

COVID-19 BALTIMORE COMMUNITY RESOURCES

WHO CAN I CONTACT FOR MORE INFORMATION AND UPDATES ABOUT COVID-19?



The Baltimore County Department of Health has issued a hotline for residents to call with questions or concerns about COVID-19.

410-887-3816

Hours: 8:30AM to 5:00PM
Days: 7 days a week



Seniors are encouraged to call the Maryland Access Point hotline for assistance. Calls are answered by a team of Certified Information and Assistance Specialists.

410-887-2594

Hours: 8:30AM to 4:30PM
Days: Monday through Friday



Clients who need assistance finding food, paying housing bills, accessing free childcare, or other essential services can contact 211 Maryland and United Way of Central Maryland¹.

410-685-0525 (Baltimore)

800-492-0618 (statewide)

Text: Zipcode to 898-211
Hours: 24 hours a day
Days: 7 days a week

HEALTH INSURANCE COVERAGE & BENEFITS OPTIONS

If you have health insurance, visit your provider's website or contact their customer support line directly for more information about your covered benefits related to COVID-19. You may be eligible for testing and medical resources. Many health insurers are also offering telemedicine options now at low or no cost².

If you do not have health insurance, you may be eligible for benefits through the state. The Maryland Health Connection has started a new Special Enrollment Period open to uninsured residents who need coverage during the State of Emergency for COVID-19. The enrollment period is through Wed, April 15, 2020. Coverage will begin April 1, 2020, regardless of when a health plan is selected during that time period. [Visit this website](#) to learn more about your eligibility and coverage options³.

The Baltimore City Health Department has also provided a **list of primary care clinics that can be accessed by anyone without health insurance**. Should you need medical assessment or care, review the list [here](#). Please call the clinics before visiting to discuss your symptoms⁴.

For those who are unable to leave their homes and/or prefer to have their medications delivered, the following pharmacies will deliver:

- South Baltimore Pharmacy: 410-355-8500
- Northern Pharmacy: 410-254-2055
- Austin Pharmacy: 410-773-0300
- CVS: [CVS Pharmacy Locator](#)
- Walgreens: [Walgreens Pharmacy Locator](#)
- Walmart: [Walmart Store Locator](#)
- Giant: [Giant Store Locator](#)
- Safeway: [Safeway Store Locator](#)
- Wegmans: [Wegmans Store Locator](#)

1. "COVID-19 (Coronavirus) Pandemic." [www.211.org](http://www.211.org/services/covid19#Resources), <http://www.211.org/services/covid19#Resources>. Accessed on 19 March 2020.

2. "COVID-19 (Coronavirus) Pandemic." www.211.org, www.211.org/services/covid19.

3. Government, Baltimore County. "COVID-19 Resource Guide - Baltimore County." www.baltimorecountymd.gov/News/covidresourceguide.html. Accessed 18 Mar. 2020.

4. "Health Updates | Baltimore City Public Schools." www.baltimorecityschools.org/health-updates. Accessed 18 Mar. 2020.

MEDICARE COVERAGE

If someone you love uses Medicare, be aware of these COVID-19 covered services⁵:

- Lab tests for COVID-19 at no out-of-pocket costs
- Medically necessary hospitalizations
- Telehealth services

In the event a vaccine for COVID-19 becomes available, it will be covered by all Medicare Prescription Drug Plans (Part D).

If you have a Medicare Advantage plan, you have access to the same benefits. Contact your Medicare provider customer support line if you have specific questions regarding your plan and covered benefits.

HOME INTERNET ACCESS AND OTHER UTILITIES



If you do not have internet access at home or cannot afford to maintain it, but need the internet for school or work, some internet providers are providing low or no-cost options at this time. These companies include⁷:



Comcast Internet Essentials: a low-cost internet package for qualifying individuals and households, now available free for the first two months.



Comcast is also offering free Xfinity WiFi hotspots to anyone who needs them, including non-subscribers. Directions and a map of the hotspots are available at wifi.xfinity.com.⁸



Access from AT&T: a low-cost home internet package for qualifying individuals and households.

Many internet providers have also announced they will:

WAIVE LATE PAYMENT FEES

NOT DISCONNECT FOR LATE PAYMENTS

If you have questions or concerns about your internet connection, contact your provider or visit their website for more information.



Baltimore County has announced joint efforts to ensure that residents maintain water services while Maryland is under a State of Emergency. Water services will not be turned off for failure to pay during this time. Residents facing any issues should contact Baltimore City for:

Water billing or rates: **410-396-5398**

No water or water quality: **410-396-5352**

Meter issues: **410-396-3100**



Baltimore Gas and Electric (BGE) is also suspending all service disconnections and waiving new late payment charges through May 1, 2020 and will be working with customers on a case-by-case basis to establish payment arrangements and identify energy assistance options. Customers who may be challenged in paying their bill should contact⁹:

BGE Customer Care: **800-685-0123**

5. "Medicare & Coronavirus." Medicare.Gov, www.medicare.gov/medicare-coronavirus. Accessed 18 March 2020.

6. "COVID-19 (Coronavirus) Pandemic." www.211.Org, www.211.org/services/covid19.

7. Ibid

8. "Health Updates | Baltimore City Public Schools." www.Baltimorecityschools.Org, www.baltimorecityschools.org/health-updates. Accessed 23 Mar. 2020.

9. "BGE Taking Steps to Support Customers During Coronavirus Pandemic." www.bge.com, <https://www.bge.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>. Accessed 19 March 2020.

HOUSING ASSISTANCE AND TRANSPORTATION



YOU CANNOT BE EVICTED RIGHT NOW

Baltimore City has enacted a policy to allow people to remain in their homes while schools and many other government buildings are closed due to COVID-19¹⁰.

- If your landlord threatens to evict you, file a consumer complaint [here](#).
- If your landlord is physically evicting you, immediately contact the police.



STREET SWEEPING TICKETS & 48-HR PARKING VIOLATIONS SUSPENDED

Baltimore City Department of Transportation Safety Division has suspended tickets for street sweeping and 48-hour parking violations until further notice¹¹.



MD REGISTERED VEHICLES CANNOT BE TOWED FOR EXPIRED REGISTRATIONS

This means that if a vehicle displays a registration that has expired, it may NOT be towed solely due to the expired registration.

If a vehicle is towed, or is being threatened with a tow, solely due to an expired registration, people can contact their county's towing board, or file a complaint with the Consumer Protection Division.

Online complaints can be filed through the [Maryland Attorney General website](#) by clicking on the red "File a Consumer Complaint" button on the top left of the page¹².

KIDS CORNER / EDUCATIONAL RESOURCES

Below is a list of programs and courses available online for parents looking for extra information, activities, programs, and social-emotional learning resources to support children and teens who are home from school. Some programs on the list are paid programs for those parents looking to invest in more long-term support¹³.

PROGRAM AND COURSE LIST



GoNoodle: Movement and mindfulness videos created by child development experts



Scholastic Learn at Home Program: An activity portal of free daily courses for kids



Free Art Lessons: Youtube-based art classes starting on March 16



Mystery Science: Free science lessons for students in kindergarten to 5th grade



Online Museum Tours: Free virtual trips to famous artworks and artifacts from around the globe



Hippocampus.org: 7,000 free videos across 13 subject areas



Virtual Field Trips: List of free videos and cams of animal habits, famous locations, and unique areas



Mindfulness Resources for Teens: Techniques for developing the skills to be present and aware every day



30 Emotional Healthy Activities: A month-long calendar of daily activities that's free to download and use



15 Mindfulness and Relaxation Apps for Kids with Anxiety: Technological solutions that support addressing and overcoming stress and anxiety



TED Talks: Educational discussions organized by topic of interest



Emotional ABCs: Social-emotional learning resources and programs



Audible by Amazon: Audible is allowing kids everywhere to instantly stream their collection of stories.



Kennedy Center: Learners worldwide can draw, doodle and explore new ways of writing with Mo Willems everyday at 1pm.

10. "Richman, Talia. "Baltimore Mayor Young: Evictions Halted While Schools Are Closed Because of Coronavirus." Baltimoresun.Com, www.baltimoresun.com/coronavirus/bs-md-pol-evictions-halted-20200312-pksqjs64sjarixohdiznxs54-story.html. Accessed 18 Mar. 2020.

11. "Tickets for street sweeping, 48-hour parking violations suspended in Baltimore until further notice." Baltimore Sun, <http://www.baltimoresun.com/coronavirus/bs-md-coronavirus-ticketing-city-20200316-3vsjoif7orflnazbu6pyv6z5ga-story.html>. Accessed 19 March 2020.

12. "Consumer Alert: Per Governor's Order, Maryland Registered Vehicles Cannot Be Towed for Expired Registrations." www.marylandattorneygeneral.gov, <http://www.marylandattorneygeneral.gov/press/2020/031820.pdf>. Accessed 20 March 2020.

13. "COVID-19: Supporting At-Home Children Resources for Parents." Health Advocate, https://www.healthadvocate.com/emails/eap_news_alerts/2002003-CoronavirusFlyer-SupportingAt-HomeChildren-10FLY.pdf. Accessed 20 March 2020.

MENTAL HEALTH AND CRISIS

The outbreak of COVID-19 and community news coverage / response may be stressful for you. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. These resources are available at no-cost for use 24/7¹⁴:

National Suicide Prevention Lifeline

1-800-273-8255

Crisis Text Line

text
"HOME"
to 741-741

Disaster Distress Hotline

1-800-985-5990

text
"TalkWithUs"
to 66-746

The Trevor Project LGBTQ Youth Hotline

1-866-488-7386

text
"START"
to 678-678

The National Domestic Violence Hotline

1-800-799-7233

text
"LOVEIS"
to 22-522

Baltimore City Crisis Information & Referral Line

410-433-5175

Maryland Department of Aging

Senior Call Check Program

This program is a free, opt-in, telephonic service to check on Maryland's older residents. Any Maryland resident who is 65 years of age or older who has a landline phone or cell phone (TTY is available) is eligible for this service. Interested Maryland residents who qualify for the program can register by going to the Maryland Department of Aging website or call the toll-free number¹⁵.

CLICK FOR WEBSITE

1-866-502-0560

FOOD ASSISTANCE

FOR STUDENTS

Baltimore County Public Schools

Offering free meals for students at locations across the county.

Monday through Friday
11 AM to 1 PM
Until April 24, 2020

Visit the BCPS website for pick up locations.

BCPS Website

Maryland State Department of Education

Offering three meals per weekday for students available at all summer meal sites.

Visit the the state's website to find the nearest meal site along with contact information and operating hours.

MSDE Website

Baltimore City Public Schools

Providing grab-n-go meals to all Baltimore children and youth (18 and under) at 18 meal sites.

Monday through Friday
10 AM to 2 PM
Until April 24, 2020

Visit the BCPS website for pick up locations.

BCPS Website

FOR FAMILIES

Baltimore County Department of Recreation and Parks

Offering take-away Grab-and-Go meals

Monday through Friday
4 PM to 6 PM

For pickup location details, please visit:

Baltimore County Website

Baltimore City

Baltimore City has created an online interactive map for residents to search for the closest food distribution centers by street address or zip code.

To access the map, please visit:

Baltimore COVID-19 Free Food Sites

SNAP

To apply for SNAP resources, contact the Maryland Department of Social Services at:

1-800-332-6347

8:30 AM – 5:00 PM

Apply Online Here

Maryland Food Bank

For general food assistance needs, the Maryland Food Bank maintains a database of sites offering free food.

Visit the MD Food Bank website to find partners in your community:

MD Food Bank Website

14. "COVID-19 (Coronavirus) Pandemic." www.211.org, www.211.org/services/covid19.

15. "Senior Call Check Program." Maryland Department of Aging, <https://aging.maryland.gov/Pages/senior-call-check.aspx>. Accessed 20 March 2020.

FOOD ASSISTANCE

FOR SENIORS

Baltimore City Recreation and Parks

Seniors residing in Baltimore can still access food services through all BCRP Senior Programs.

For a list of locations and more information, contact the BCRP Senior Division at:

410-396-2920

Meals can be delivered as an option by calling Maryland Access Point at:

410-396-2773

Baltimore City Eating Together

Current Eating Together participants should reserve a meal through their Eating Together Site.

Visit the Eating Together website or call for site locations:

Eating Together Website

443-573-0161

Older adults who are not Eating Together participants but who have food needs should call Maryland Access Point at:

410-396-2773

COMPANIES RESPOND TO COVID-19

Giant Food

Giant Food stores will offer dedicated shopping hours to the elderly and immune-compromised between 6-7am every day of the week¹⁶.

Safeway

Safeway will have special hours for seniors to shop on Tuesdays and Thursdays from 7-9am¹⁷.

Whole Foods Market

All Whole Foods Market stores in the U.S. will open an hour early for customers age 60 and older¹⁸. Guests 60+ can start shopping at 7am.

Target

Target will be reserving the first hour of each Wednesday for the elderly and those with underlying health concerns so they can shop more safely.

Target's hours of operation have changed to 8am to 9pm daily¹⁹.

Walmart

Customers over 60 will be allowed to start shopping one hour before it opens on Tuesdays from March 24 - April 28.

Walmart stores will now be open from 7 a.m. to 8:30 p.m. beginning March 19²⁰.

Dollar General

Dollar General announced the first opening hour from 8-9am each operating day will be reserved for senior customers.

Additionally, all stores plan to close one hour earlier to allow for cleaning and restocking²¹.



Most large U.S. grocery chains are offering customers online pickup and delivery services to help limit shoppers' contact with other people.

Many are also closing earlier to give employees more time to restock shelves and to clean and disinfect stores²².

For those unable to go to grocery stores, below is a list of stores that deliver groceries:

- Giant: Peapod, 1-800-573-2763
- [Eddie's Roland Park](#): 410-889-1558
- Safeway: www.safeway.com
- Shoprite: shop.shoprite.com
- [Chesapeake Farm to Table](#): 443-841-2327

16. "List: Dollar General, Target, Giant Offer Special Shopping Hours for Elderly, Immune-Compromised in Maryland." Baltimore.cbslocal.com, <https://baltimore.cbslocal.com/2020/03/18/list-stores-grocery-offer-special-shopping-hours-for-elderly-immune-compromised/>. Access 19 March 2020.

17. Ibid

18. "Some stores creating 'elderly hours' for seniors to get groceries, supplies before crowds." www.wbaltv.com, <https://www.wbaltv.com/article/some-grocery-stores-to-create-elderly-hours-for-geriatrics-to-get-supplies-early-before-crowds/31703015>. Access 19 March 2020.

19. Ibid

20. Ibid

21. Ibid

22. "List: Dollar General, Target, Giant Offer Special Shopping Hours for Elderly, Immune-Compromised in Maryland." Baltimore.cbslocal.com, <https://baltimore.cbslocal.com/2020/03/18/list-stores-grocery-offer-special-shopping-hours-for-elderly-immune-compromised/>. Access 19 March 2020.

FOOD ASSISTANCE

FOR PETS

Thankful Paws

Thankful Paws is a Maryland charity that delivers pet food and supplies to low-income senior housing facilities in Baltimore and Harford Counties, Maryland.

They also serve those who are temporarily homeless or in a difficult situation.

Please visit their website for more information:

[Thankful Paws Website](#)

Baltimore Humane Society + Bmore Kind Pet Food Bank

The Baltimore Humane Society has the Bmore Kind Pet Food Bank that provides free pet food for indoor pets to those in financial need. The food bank is located at 1601 Nicodemus Road in Reisterstown. Pet owners needing help can come once a month at their convenience during regular operating hours to receive a month's supply of food for a maximum of 5 cats and 3 dogs per household.

Please visit their website for current hours of operation:

[Baltimore Human Society Website](#)

Disclaimer: Green & Healthy Homes Initiative (GHHI) maintains the online and printed COVID-19 Resource Guide (CRG) to enhance public access to information about human service resources available to Maryland residents. The inclusion of any organization, agency or service in the CRG does not imply or constitute an endorsement or recommendation, nor does exclusion imply disapproval. GHHI neither guarantees nor makes any representations as to the accuracy or completeness of the information contained in its Resource Guide.