



COVID-19 Resource Guide

University of Toledo Physicians

UPDATED 4/7/2020 | SEND UPDATES TO VALUEBASEDCARE@UTOLEDO.EDU



COVID-19 RESOURCE GUIDE – UPDATED 4/7/2020

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COVID-19 Information & Services

1. Ohio COVID-19 Information

- Online at www.coronavirus.ohio.gov
- Ohio Department of Health Information Hotline
 - 1-833-4-ASK-ODH (1-833-427-5634)
- 24/7 Lucas County Community COVID-19 Call Lines
 - 419-251-4000
 - 419-291-5355
- 24/7 United Way 2-1-1 Call Line
 - Connect to 2-1-1 for all **non-medical related questions**
 - Can also text your zip code to 898-211
 - Chat online at www.211nwo.org

2. National COVID-19 Information

- Center for Disease Control and Prevention
 - Online at <http://www.cdc.gov/coronavirus/2019-ncov/index.html>
- National Corona Virus Information
 - Online at www.coronavirus.gov

3. What to do if you are exposed or sick?

- If you become sick or you are exposed to a **confirmed** case of COVID-19
 - From the World Health Organization:
 - **Safe home care** for patients with mild symptoms and management of contacts
 - Stay away from others in the home. Limit the number of caregivers.
 - Wash hands immediately after any contact.
 - Use a mask as much as possible. Clean and disinfect surfaces often.
 - Monitor your symptoms. Common symptoms of COVID-19 are fever and cough.
 - **Call ahead** before visiting your doctor or clinic.
 - **Seek medical attention if you have trouble breathing or**
 - **Persistent pain or pressure in the chest**
 - **New confusion or inability to arouse**
 - **Bluish lips or face**
- Testing priority is being given to patients who are severely ill and first responders and health care workers who have had a direct exposure.
 - UTMC pathology lab is able to test and UTMC is working closely with the Health Department and other area hospitals to provide this service.
 - For information on testing in Toledo area, contact Lucas County Health Department.
 - COVID-19 hotline:
 - 419-251-4000 (English only)
 - 419-291-5355 (multilingual)

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Ohio Food Insecurity Resources

1. Ohio SNAP Benefits

- **SNAP Benefits**
 - To apply for SNAP Benefits, visit www.benefits.ohio.gov
 - Not recommended to apply via phone. If needed, contact your local Job and Family Services Office.
 - Directory: http://jfs.ohio.gov/County/County_Directory.pdf
- **SNAP Benefit Changes**
 - SNAP households will automatically receive the maximum allotment for a household of that size for March and April.
 - SNAP households will be automatically recertified for six months. No action is necessary for families already receiving SNAP benefits set to expire in March, April, or May. They will be extended automatically until September, October, and November of 2020.
- **SNAP Reporting Requirements**
 - SNAP recipients with a work requirement are not required to report work hours through at least May 31, 2020.

2. Toledo-Area Grab-and-Go Meal Locations: (For youth 18 & Younger)

Please call 2-1-1 at least 48hours before arriving!!

11am – 1pm; grab-and-go BREAKFAST AND LUNCH will be provided in the following locations:

- **Toledo Schools Providing Free Meals to Children:**
 - Bowsher High School
 - Jones Leadership Academy
 - Rogers High School
 - Scott High School
 - Start High School
 - TTA/Devilbiss High School
 - Waite High School
 - Woodward High School
- **YMCA Grab-n-go Meals for Children**
 - Eastern Community YMCA - 2960 Pickle Rd., Oregon
 - Wayan D. Palmer Community YMCA – 2053 N. 14th St. Toledo
 - Wolf Creek YMCA – 2100 S. Holland-Sylvania Rd. Maumee



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- **Community Centers Providing Free Meals to Children:**
 - Agape, 225 S Irwin Rd, Holland, 43528 - Main Entrance
 - Grace Community Center, 406 W Delaware Ave, Toledo, 43610 - Main Entrance
 - Mareda Outreach Center, 233 Page St, Toledo, 43620 - Main Entrance
 - Padua Center, 1416 Nebraska Ave, Toledo, 43607 - Main Entrance
 - Church of Grace, 2730 Fulton St, Toledo, 43610 - Main Entrance
 - Eleanor Kahle Senior Center, 1315 Hillcrest Ave. Toledo, OH 43612 (Please call 419-476-2745 1 day in advance to arrange meal pick up)

- **Library Branches providing free meals to children:**
 - Birmingham Library, 203 Paine Ave, Toledo, 43605 – Parking Lot
 - Holland Library, 1032 McCord Rd., Holland, 43528 – Parking Lot
 - Kent Library, 3101 Collingwood, Toledo, 43610 – Parking Lot
 - Lagrange Library, 3422 Lagrange St, Toledo, 43608 – Parking Lot
 - Locke Library, 703 Miami St, Toledo, 43605 – Parking Lot
 - Mott Library, 1010 Dorr St., Toledo, 43607 – Parking Lot
 - Oregon Library, 3340 Dustin Rd, Oregon, 43616 – Parking Lot

- **Schools providing LUNCH ONLY**
 - Summit Academy – 301 Collingwood (5 days, 10:30am – 12:30pm)
 - Wildwood Environmental – Airport & Holland (M/W/F, 11:00am – 12:00pm)
 - Achieve Academy – 3891 Martha Ave (M/W/F, 12:00pm – 1:00pm)
 - Discovery Academy – 2740 w. Central Ave (M/W/F, 1:00pm – 3:00pm)
 - Rosary Cathedral – 2535 Collingwood (M/W/F, 11:00am – 1:00pm)
 - Queen of Apostles – 235 Courtland Dr. (M/W/F, 11:00am – 1:00pm)

3. Sylvania Grab-and-Go Meal Locations: (For youth 18 & Younger)

Please call 2-1-1 at least 48hours before arriving!!

11am – 2pm; grab-and-go BREAKFAST AND LUNCH will be provided in the following locations:
Families are asked to complete the online food survey to help the district plan for food preparation.

Or call 419-824-8784 for questions.

- **Sylvania Schools Providing Free Meals to Children:**
 - Central Trail Elementary
 - Hill View Elementary
 - Northview High School (10am – 1pm)



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- **Library Branches providing free meals to children:**
 - South Library, 1736 Broadway St, 43609 – Parking Lot
 - Washington Library, 5560 Harvest Ln, 43623 – Parking Lot
 - West Toledo Library, 1320 Sylvania Ave 43612 – Parking Lot

4. [Swanton Grab-and-Go Meal Locations: \(For youth 18 & Younger\)](#)

- Grab-and-go BREAKFAST AND LUNCH will be provided in the following locations:
 - **Swanton Local School District Free Meals to Children:**
 - Swanton Public Library Parking Lot at: 305 Chestnut St, Swanton, OH 43558
 - 8:30am – 9:30am
 - 11:30am – 12:30pm
 - The front entrance of Arrowhead Lake at: 2170 S Berkey-Southern Rd, Swanton, OH
 - 8:30am – 9:30am
 - 11:30am – 12:30pm
 - The Mail Pouch Saloon at: 14260 Airport Hwy, Swanton, OH 43558
 - 11:30am – 12:30pm
 - Breakfast will be provided for the following day

5. [Findlay Grab-and-Go Meal Locations: \(For youth 18 & Younger\)](#)

- Grab-and-go meals will be provided in the following locations:
 - **Findlay City Schools Free Meals to Children: 11:30am – 12:30am (BREAKFAST AND LUNCH)**
 - Glenwood Middle School
 - Lincoln Elementary
 - **YMCA Grab-n-go Meals for Children: 4:00pm – 6:00pm**
 - Whittier Elementary
 - Wilson Vance Elementary
 - Jefferson Elementary
 - Chamberlin Hill
 - Lincoln Elementary
 - Jacobs Elementary
 - Bigelow Hill
 - Northview Elementary



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Ohio Internet Service Resources

1. [Spectrum Internet 60 days of Free Services](#)

- Beginning March 16, 2020, Spectrum is offering broadband 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 at any service level up to 100Mbps.
- To enroll, call 1-844-488-8395. Installation fees will be waived for new student households.

2. [Comcast Internet Free Services & Data Plan Pause](#)

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots located in businesses and outdoor locations across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers.
 - For a map of Xfinity WiFi hotspots, [visit www.xfinity.com/wifi](http://www.xfinity.com/wifi).
 - Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.
- **Pausing Data Plans:** To assist people working and educating from home, Comcast is pausing our data plans for 60 days giving all customers unlimited data for no additional charge.
- **No Disconnects or Late Fees:** Comcast will not disconnect a customer’s internet service or assess late fees **if they contact Comcast** and let them know that they can’t pay their bills during this period. Customer Service teams will be available to offer flexible payment options and can help find other solutions.

3. [Century Link Keep Americans Connected Pledge](#)

- Beginning March 13, 2020, Century Link will waive late fees and will not terminate a residential or small business contract for the next 60 days due to financial circumstances associated with COVID-19.
- Century Link has temporarily suspended all data usage limits for residential and small businesses.

4. [Buckeye Broadband](#)

- Beginning March 17, 2020, Buckeye will not suspend the disconnection of internet and/or residential phone services for the next 30 days due to financial circumstances associated with COVID-19.
 - If you are unable to pay your bill, please call:
 - NW Ohio/SE Michigan: 419-742-4618
 - Erie County: 419-742-4872
- Buckeye is also working with schools to identify children in need of internet services and will provide services at **no charge**. Students in need should contact their school administrator to assist Buckeye in coordinating services.



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Ohio Utility Resources

1. [First Energy \(Toledo Edison\) Assistance for Customers](#)

- First Energy is assisting customers who are having trouble making utility payments.
- If service was disconnected, you have received a shutoff notice, or you will be unable to make an upcoming payment.
- Call 1-888-544-4877 to restore service or make a payment arrangement.

2. [Columbia Gas suspending shutoffs for past-due accounts](#)

- If service was disconnected or if you have received a notice, call 1-888-544-4877 to request service restoration

3. [Toledo Water Services](#)

- If service was disconnected, call Engage Toledo at 419-936-2020 to restore service



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Ohio Unemployment Benefits

1. How do I apply for Ohio unemployment insurance benefits?

- Online: File online at unemployment.ohio.gov 24 hours/day, 7 days a week.
 - Link to Mass Layoff Instruction Sheet: <http://www.odifs.state.oh.us/forms/num/JFS00671/pdf/>
 - Please note they are experiencing slow processing times due to high activity
- Telephone: Call 1-877-644-6562 during extended hours
 - Monday – Friday, 7AM – 7PM
 - Saturday, 9AM – 5PM
 - Sunday, 9AM – 1PM

2. What specific information do I need to include?

- Mass Layoff Number: 2000180
- Under “For employees of” list code: 9800098019: COVID- 19 SEPARATION
 - Already included in Mass Layoff Instruction Sheet:
<http://www.odifs.state.oh.us/forms/num/JFS00671/pdf/>

3. What if I have more questions about unemployment?

- Review the list of Frequently Asked Questions at <http://jfs.ohio.gov/ouio/CoronavirusAndUI.stm>
- Watch one of the Unemployment How-to Videos: <http://jfs.ohio.gov/ouio/HowToVideos.stm>

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Mental Health & Recovery Resources

1. [UTMC Behavioral Health Services](#)

- Now offering telehealth services
 - Call 419-383-5695 to schedule

2. [24/7 Recovery Helpline & Text Line](#)

- Information and linkage to mental health and addiction services
 - Call 419-255-3125
 - Text 4hope to 741-741

3. [Unison Health Group](#)

- Both recovery houses are open and accepting applications
 - 419-936-7822
 - AoD/MAT admissions 419-214-4673

4. [SAMHSA Virtual Recovery Resources](#)

- **Alcoholics Anonymous:** Online support <http://aa-intergroup.org/>
- **Cocaine Anonymous:** Online support and services <https://www.ca-online.org/>
- **LifeRing Secular Recovery:** Online support <https://www.lifering.org/online-meetings>
- **In The Rooms:** - Online live recovery meetings: <https://www.intherooms.com/home/>
- **Marijuana Anonymous:** Offers virtual support <https://ma-online.org/>
- **Narcotics Anonymous:** Online and skype meeting options <https://www.na.org/meetingsearch/>
- **Reddit Recovery:** Virtual hang out and support <https://www.reddit.com/r/REDDITORSINRECOVERY/>
- **Refuge Recovery:** Online and virtual support <http://bit.ly/refugerecovery1>
- **Self-Management and Recovery Training (SMART) Recovery:** Global community of mutual-support groups, forums including a chat room and message board <https://www.smartrecovery.org/community/>
- **SoberCity:** Online support and recovery community <https://www.soberocity.com/>
- **Sobergrid:** Online platform to help anyone get sober and stay sober <https://www.sobergrid.com/>
- **Soberistas:** Women-only international online recovery community <https://soberistas.com/>
- **Sober Recovery:** Online forum for those in recovery and their friends and family <https://www.soberrecovery.com/forums/>
- **We Connect Recovery:** Provides daily online recovery groups for those with substance use and mental illness <https://www.weconnectrecovery.com/freeonline-support-meetings>
- **Unity Recovery + WEconnect + Alano Club:** Providing daily virtual meeting for those in recovery and for their family members <https://unityrecovery.org/digital-recoverymeetings>

5. [NARCAN from the Ohio Department of Health](#)

- To order NARCAN in the mail, you must watch a training video and request a kit here:
 - <https://www.harmreductionohio.org/>

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6. [Zepf Safety Net, Youth Runaway & Homeless Shelter](#)

- Remains open to homeless or runaway youth ages 12-17 needing a place to stay during the COVID-19 crisis
 - Call 419-206-0926 with questions

7. [Zepf Center Adult Recovery Services](#)

- Inpatient services will remain open, but will not be accepting new admissions until further notice
 - No visitors will be permitted
 - Call 419-841-7701 to schedule a future assessment for services
- The following services will be transitioning to telehealth:
 - Mental health outpatient provider appointments
 - Behavioral therapy
 - Case management
- Medication Assisted Treatment will operate as usual with additional safety protocols in place.

8. [BrightView Addiction Services](#)

- Group therapy sessions have been suspended but individual counseling sessions are continuing.
 - They will reach out to you to schedule a telehealth visit at your normal session time.
 - For questions, call 833-510-HELP (4357)

9. [NAMI of Greater Toledo Virtual Family Support Group](#)

- A support group for family and/or friends of someone living with a mental health diagnosis.
 - Every Monday, 7:00pm – 8:00pm.
 - Join by computer: (Via Zoom Meeting – can also join via Zoom app via smart phone)
 - <https://us04web.zoom.us/j/144201753?pwd=QTdaRW5nWFpsMEJSeWdVR0IMVmtQT09>
 - Meeting ID: 144 201 753, Password: 014418
 - Join via phone
 - Call 414-969-4138
 - You will be prompted to enter your user ID, ONLY push #, then dial 144 201 753

10. [NAMI of Greater Toledo Virtual Peer Support Group](#)

- A support group for adults (18+) living with a mental health diagnosis
 - Every Tuesday, 7:00pm – 8:30pm.
 - Join by computer: (Via Zoom Meeting – can also join via Zoom app via smart phone)
 - <https://us04web.zoom.us/j/756332450?pwd=aVl3SFFMZXF5Nk5ldHdEam4raXZMQT09>
 - Meeting ID: 756 332 450, Password: 024463
 - Join via phone
 - Call 414-969-4138
 - You will be prompted to enter your user ID, ONLY push #, then dial 756 332 450

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Children's Learnings Activities

1. [Ohio Governor's Imagination Library](#)

- Free book each month for children up to age 5
- <https://ohioimaginationlibrary.org/>

2. [Scholastic Learning at Home](#)

- Day-by-day projects to keep kids reading, thinking and growing
- <https://classroommagazines.scholastic.com/support/learnathome.html>

3. [Kahn Academy](#)

- Free lessons in math, science, and humanities from kindergarten through early college.
- Includes exercises, quizzes, instructional videos, with immediate feedback and encouragement.
- <https://www.khanacademy.org/about/blog/post/611770255064350720/remote-learning-with-khan-academy-during-school>

4. [HippoCampus.org](#)

- Free educational resources for middle school to college.
- <https://hippocampus.org/HippoCampus/>

5. [TED-Ed](#)

- Bringing TED talks to school-age level to spark children's curiosity.
- Free resources for students and daily activities for hands-on learning
- <https://ed.ted.com/parent>

6. [Parent's Guide to Google Classroom](#)

- Instructions for using Google Classroom for online learning and assignments.
<http://huerfano.k12.co.us/wp-content/uploads/2020/03/2020-Parents-Guide-to-Google-Classroom.pdf>

7. [More Sites for Families to Use While School Is Closed \(with links\)](#)

- Additional educational resources organized by subject
- <https://docs.google.com/presentation/d/1Sgk9Pq5eCRJFvniM9PNdei21z5-AQ6IO-bJqFE7n25o/mobilepresent?slide=id.p>



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Family-Friendly Entertainment Activities

1. [Adventures in Family Hood](#)

- Virtual field trips to take with your family
- <https://adventuresinfamilyhood.com/>

2. [Tour Yellowstone National Park](#)

- Take a virtual trip to one of our nation's most beautiful parks
- <https://www.nps.gov/yell/learn/photosmultimedia/virtualtours.htm>

3. [Do a Science Experiment with Bill Nye the Science Guy](#)

- Watch and learn or try it at home and follow along with Bill
- <https://www.billnye.com/home-demos>