

GREATER NEW ORLEANS FOUNDATION



The Greater New Orleans Foundation's Workforce Navigators have identified the most recent emergency resources below to be shared with our clients and their families. Please visit [NOLA Ready](#) for more local resources.

Emergency Resources

Healthcare

The Center for Disease Control (CDC) director has committed to COVID-19 testing for all Americans, regardless of insurance coverage. This means you can receive free Coronavirus (COVID-19) testing if you have insurance coverage or not. Please note there are still criteria in place. You must be in the high-risk population (older adults, people with compromised immune systems, individuals who have travelled to hot spot cities recently or individuals who have been in contact with someone who tested positive).

Testing Sites in the area:

Public health officials are asking that anyone experiencing symptoms of COVID-19, contact their primary care doctor first before going to an emergency room or a test site. People who do not have a primary care provider can call the Louisiana Department of Health hotline at 1-855-523-2652. People can also call 1-211 for any COVID-19 related question.

Ochsner Health System has designated three urgent care centers as test sites for people experiencing symptoms of the respiratory illness COVID-19. (as of 3/13/2020)

New Orleans

Ochsner Urgent Care - Mid-City at Canal
4100 Canal St, New Orleans
New Orleans, LA 70119

Northshore

Ochsner Urgent Care – Mandeville
2735 US-190, Suite D
Mandeville, LA 70471

Bayou Region

Ochsner Urgent Care – Houma
5922 W. Main St., Suite A
Houma, LA 70360

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Drive through testing sites:

- Mahalia Jackson Theater parking lot at 1419 Basin St.
- University of New Orleans Lakefront Arena parking lot at 6801 Franklin Ave.
- Alario Center parking lot at 2000 Segnette Blvd. in Westwego.

Please note: The testing centers will be open from 8 a.m. and will close either at 6 p.m. or when they reach their capacity limit.

Healthcare for Children

If your family has traveled recently and you are concerned that your child is experiencing symptoms related to those of COVID-19, you can use **Children's Hospital's virtual care service** to get advice from pediatric providers, and take a safety screening over the phone. Early/limited reports suggest that children with confirmed COVID-19 have generally presented with mild symptoms, and though severe complications have been reported, they appear to be uncommon.

How it Works:**Step 1:**

Call us at 504.837.7760

Step 2:

A nurse will get you registered and send you a link to the video

Step 3:

Click the link. The provider will admit you to the video shortly.

Step 4:

You will receive a consent form while in the video

Step 5:

Speak with the provider face-to-face. The provider will diagnose the issue and give a treatment plan.

Note: These visits are billed to private insurance as well as Medicaid. Upon registering for a visit, please have your policy information available.

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Medication

Louisiana Primary Care Association (LPCA) is a resource to find health centers in your area <https://www.lpca.net/main/for-patient/find-a-health-center>. Please note, the information at this location is updated hourly during this crisis.

Pharmacies: At present, Walgreen does not have extended hours. The Walgreens listed below are the Pharmacies that are opened to Midnight:

Location	Telephone Number
900 Canal Street	504.568.1271
1891 St. Charles Avenue	504.561.8458
2418 S. Carrollton Street	504.861.5033
4600 Westbank Expressway	504.340.6337
4110 General DeGaulle	504.433.3297
678 Terry Parkway	504.366.1535
1891 Barataria Blvd/Marerro	504.340.2211
4421 Airline Drive/Metairie	504.836.2316
100 W Judge Perez Dr./Chalmette	504.276.6192

Food Assistance- (verified locations as of March 13th)**Total Community Action**

1420 S Jefferson Davis Pkwy
New Orleans, LA - 70113
(504) 872-0334

Only last Wednesday of month 9am – 11am at 2022 St Bernard (Mobile food pantry) –
No emergency

Lift Up My Name Higher

1423 Pauline St
New Orleans, LA - 70117
504-599-9499
Every Wednesday 1pm – 3pm

Salvation Army

4500 S Claiborne
**Please Note-Must bring ID, lease, proof of income, 4 paycheck stubs, utility bill
Every Thursday 9am – 12

St Peter Claver

1923 St Phillip
New Orleans, LA
(504) 822-8059

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Tues and Thurs 10am – 2pm

UMC

2000 Canal Street
New Orleans
(504) 702-3000

**Please Note-Food pantry available for veterans only

Crescent Care

1631 Elysian Fields
New Orleans
(504) 821-2601

**Please Note-Food pantry available to people with HIV only

Broadmoor Community Church

2021 S Dupre
New Orleans
504 822 7229

Mon 10am – 12 noon; Wed 1:30 – 3:30

Food for Children

Starting March 16th, New Orleans Public Schools (NOLA-PS) launched a Grab N Go plan for students with 30 school locations providing services. The sites will provide breakfast and lunch. Hours of operation are between 9am-12 noon. Attached is the most recent list as of March 16th.

Please check <https://nolapublicschools.com/covid19/nutrition> for updates.

SNAP Supplements

- Regular SNAP households that reside in a disaster area may receive supplemental SNAP benefits if they did not receive the maximum SNAP allotment for their household size in the disaster month.
- Depending on the disaster, these supplemental SNAP benefits may be issued manually on a case-by-case basis or through an automatic load of SNAP benefits on EBT cards. Automatic issuance is allowed only with FNS approval.
- Regardless of which method is used, current SNAP recipients do not need to complete a DSNAP application or be interviewed for DSNAP benefits.
- Residents who lose their regular SNAP EBT card during a disaster must contact either the EBT Call Center at 1-888-997-1117 or the DCFS call center to request a new card. They will receive a new card in the mail in 7-10 business days with instructions to activate the card and set the PIN.
- Residents who lose their DSNAP EBT card must go to a DSNAP site or local DCFS office to request a new card.

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For more information – Visit the DCFS website at <http://www.dcfslouisiana.gov/> or contact the DCFS call center at 1-888-LAHELP-U (1-888-524-3578).

DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)

- Households not normally eligible for SNAP may qualify for DSNAP as a result of their disaster-related expenses, such as loss of income, damage to property, and, in some cases, loss of food due to power outages.
- Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used like a debit card to buy food at most grocery stores.
- When Louisiana operates a DSNAP, ongoing SNAP clients can also receive disaster food assistance.
- Households with disaster losses whose SNAP benefits are less than the monthly maximum allotment can request a supplement. The supplement brings their benefits up to the maximum for the household size. This provides equity between DSNAP households and SNAP households receiving disaster assistance.

For more information – Visit the DCFS website at <http://www.dcfslouisiana.gov/> or contact the DCFS call center at 1-888-LAHELP-U (1-888-524-3578).

Shelter Information

- **The Ozanam Inn** - 843 Camp Street New Orleans, LA 70130
The shelter remains open. Management is taking every necessary precaution to ensure that everyone at the Inn remains safe. Those entering the Inn for overnight stays must be pre-registered and will have their temperatures tested and will not be allowed to enter with a temp of 100 degrees or above. At this time, clothing distribution has been suspended. There will be three (3) meal servings per day beginning at 6am, 2pm, and 6pm
- **Salvation Army**- 4526 S Claiborne Ave, New Orleans, LA 70125
Is not charging at this time, but they are not accepting any new clients, and are only serving meals for their client base.
- **New Orleans Mission**- 1130 Oretha Castle Haley Blvd, New Orleans, LA 70113
Currently is only serving their residential clients at this time.

Shopping for Seniors

- Rouses – No specified senior hour on web site; open 7a – 8p daily Shop online: <https://www.rouses.com/shop/>

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- Robert – **6a-7a senior hour**. 7a- 9p store hours Shop online: <https://www.robertfreshmarket.com/shop>
- Winn Dixie - **8a-9a M-F senior hour**, stores 8a-8p daily shop online: <https://www.winndixie.com/shoponline>
- Dorignac’s – **6:30 am - 7:30 am Mondays and Thursdays for seniors**; 7a-9p store hours
- Breaux Mart - **Tuesdays, 8a-9a senior hour**; 8a-7p every day store hours
- Trader Joe’s- **senior hour 9a-10a store hours** 9a-7p every day – limit to number of customers in store at one time
- Zuppardo's Family Market in Metairie -**opens an hour early, at 8 a.m., every Wednesday for seniors.**
- Main's Market in Folsom- **opens at 6:30 a.m. every morning for Seniors.**
- Langenstein’s – **7a - 8a senior hour, every Wednesday and Sunday morning.**
- Wal-Mart- is **Senior hours from 6 am to 7 am every Tuesday, Mar. 24 through Apr. 28**. Pharmacies and Vision Center will be available during this time, as well. Store hours 7a-8:30 pm Shop online: <https://grocery.walmart.com/locations/delivery/>

Utilities Services

Entergy of New Orleans will halt some customer disconnections for the next 30 days if nonpayment is the result of the coronavirus. Customers can call 800-368-3749 or visit customer care centers to make payment arrangements. For up to date information visit <https://www.entergy-neworleans.com/>

Sewerage and Water Board of New Orleans has announced it will suspend disconnection of utilities during this time of crisis as long as an emergency declaration by Mayor LaToya Cantrell remains in place. Additionally, the Sewerage and Water Board is reconnecting customers who currently have their water turned off, giving priority to seniors and chronic health conditions. For up to date information visit <https://www.swbno.org/>

Internet Services

Cox Communications

Effective Monday, March 16, Cox Communications is providing:

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- Limited-time, first two months free of Connect2Compete service, \$9.95/month thereafter
- Until May 15, 2020, phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access [Download toolkit](#)

For more information visit www.cox.com/c2c.

To Qualify:

You must not be an existing Cox internet customer, your household must have at least one K-12 student and participate in the National School Lunch Program, SNAP, and/or TANF; who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing

Cell Phone Carriers

T Mobile

Billing

T-Mobile is temporarily waiving [Late fees](#) and [Suspend and restore](#) fees for those impacted by COVID-19.

Payments

- Save \$8 and [Pay your bill](#) online or through the [T-Mobile app](#).
- If you're unable to make a payment and your account becomes past due you can set up a [Payment arrangement](#) online or through the [T-Mobile app](#).

High speed Internet

- All T-Mobile customers as of March 13, 2020 who have plans with data will automatically have unlimited smartphone data through May 13 (excluding roaming). No action required.
- Providing our LifeLine customers with extra free LTE data up to 5GB per month for each of the next two months.
- Increased data allowance for free to schools and students using [EmpowerED](#) digital learning program to provide access to at least 20 GB of data per month through May 13, 2020.

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Verizon

If you are experiencing hardship because of COVID-19 and cannot pay your bill in full, we will not charge you a late fee or terminate your service during this difficult period. This policy is currently in effect through May 13, 2020.

To qualify, you must complete a hardship form found by logging into your account.

Once you have submitted your hardship form, your account will be protected from late fees and service termination through May 13, 2020. Your account will be updated accordingly.

15 GB of data is being added to nearly all plans, to be used between 03/25/2020 and 04/30/2020. To be eligible, you must be on a qualifying postpaid (unlimited or shared), Jetpack or prepaid plan:

- For Unlimited Data Plans
 - 15 GB of 4G LTE data will be added to your plan's existing Mobile Hotspot allotment
 - Eligible plans include: The Verizon Plan Unlimited, Go/Beyond/Above Unlimited Plans, Start/Play More/Do More/Get More Unlimited Plans
- For Shared Data Plans
 - 15 GB of 4G LTE shared data will be added (can be used for Mobile Hotspot, or any other connected device using the shared data plan)
 - Eligible plans include: More Everything Plans, Verizon Plans 1.0 and 2.0 (e.g., S, M, L, XL, XXL), Just Kids
- For Jetpack - Unlimited or Metered Plans
 - 15 GB of 4G LTE data will be added

AT&T

AT&T has pledged that, for the next 60 days (as of March 13, 2020), they will not terminate service and will waive late payment fees of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic.

Additionally, they are waiving domestic wireless plan overage charges for data, voice, or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.

If you're concerned about your service, learn about scheduling payment arrangements [here](#).

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Auto Insurance Carriers

Geico

Effective immediately, no cancellation of coverage due to non-payment and policy expiration through April 30, 2020.

Also available, flexible payment plans and/or special payment plans once normal billing resumes.

All State

- Special Payment Plan may be available. Call your agent for more details.

Progressive

- If you're experiencing financial difficulties due to coronavirus and need assistance, visit <https://www.progressive.com/> for more details.

Car Loans

Several major lenders have announced programs to both help current borrowers and give new borrowers peace of mind. The credit arms of Ford, Nissan, General Motors, and Toyota will offer first payment deferrals of between 90 and 120 days to buyers of new vehicles.

- GM will also offer certain new car buyers zero percent financing for up to seven years for top credit tier borrowers. The company is providing complementary OnStar crisis assist services to current owners for a limited time.
- Hyundai and Genesis are re-launching Hyundai's job-loss protection program for buyers or lessees of new vehicles. If the customers lose their job, the companies will make as many as six monthly loan or lease payments.
- Ford's credit arm has launched a website, FordCreditSupport.com, and a hotline where customers who need help can discuss options with the lender.
- Honda and Acura have announced late fee waivers, payment extensions, and deferrals. They request you contact **Honda Financial Services** to discuss your situation.
- Ally Bank, a major auto lender, will offer customers payment deferrals for up to 120 days. Interest will still accrue on the balance, but the lender won't charge late fees.

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- Fifth Third bank, a lender with operations in 10 states, is offering up to a 90-day payment deferral on car loans. They have also announced they're suspending any new repossession actions for the next 60 days.

Other Resources/Information:

- Specific questions related to COVID-19, email neighborhoods@nola.gov or text (504) 470.0740.
- Visitors restrictions are now imposed on patients in hospitals, nursing homes and incarcerated individuals.

Family Preparedness- Things to Consider

- Practice social distancing
- Have plenty of liquids on hand, in addition to water (i.e. Gatorade, Pedialyte)
- Regularly wipe off common use areas (i.e. table, doorknobs, light switches, faucets, etc.) with a disinfectant or soapy water.
 - A solution of bleach and water may also be used to disinfect areas.
- Wipe off cell phones and other touchscreens as often as you wash your hands.

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