24/7 peer support line is **800-643-7462**

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Community Hospice Grief Support

We at the Community Hospice are thinking of you all during this extraordinarily difficult and isolating time. We recognize that there is a urgent need for grief support and we are working harder than ever to meet that need. We are able to offer both individual and group support through phone or video meetings at this time. All services are free of charge. For individual counseling- please call (518) 724-0200 or complete our online application. <https://www.hospicegriefservices.com/>

COVID-19 Loss Support Group on Zoom- for anyone who is grieving the loss of a loved one to COVID-19. Every Thursday 1:00pm-2:30pm, starting April 9th.

Please contact Emma Pile, LMSW for more information at (518) 948-4306 or emma.pile001@sphp.com

Pharmacy

CPESN

CPESN's network of pharmacies are continuing to do medication deliveries. Delivery days and hours have been expanded. No signature is needed when a delivery is made for the time being. All drivers wear N95 masks and gloves. If someone is picking up from the pharmacy, transactions are completed through the drive thru. Some pharmacies are starting video medication consultations. CPESN Pharmacies across Albany, Rensselaer, and Schenectady include:

Lindsay Drug Co, Inc - Troy, Kathleen Bonnier, katieb4774@gmail.com, 518-235-2522
Four Corners Pharmacy – Delmar, John Croce, jcroce@fourcornersrx.com, 518-439-8200
Young's Pharmacy - Averill Park, youngspharmacy@nycap.rr.com, 518-674-3663
Crestwood Pharmacy – Albany, Jagat Patel, crestwoodrx@gmail.com, 518-275-1488
Lange's Pharmacy – Niskayuna, Daniel Lange, langepharmacy@nycap.rr.com, 518-374-3324
Lincoln Pharmacy – Albany, Zarina Jalal, office.lincolnrx@gmail.com, 336-394-1840
Marra's Pharmacy – Cohoes, John McDonald, jmcdonald@marrarx.com, 336-394-2121
College Hometown Pharmacy – Schenectady, Anna O'Neil, Anna.Oneil@acphs.edu, 518-579-8100
Central Ave Pharmacy – Albany, wayne.briggs@centralavepharmacy.com, 518-621-7748

CVS FREE 2 Day Delivery

Call 1-800-746-7287 to set up your delivery account. 2 Day delivery is a service normally offered by CVS but it is now FREE, due to the current needs of communities in the wake of the Coronavirus.

CVS Coronavirus Resource Hotline

1-888-300-4419 Call if you are experiencing symptoms, if you came in close contact with someone who has COVID-19, if you recently traveled to an effected area, or if you would like more information on testing.

Rite Aid

Rite Aid pharmacies do not provide prescription delivery in our region; however, they provide drive-thru pharmacy.

Rite Aid Coronavirus Testing

Visit the website to determine if an individual is eligible here:

https://www.projectbaseline.com/study/covid-19/?utm_source=riteaid&utm_medium=covid-19&utm_campaign=website They will need to have a google account or the ability to sign up for one. The website requests basic demographic info including address and a phone number, so they can contact the individual.

Once the online screening is complete and a person is deemed eligible, the local Rite Testing site is located at 1863 Central Avenue in Colonie.

Walgreens

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Walgreens offers free Express Pick Up or Express Delivery. Click the following link:

https://www.walgreens.com/topic/pharmacy/walgreens-express.jsp?ban=covid_landing_rxdelivery

For everyone's safety, we've updated our hours to allow for extra cleaning and stocking.

- Most stores are open 9am–9pm weekdays
- 24-hour stores are drive-thru only overnight 9pm–9am
- Seniors-only hour is 8–9am every Tuesday*

Phones

Access Wireless

In response to COVID-19, Access Wireless understands the need to stay connected with family, friends, healthcare, and schools during these difficult and stressful times. Access Wireless is committed to making it easier for you to stay connected by providing all active Lifeline customers with:

- Unlimited minutes
- Additional monthly data

Offers are valid through June 21st 2020.

Assurance Wireless

Staying in touch with family, friends, healthcare and schools is now more important than ever. That's why, through May 20th 2020, all Assurance Wireless Lifeline customers will receive:

- Free Unlimited Calls
- Free Unlimited Texts
- Plus an additional 6GB Data FREE*

*Extra data is one lump amount and does not increase monthly data allotment. Once extra runs out, you must use plan data, purchase a data pack or connect to Wi-Fi.

AT&T

<https://about.att.com/pages/COVID-19.html>

We're Doing More to Help our Wireless Customers Stay #ConnectedTogether

Since staying in touch virtually with friends, family and colleagues has never been more important, we're giving more relief to our AT&T wireless customers during this time of crisis.

Our newest benefits include more mobile hotspot data, accessory discounts, flexible return policy, curbside pick-up, door step delivery and free express shipping.

Safelink Wireless

We're making it safe for you to stay connected. We're providing additional services like:

- Unlimited Talk
- Unlimited Texts
- An extra 5GB of free data

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This offer is valid until April 28th 2020

Verizon

Verizon is waiving activation fees, increasing hotspot data, waiving overage fees on phone minutes, and more. Click below:

<https://www.verizonwireless.com/support/covid-19-faqs/>

Program Closures/ Service Changes

Albany County

ACSC

Limiting new referrals due to staffing issues, tele-mental health with some exceptions for in-person, groups cancelled

Albany County Department of Mental Health

Accepting referrals, same day access suspended, tele-mental health with some exceptions for in-person, groups cancelled

Albany Medical Center Outpatient Clinic

Accepting referrals, tele-mental health but patients who do not have phones can meet in-person, groups cancelled

Equinox

MH Outpatient Clinic – Not accepting referrals, tele-mental health, F2F Injections and blood draws

Equinox PROS – Groups cancelled (attempting telephonic in future), tele-mental Health, F2F injections and blood draws

Northeast Career Planning PROS

Not accepting new referrals, current patients can come in for treatment, groups cancelled (this location is not clinical – No meds/ no psychiatry)

Northern Rivers Behavioral Health

Accepting referrals but capacity changes daily based on practitioner openings, tele-mental health with some exceptions for in-person

RSS

MH Outpatient Clinic – Accepting hospital discharges, tele-mental health but rare exceptions for in-person, Injections scheduled through Sam (518) 462-1094 x247 and Shannon (518) 462-1094 x229, on-call services remain available

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RSS PROS – Accepting referrals, groups are cancelled, tele-mental health

SPARC

SPARC Detox – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

SPARC Inpatient Rehab - Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

SPARC Outpatient – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

Rensselaer County

Conifer Park

Conifer Park Outpatient – Accepting referrals, tele-mental health but some exceptions for in-person

Rensselaer County Department of Mental Health

Rensselaer City Clinic – Closed (See RCDMH Troy Location)

Hoosick Falls Clinic – Closed (See RCDMH Troy Location)

RCDMH Troy Location – Headquarters to Rensselaer County clinic operations. Contact (518) 270-2800. Emergency pick up orders issued 9-5 as usual, skeleton crew of therapist who respond to phone calls and reach out to high-risk clients, F2F injections, medication refills as scheduled

Samaritan Hospital

MH Outpatient Clinic – Tele-mental health and in-person, contact the clinician directly if you have a question about member, high-risk clients who have health issue can receive their injections at the downtown Samaritan PROS site because it is less densely trafficked – Call a nurse to explore this option. Care Coordinators or other providers who coordinate transportation are asked to notify MAS/other transportation providers of this change, so the individual is transported to the correct location to receive their injection.

Samaritan Hospital PROS – Accepting new referrals, intakes in-person or telephonically, tele-mental health and in-person, tele-psychiatry and in-person, F2F injections, groups are open but smaller, lunch is offered onsite but social distancing guidelines are followed, all clients are screened at the door for symptoms

SPARC

SPARC Detox – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

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SPARC Inpatient Rehab – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

SPARC Outpatient – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

Unity House PROS

Tele-mental health, groups are telephonic, no in-person (this location is not clinical – No meds/ no psychiatry)

Schenectady County

CDPC Clinic/ SCSC

Accepting referrals for hospital discharges, all tele-mental health as of 4/13, tele-psychiatry, the clinic is *only* open for injections and blood draws, all patients are screened at the door for symptoms, contact Kim Hostig if you have any questions about a shared member (518) 388-3602.

Conifer Park

Conifer Park Inpatient Rehab – Accepting referrals, Call the Admissions Office: 1(800) 926-6433

Conifer Park Outpatient – Accepting referrals, tele-mental health but some exceptions for in-person, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

Ellis Hospital

Ellis Mental Health Clinic – Intakes and 5-day f/u visits are telephonic, tele-mental health unless there is a clinical need for in-person as determined by a supervisor and medication provider, plan to move toward telephonic groups, F2F injections and blood draws, all staff and patients are screened at the door for symptoms

Ellis PROS - Intakes are telephonic, tele-mental health unless there is a clinical need for in-person as determined by a supervisor and medication provider, plan to move toward telephonic groups, breakfast and lunches not currently offered because patients did not voice a need, all staff and patients are screened at the door for symptoms

The Living Room – Tele-mental health offered but will meet in person, all staff and patients are screened for symptoms at the door

New Choices

Accepting referrals, tele-mental health and in-person but some exception for in-person, medication management and Medication Assisted Treatment available telephonically (for new and established clients)

Northern Rivers Behavioral Health Center

Tele-mental health offered but will meet in person, school-based practitioners providing tele-mental health

SPARC

SPARC Outpatient – Accepting referrals, full range of services but transitioning to tele-mental health, conference calls, and Zoom, all intakes and current patients are pre-screened for symptoms of COVID-19 over the phone and in person

Telehealth

ER Anywhere

Now for both CDPHP and MVP members! Serving Albany, Rensselaer, AND Schenectady. Free/no-cost access to telemedicine services to prevent the spread of the coronavirus (COVID-19).

CDPHP members can download the app on their smartphone, or simply call 1-866-ER-ANYWHERE to be connected to a live, emergency medicine provider, or visit www.cdphp.com/ERAnywhere.

MVP Health Care members can call 1-833-myERnow, or visit www.mvphealthcare.com/myERnow to be connected to a live, emergency medicine provider.

“Our Virtual ER platforms utilize the latest technology combined with a highly trained Emergency Medicine team ready to address COVID-19 symptoms and potential cases”. If testing is determined to be appropriate and available, UCM will coordinate and prescribe testing. MVP Health Care and CDPHP are also reminding members of the following:

- COVID-19 diagnostic tests prescribed by doctors will be covered in full.
- There will be no prior authorization for COVID-19 testing.
- Now is also a good time for members who have mail order benefits to consider ordering a 90-day supply of medications.

CDPHP and MVP Health Care have plans in place to remain operational in the event of any widespread illness. Should you need anything during this time, do not hesitate to call your plan’s customer service team for questions related to your benefits or care. CDPHP and MVP Health Care members can begin using the UCM service immediately.

Transportation

Capital District Transport Authority (CDTA)

Schedule here: <http://www.cdfa.org/news/service-changes-begin-march-23/>

Starting Monday 3/23, Capital District Transportation Authority, or CDTA, is operating on a modified weekday schedule. It will resemble CDTA's Saturday service. The change will affect all regular route services. The bus company says everything is being monitored on a regular basis on this point and more changes could be made to any services if necessary. CDTA says Governor Cuomo has ordered that only essential trips be made on mass transportation services.

Now in addition to routes that normally operate on Saturday, the modified schedule will add several routes that do not normally operate on Saturday. These are routes that serve medical facilities, grocery stores or other locations to which essential trips need to be made. 200 of the 240 fleet of buses are on the roads every day. Before concerns about coronavirus, those buses would be sanitized every two weeks. Now they're being cleaned every three.

Circulation

On their website: "We are actively monitoring the situation and taking the precautionary steps as recommended by the Centers for Disease Control (CDC) and the World Health Organization (WHO). Some of the actions we have taken include the following:

- We have provided our network providers detailed information for vehicle sanitation based upon CDC guidance. These sanitation protocols are recommended as standard practice, but are also specifically approved by the CDC for the COVID-19 coronavirus.
- We will work with all riders to reschedule any non-critical trips.
- We will coordinate with the local Emergency Medical Services (EMS) for transportation of anyone confirmed with the coronavirus infection.
- We are prepared to initiate standard Disaster Recovery protocols in local markets, as necessary, to proactively engage with dialysis clinics, chemotherapy providers, methadone clinics, and other providers of life-sustaining and critical services to accommodate any modified hours of operation or reduced staffing/treatment capacity. Initial preparatory outreach to these providers has already begun.
- As in other natural disasters and inclement weather events, our local operations staff in each state will coordinate with designated state and local Emergency Management Authorities to facilitate transportation for those critical healthcare needs.

Transparency is always important to us, but especially in times like these. We will work to keep everyone we serve informed as the situation evolves."

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Medical Answering Service (MAS)

Transportation providers should not be asking for any health related, HIPAA protected information. If trips are being reassigned or declined due to COVID-19 concerns, please alert Meredith Downen, MAS Field Liaison - mdowen@medanswering.com

On their website: "In December 2019, a new respiratory disease called Coronavirus Disease 2019 (COVID-19) was detected in China. COVID-19 is caused by a virus (SARS-CoV-2) that is part of a large family of viruses called coronaviruses. To help prevent spread of COVID-19, transportation providers should ensure staff continue to perform routine cleaning and may consider high-risk areas where additional cleaning and disinfection is warranted on a regular schedule.

Routine Cleaning:

Soiled and frequently touched surfaces can be reservoirs for pathogens, resulting in a continued transmission to people.

Therefore, for pathogenic microorganisms that can transmit disease through indirect contact (transmission through contaminated surfaces), extra attention should be paid to surfaces that are touched most often by different individuals.

As part of standard infection control practices in public transportation settings, routine cleaning should be continued.

Routine cleaning of transportation settings include:

- Cleaning high contact surfaces that are touched by many different people, such as light switches, handrails and doorknobs/handles;
- Dust- and wet-mopping or auto-scrubbing floors;
- Vacuuming of entryways and high traffic areas;
- Removing trash;
- Cleaning restrooms;
- Wiping heat and air conditioner vents;
- Spot cleaning walls;
- Spot cleaning carpets;
- Dusting horizontal surfaces and light fixtures; and
- Cleaning Spills

What steps should Public Transportation Settings in NYS take for COVID-19?

Now:

- Transportation providers should direct staff to continue performing routine cleaning. High-risk locations warrant cleaning and disinfection on a regular schedule.

If an individual with laboratory confirmed COVID-19 was symptomatic in a specifically identified transportation- setting:

- Cleaning and disinfection throughout the area should be completed."