

COVID-19 Community Conversations: Resources and Frequently Asked Questions

Thank you for attending one of our COVID-19 Community Conversations. We shared a lot of information in a short amount of time. Below, please find the resources we shared throughout the presentation as well as answers to some of the more frequently asked questions that were not directly addressed during the presentation, and links to helpful resources.

Resources Shared During the Presentation

COVID-19 Data Sources

1. **New York City Department of Mental Health Data Website** – Provides up-to-date data on total number of New York City residents affected by COVID-19. This information is broken down into various categories including zip code, ethnicity and socioeconomic status. Please click on the link below for more details:

- [COVID-19: Data Main](#)

2. **Household Pulse Survey** - Conducted by the United States Census Bureau and the Centers for Disease Control and Prevention. Provides results of a 90 day national study which measured the impact of COVID-19 on Depression and/or Anxiety. The data can be broken down by week, age, gender, ethnicity, and state. For detailed information, please click on the link below.

- <https://www.cdc.gov/nchs/covid19/pulse/mental-health.htm>

3. **Mental Health America** – Conducted a national study on the rise in rates of depression and anxiety during COVID-19 as compared to the same time period last year. Data also includes factors contributing to the increase in mental health problems. Click on the link below for more information:

- [COVID-19 and Mental Health: What We Are Learning from www.mhascreening.org June 1, 2020](https://www.mhascreening.org/June-1-2020)

Black, Indigenous and People of Color (BIPOC) Mental Health Resources During COVID-19

1. **Inclusive Therapists** – A national directory of ethnically diverse clinicians who provide culturally affirming and responsive client care. They aim to celebrate all identities and abilities in all bodies while dismantling systemic oppression in mental health care. They have a robust search engine that can search by therapist identify, therapeutic approach, cultural knowledge, insurance accepted and zip code, among other categories. In addition,

their website is translated into over 75 languages and dialects from Afrikaans to Zulu. Please go to their website to learn more:

- www.Inclusivetherapists.com

2. **Black Mental Health Alliance (BMHA)** – A network of black mental health professionals who provide culturally-relevant educational forums, training and referral services that support the professional development of black clinicians, as well as serve the mental health needs of black communities through various types of programming. They have a national referral database of culturally competent and patient-centered therapists and psychiatrists that can be searched by preference of gender, sexuality, and faith. To learn more about BMHA, go to:

- www.blackmentalhealth.com

3. **Latinx Therapy** – A national community of Latinx therapists who provide culturally-attuned and inclusive therapy for the Latinx community. They have a national directory of professionals that can be searched by state, specialty, cultural identity and insurance.

In addition, their website www.latinxtherapy.com provides bilingual resources for Latinx mental health professionals and for the Latinx general public (including books for children and adults and meditation apps in Spanish). They also offer podcasts in English and Spanish that talk about mental health issues in the Latinx community.

4. **Asian Mental Health Collective (AMHC)** – Provides a national directory of Asian mental health organizations and professionals that can be searched by state. In addition to the directory, AMHC seeks to destigmatize mental illness and increase access to care by creating safe spaces for Asian Americans to discuss the impact of mental health in their communities. They offer online forums, in person meet-up groups, and mental health podcasts. More information can be found at:

- www.asianmhc.org.

Professional Resources for Emotional Support

1. **New York State COVID-19 Emotional Support Helpline** – Provides free, confidential and anonymous emotional support for New York State residents. Call **1-844-863-9314**, Monday through Sunday, 8am to 10pm. They also have a dedicated website that provides more information on connecting to crisis services, COVID-19 health-related services, and tips on coping and self-care. Please go to <https://nyprojecthope.org/> for more information.
2. **NYC Well** – A free and confidential 24/7 helpline staffed by trained professionals who can provide counseling and referrals to care in over 200 languages. Call **888-NYC-WELL (888-692-9355)**, text **“WELL”** to **65173** or chat at www.nyc.gov/nycwell. This website also

provides a comprehensive referral database for New York City, an Apps library, tips on coping and information on connecting to crisis services.

3. **New York State Office of Addiction Services and Supports HOPEline** – A free and confidential 24/7 hotline that provides support and referrals to care for substance use and problem gambling. Call **877-8-HOPENY (877-846-7369)** or go to their website at <https://oasas.ny.gov/hopeline> for more information.
4. **The Trevor Project** – A free and confidential 24/7 hotline that provides mental health support to LGBTQ+ youth. Call **866-488-7386** or go to their website at <https://www.thetrevorproject.org/> for more information.

Local COVID-19 Community Resources

1. **Comprehensive COVID-19 New York City Resources Guide** – Includes helpful links to the following types of services: financial assistance, health care, mental health care, food resources, civic engagement, interpersonal violence and resources for the LGBTQ+ communities. For details, please go to the following link.
 - [Comprehensive COVID-19 Resource Guide](#)
2. **COVID-19 Resources by Neighborhood** - A webpage on New York City's Department of Health and Mental Hygiene website dedicated to providing up-to-date information on local community resources that are organized by borough, neighborhood and zip code. These include health services, mutual aid, food services and community organizations. For detailed information, please visit
 - [COVID-19 Community Resources](#)
3. **Resources for Immigrant Communities During COVID-19** - Provides detailed information about services specifically available to immigrant communities throughout New York City. Topics include how to access health services, housing services, food services, and immigration services, among many others. For more information, please visit:
 - [Resources for Immigrant Communities During COVID-19 Pandemic](#)
4. **NYC Unity Project** - A resource page providing up-to-date information for LGBTQ+ community members on services available during COVID-19, including mental health, physical health, food, housing and peer support. For more information, please visit
 - [LGBTQ Coronavirus Resources — NYC Unity Project - Generation NYC](#)

Frequently Asked Questions Not Directly Addressed in the Presentation

1. Are there free or low-cost health services in New York City?

Yes, New York City Health + Hospitals offer low or no-cost health services in all 5 boroughs. These services are available to all New Yorkers, regardless of ability to pay. For a comprehensive list of locations, addresses and phone numbers, please click on the following link:

- <https://www1.nyc.gov/assets/immigrants/downloads/pdf/low-or-no-cost-options-nyc.pdf>

2. What if I'm an undocumented immigrant and/or I do not have health insurance?

All of the healthcare services offered by New York City Health + Hospitals are available to all New Yorkers regardless of immigration and insurance status. You can find additional information on services available for immigrant communities by visiting the following webpages:

- [A Resource Guide for Immigrant New Yorkers](#) and
- [COVID-19 Frequently Asked Questions for Immigrants](#)

3. How can I speak with a child/adolescent about COVID-19?

Due to the COVID-19 pandemic, children of all ages have faced many types of loss. As a parent, caregiver, educator or other trusted adult, you can support a child or teen by encouraging them to use positive coping skills, and by watching out for common warning signs that a youth may be struggling with feelings of loss, anxiety or depression. The following resources provide tips for how to support and talk with children and adolescents about COVID-19.

- [Supporting Children and Youth Through the COVID-19 Pandemic \(NYC DOHMH\)](#)
- [Talking with children about Coronavirus Disease 2019 \(CDC\)](#)
- [COVID-19 Resources for Adolescents and Youth \(WHO\)](#)

New York City also has many free and low-cost mental health services for children and adolescents. For more information, please go to:

- [Child and Adolescent Index of Mental Health Services \(NYC DOHMH\)](#)

4. I love helping others but sometimes it's too much and I get overwhelmed. How do I continue to help others while also taking care of myself?

Always being there for others can take a toll on you as well. Establishing boundaries can be challenging because we may be afraid of what others may think or feel guilty for not always

“being there” for them. However, setting boundaries will help create space for you to take care of yourself so that you can be better able to continue supporting others. Below are a couple of articles with helpful tips:

- [Setting Boundaries During Coronavirus](#)
- [Boundary Setting During a Pandemic](#)

5. Is it mandatory to get tested for COVID-19?

The CDC highly recommends getting tested especially for people who have symptoms of COVID-19 (i.e. dry cough, fever, shortness of breath, chills, muscle pain, loss of taste or smell, vomiting, or diarrhea, and/or sore throat), people who have had close contact with someone with confirmed COVID-19, and people who were referred to for testing by their healthcare provider, local, or state health department.

Some employers may mandate COVID-19 testing for returning workers. In some, but not all cases, groups such as health care workers, nursing home staff, and college students have been required to test for COVID-19. The New York City Health Department encourages all New Yorkers to be tested for COVID-19 regardless of symptoms or risk-level. Testing is free to all eligible New Yorkers. To find out more information about testing and to find testing sites near you, please visit:

- [COVID-19 Testing - Coronavirus.](#)

6. I am an employer and we will soon be returning back to the office. My employees are expressing concern, fear and anxiety about returning to the office. How can I support them?

The New York City Department of Health and Mental Hygiene has created a comprehensive guide for employers to address the mental health concerns of their returning workforce. This guide includes a step-by-step action plan with detailed instructions for each step. It also includes communication templates regarding the action plan as well as links to other helpful information. Please click on the link below for more information:

- [COVID-19 Mental Health Guide for Employers](#)

7. I am an employee and I am concerned about going back to the office. What are some helpful resources that I should be aware of?

If you are concerned about reporting to a workplace, you can advocate for your needs and discuss options with your employer. Click on the link below for tips on how to manage workplace stress related to COVID-19.

- [Employees: How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic](#)

Employees in New York City also have legal rights to paid and unpaid leave, including new rights related to COVID-19. Depending on your circumstances and the type of employer you have, you can take unpaid and/or paid leave to care for yourself or family members impacted by COVID-19. To learn more go to:

- [Paid Safe and Sick Leave](#)

8. How do I best support the older adults in my life who may need extra help during the pandemic?

Supporting our older adult population is as important as ever, as COVID-19 presents complications for their safety where preexisting conditions can lead to severe illness from the virus. The New York City Department for the Aging has several resources for older adults to obtain important services while staying at home. These include food assistance, medication delivery, financial assistance, benefits and enrolling assistance as well as other additional services. For more information, please visit:

- [COVID-19 Resources for Older Adults](#)

9. I have heard that domestic violence has been on the rise since the pandemic began. How can I support someone who may be in this situation?

NYC HOPE offers a website with detailed information about how to help those who are experiencing dating, domestic or gender-based violence. The website includes a resource directory, as well as tips for recognizing the signs of abuse and tips for offering help. Please visit the website below for more information.

- [NYC HOPE](#)

They also have a Domestic Violence hotline that can help with immediate safety planning, shelter assistance and provide other resources. Please call **1-800-621-HOPE (4673)** for immediate assistance.

10. I see a lot of information on the internet about the coronavirus and I sometimes don't know what to believe. Where can I go to get reliable information?

There is a lot of misinformation on the internet about what the coronavirus is and what can help. It is always best to get information from local, state and federal sources such as the New York City Department of Health and Mental Hygiene, the Centers for Disease Control and Prevention and the World Health Organization. Below is mythbusters link to common myths and facts about COVID-19, provided by the World Health Organization:

- [Coronavirus disease \(COVID-19\) advice for the public: Mythbusters](#)

