

Coronavirus (COVID-19)- United Way 211 Guide

Southwest Alabama Area

A Resource Guide to help you during and after the pandemic.



March 2020 edition

United Way 2-1-1 COVID-19 Resource Guide

Every hour of every day, 2-1-1 Southwest Alabama helps people navigate and connect to critical health, social, and disaster services. As our community comes together to address the COVID-19 pandemic, 2-1-1 Southwest Alabama remains steadfast in our commitment to provide important, accurate, and verified information, and assistance.

2-1-1 Southwest Alabama partners with United Way of Southwest Alabama partner agencies to provide the most up-to-date information on our website, our social media channels, and on our helpline, which is available 24 hours a day, 365 days a year. Our top priority is to make important information easily accessible to our community. We know the COVID-19 pandemic has an unprecedented impact on our community, our service provider partners, our staff, the families we serve, and especially our most vulnerable neighbors.

2-1-1 has a long-standing history of caring for our callers during disasters - personal disasters faced by our callers every day and community disasters like hurricanes and public health epidemics. The COVID-19 pandemic has an enormous scale and impact, and we're here to help.

As we navigate this dynamic situation, we are taking several steps to ensure the highest level of customer service you have come to expect from 2-1-1 Southwest Alabama. We are vigilantly following all health and safety practices recommended by the Alabama Department of Public Health Department (ADPH) and the CDC (Center for Disease Control).



Introduction

When a Crisis Strikes

Living through a major crisis produces many different types of feelings. You may feel anxiety, depression, confusion and tension. These feelings may cause a breakdown in our usual coping mechanisms. You may find it hard to function, behave in unexpected ways or have trouble making decisions.

Although a crisis can result in a sense of anxiety, pain or hopelessness that makes it hard to cope, these same feelings can serve as motivation to look for help and develop new coping mechanisms.

That's where this guide comes in...we hope you will use it to guide your steps.

Disclaimer- Due to the COVID-19 pandemic's enormous scale and impact, the resources in this guide are available on a limited basis and are subject to change at any moment.

Compiled By

LIFELINES COUNSELING SERVICES



Real Solutions for Real Problems

P.O. Box 91068 • Mobile, AL 36691-1068

Office (M -F 8am-4pm) 251-431-5111 Fax: 251-385-6404

www.lifelinesmobile.org • uw211@lifelinesmobile.org



Information updated 3/19/20

24-Hour Emergency Services

Abuse, Battered Women

- Penelope House (Mobile, Washington Counties) 251-342-8994
- Lighthouse (Baldwin, Escambia Counties). 1-800-650-6522
- Alabama Domestic Violence Hotline. 1-800-650-6522

- Rape Crisis Center 1-800-718-7273

Abuse, Child / Elderly & Disabled

- National Child Abuse Hotline. 1-800-4ACHILD (800-422-4453)
- Baldwin County Department of Human Resources. 251-9452400
- Choctaw County Department of Human Resources. 205-459-9701
- Clarke County Department of Human Resources. 251-275-7001
- Conecuh County Department of Human Resources. 251-578-3900
- Escambia County Department of Human Resources. 251-809-2000
- Mobile County Department of Human Resources. 251-450-7700
- Monroe County Department of Human Resources. 251-743-5900
- Washington County Department of Human Resources. 251-847-6100

Ambulance 9-1-1

Disaster (Fire, Flood, Etc.)

- *American Red Cross 866-526-8300
- Fire. 9-1-1

Information & Referral

- United Way 2-1-1 2-1-1 or 888-421-1266
- Text 2-1-1 888-421-1266
- Search online database. www.211connectsalabama.org

Poison

- American Poison Center. 1-800-222-1222



Police

(Emergencies only) 9-1-1

Substance Abuse

Alcoholics Anonymous 251-479-9994

Drug Education Council 251-478-7855

Cocaine Anonymous 205-928-3558

Narcotics Anonymous 251-639-4152

Suicide and Depression

National Suicide Prevention Lifelines 1-800-273-8255



Current Resources

This guide is subject to change as information comes into the 2-1-1 resource center.

Food

Please contact 2-1-1 for further information about ongoing food assistance programs. This is changing daily. For the most up to date information please contact your local 2-1-1- resource line.

Medical

For information regarding where to be screened for COVID-19 in Alabama, please reach out to the Department of Public Health at **1-888-264-2256**. For general information about the virus, you may contact the Alabama Department of Public Health 's infectious disease and outbreak office at: **1-800-338-8374**, or visit the following websites: <http://www.alabamapublichealth.gov/> or cdc.gov. ADPH also still recommends anyone with symptoms like fever, cough and other respiratory issues to contact their physician, rather than showing up at a hospital ER or a doctor's office.

Infirmiry Health

Modified Visitor Policy

“To further protect the health of our patients, staff and the community and to prevent the potential spread of Coronavirus Disease 2019 (COVID-19), Infirmiry Health is modifying its visitor policy, effective Monday, March 16, at 5 a.m. until further notice. Measures include further reducing the number of public entry points and restricting all visitors. The following facilities are included in these modifications”:

Mobile Infirmiry

North Baldwin Infirmiry

Thomas Hospital

Infirmiry LTAC Hospital

Rotary Rehabilitation Hospital

Colony Rehabilitation Hospital



USA Children’s & Women’s Hospital

“With the possibility of COVID-19 cases occurring in our community, there is the potential for an increased number of patients in area emergency rooms. We encourage patients with non-emergency situations to seek treatment with your primary care provider or an urgent care center. If you plan or visit any of our clinics or emergency rooms, please call ahead for instructions”

Ozanam Charitable Pharmacy

Ozanam charitable pharmacy serves the needs of the community through prescription assistance. We service Mobile, Baldwin, and Escambia Counties in Southern Alabama. Focuses primarily on maintenance medications for chronic illnesses. Patients do not pay for medications. 251-432-4111

Childcare

Services are currently suspended across certain daycare facilities and public school systems.

Free Educational Resources:

- www.starfall.com
- www.abcmouse.com
- www.pbskids.org
- www.raz-kids.com
- www.coolmath.com
- www.kids.nationalgeographic.com
- www.scholastic.com
- www.discoverykids.com
- www.abcya.com
- www.ducksters.com
- www.switchzoo.com
- www.reading.ecb.org
- www.seussville.com
- www.funbrain.com
- www.storylineonline.net



When You Need Someone to Talk To

You may be experiencing current distress or a major life crisis. Don't feel that you have to deal with these feelings alone. There are several counseling services available. Family and individual counselors, therapists and other mental health professionals have the skills needed to guide you through this difficult time.

This is no time for heroics – reach out for help when you feel the need.

Counseling

Disaster Distress Helpline (24 hours) 1-800-985-5990

Someone to talk to in times of crisis

Catholic Social Services (Mobile County) 251-434-1550
(Baldwin County) 251-934-7858

Lifelines Counseling Services 251-602-0909

AltaPointe Health Systems. 251-450-2211

In stressful circumstances, people may try to escape their problems through excessive use of alcohol or drugs. Using this method to deal with difficult situations often creates a whole new set of problems and causes more stress for everyone involved. If or a family member are misusing alcohol or drugs, you may want to turn to a professional who has experience in this area.

Alcohol and Drug Abuse

Drug Education Council 251-478-7855

Bradford Health Services.. . . . 251-633-0900

Substance Abuse Hotline (samhsa.org) 877-726-4727

Home of Grace (Women only). 251-456-7807

Salvation Army 251-438-1625

Waterfront Rescue Mission 251-433-1847



Your Good Health

It is very important that you take care of yourself and other family. Be sure to take your regular medications (insulin, blood pressure, antidepressant, etc.)

Your normal resistance to illness may have been lowered as a result of the stress you have been experiencing. You want to make every effort to build yourself up again. Take your vitamins, eat properly, get enough sleep and seek medical help quickly if you or your children begin to feel ill.

Southwest Alabama Healthcare Resources

Mobile Co Health Dept- 251-690-8158

Washington Co Health Dept- 251-847-2245

Clarke Co Health Dept- 251- 275-3772

Monroe Co Health Dept.- 251- 575-3109

Conecuh Co Health Dept.- 251- 578-1952

Choctaw Co Health Dept-.205-459-4026

Baldwin Co Health Dept- 251- 947-1910

Escambia Co Health Dept- 251- 368-9188 or 251- 867-5765

Franklin Primary Health- 251- 432-4117

Victory Health Partners- 251- 460-0999

Mostellar Medical Center (Bayou La Batre)- 251- 824-2174

Bayou Clinic (Bayou La Batre)- 251- 824-4985



UWSWA Partner Agencies and COVID-19

Alpha Women's Resource Center

We are open Tuesday thru Thursday (3/17-19) from 9:00 am - 5 pm and our mobile unit will be in Coffeerville on Tuesday 3/17 from 10:00 a.m. until 3 p.m. We have posted signs at the center asking that anyone with cold or flu symptoms reschedule their appt. or refrain from being a walk in until they are well.

American Red Cross

Our offices will be closed this week, but our blood center will maintain normal hours. If someone has a house fire, they should call 855-891-7325 and the Red Cross will respond.

We need volunteers to help take blood donors' temperature at blood centers and blood drives. If someone is interested in volunteering, they should contact Laura Puranen at 334-306-3504 or laura.puranen@redcross.org. **Donor to give blood** Healthy individuals are needed now to donate to help patients counting on lifesaving blood. Individuals can schedule an appointment to give blood with the American Red Cross Alabama Gulf Coast Chapter by visiting <https://www.redcrossblood.org/give.html/drive-results...>

Boys and Girls Clubs of South Alabama

Our Optimist Club at RV Taylor Plaza will open from 11a-2pm as a feeding location M-F - March 19 until April 3rd.

CASA

CASA Mobile employees are working remotely most of the time and Juvenile Court cases have been suspended except on emergency basis.

Community Action of South Alabama

All locations are open with reduced appointments and suspended walk-ins. Please call before going the office.

Crittenton Youth Services

The office will remain open Monday – Thursday (March 16-19) from 8:30 am – 4:30 pm with the Executive Director and Assistant Director/Finance Officer present and remotely working from home on Friday, March 20. Due to the closing of MCPSS and Parochial Schools, our programs are not being implemented as normal.

Dumas Wesley

We will adhere to our internal policy to follow the MCPSS closings and CDC recommendations and close our center from March 19 through April 5. This is subject to change, based on recommendations form the MCPSS and the CDC. The Sybil Smith Family Village will remain open, staffed 24-7 by our security company.

We are in need of gift cards (Walmart) for our residents in shelter so they can purchase enough food/supplies to carry them through this 2.5+ week closure. We are also in need of shelf stable food items for our 75 seniors and 25 children who will not be able to receive meals during our closure. Cleaning supplies – laundry detergent, soap, disinfectant, etc.



F.A.I.T.H Groceries (Butler, Choctaw County)

We are open. Our goal is to distribute 500 meals for kids and feeding 100 families a day, over the next two weeks. We are in need of food to distribute to the kids and families in need.

Feeding the Gulf Coast

We are operating with regular hours to feed the critical needs that are growing from the public health crisis.

We are working with the local school systems and other partners to distribute child nutrition meals through various locations and expanding to 30 tomorrow. The sites and their capacity are listed at www.feedingthegulfcoast.com. The kitchen is preparing 1800 cold grab-and-go meals daily. Sites include Chickasaw City Schools, YMCA of South Alabama, Optimist Boys & Girls Club, and the City of Mobile Parks & Rec.

1. If you are need of food call 1-888-704- FOOD / They have food banks located throughout Choctaw, Clarke, Mobile and Washington Counties.
2. Gilbertown Food Bank shared that they have food and will give to any individual or families in need in Choctaw County.

We are in need of funds to purchase food for distribution to children, seniors, and families in need. Volunteers needed. Volunteer shifts are Monday-Friday: 8:30am-11:30am and 12:30pm-3:30pm. We anticipate more than double of our normal hunger relief efforts. Normal – 400,000 meals per month to 39,000 families in 2019.

3. If you are a group (10 or less only at this time), please call: Missy Busby at 251-653-1617 ext: 127 or Andrea Odom at 251-653-1617 ext:125
4. Individuals wanting to sign up and see all available events and shifts can [click HERE](#). If you do not see a time or day you are interested in, please let us know.

Home of Grace

We are operating as usual. We are in need of Thermometers, Thermometer Covers, Clorox, Clorox Wipes, Hygiene products – shampoo, toothpaste, tooth brushes, etc.)

Housing First, Inc.

We are limiting face-to-face meetings among clients and staff to help prevent the spread of COVID-19. The provision of coordinated entry intakes, referrals, case management, and emergency information will continue uninterrupted by telephone and electronic communication.

If you are homeless or at-risk of becoming homeless, please contact Housing First, Inc. at (251) 450-3345. For emergency information on COVID-19, please dial 311, contact the Mobile or Baldwin County Health Departments, or dial (888) 264-2256 for information on how to be tested. If you need immediate medical attention, dial 911 or go to the nearest emergency room.

McKemie Place

We are open and operating. Due to the current pandemic, we are taking and recording temperatures of each guests as well as our staff. We are also asking volunteers that provide evening meals to drop food off and not come in and serve like normal to limit possible exposures. Our needs for hand sanitizer, cleaning supplies, and bottled water have increased.



Ozanam

Ozanam will operate normal hours and days – Mon. – Thurs (March 16-19). 9am -2:30pm for now. We will need more volunteers for front desk operations in the near future.

Regional RSVP

On the advice of the IRS office in Mobile we are closing our tax program as of today (Tuesday, March 17).

South Alabama Volunteer Lawyers Program

We are in the office for now, but preparing for some to work remotely. We have suspended all off-site activities.

We ask people in need of assistance to contact us by phone or mail in an application. Given the uncertainties of this situation, we ask anyone who has an issue with a timeframe to contact Legal Services Alabama's Call Center: 1-866-456-4995 (Spanish speaking at 1-888-835-3505).

The Arc of Clarke County

TACC will suspend day services supports effective immediately - April 6, 2020. Administrative staff will work on-site for the time being

The Arc of Southwest Alabama

The TASA Day Habilitation Program will close on Thursday, March 19, 2020 until April 6, 2020. If you have any questions or concerns, please call 251-847-2970 Monday-Friday 8 a.m.-4 p.m.

The Salvation Army

We are open and working at all of our locations. Our programs are running under the Government guidelines as requested. We have moved into an assistance role with other Agencies in our area that have requested food and basic needs supplies.

The biggest resource we need is food items. Canned food, fresh food and water for our clients and partners who are quarantined or have kids out of school. We are looking for other ways we can help during this time.

United Cerebral Palsy

We will be closing our onsite programs at close of business on Tuesday March 17th and plan to reopen on April 6th. Our offices will be closing at close of business on Thursday March 19th and will be working from remote locations, as much as possible

Via

The Via Center will be closed for the next two weeks. Only the Directors will be in the building during this time - as long as safety does not become an issue! As we get closer to the end of the two week period, we will re-evaluate the situation to determine if we will continue with the closure or if we will be able to re-open for business



Senior Center Updates from VIA

SYMPTOMS

- Include fever, cough and shortness of breath.
- Emergency symptoms include: difficulty breathing or shortness of breath; persistent pain or pressure in the chest; new confusion or inability to arouse; bluish lips or face.

PHONE/INTERNET PROVIDERS

- AT&T: Suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of virus disruptions. Waiving related late fees.
- Verizon: Waiving late fees and suspending service termination for customers "negatively impacted by the global crisis."
- T-Mobile: Providing unlimited data to all current customers who have plans with data for the next 60 days. Providing additional data to mobile hotspot users.

UTILITY COMPANIES

Alabama Power and Spire (through May 1) will not interrupt service or discontinue service for any customer whose income has been affected by the virus health crisis.

DISINFECT YOUR I-PHONE!

Use a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes. Don't use bleach. Avoid getting moisture in openings, and don't submerge your iPhone in cleaning agents.

SPECIAL SENIOR SHOPPING HOURS

- Target is now offering specific hours just for seniors and those at high-risk. Each day, from 8:00 a.m. – 9:00 a.m. at all their stores.
- Dollar General is offering the first hour of each shopping day. Check with your local DG to confirm store hours. Find store information [here](#):

U.S. SENATE RUN-OFF ELECTION HAS BEEN RE-SCHEDULED

The new date is July 14th.

STOCK UP

Make sure you have access to several weeks of medications and supplies in case you need to stay home for prolonged periods of time.



TAKING SENIORS A MEAL

Should you take a friend who is hunkered down a meal? Experts say “yes,” with these guidelines (Source: Take Them a Meal):

- Don't take a meal if you or anyone in your household is sick.
- Wash your hands/counters thoroughly before preparing meal.
- Arrange to drop the meal off on the recipient's porch.
- During the meal delivery, don't touch the door or family pet.
- Don't take containers you want returned.
- Send along drinks, tea, honey, lemons, cough drops, household supplies
- Avoid high-sugar content meals – sugar reduces our immune function. Send healthy proteins and soups made from bone broth.

ALABAMA POWER RECOMMENDATIONS WHILE YOU ARE HOME

- Replace air filters in heating, ventilation and air-conditioning units.
- Set the thermostat, then forget it. Changing the temperature often is more likely to increase energy use.
- Ensure air-conditioning vents are unobstructed and opened to full capacity.
- Use natural lighting early in the day and late in the afternoon to reduce energy use.

We have additional information on our website at [**www.viamobile.org**](http://www.viamobile.org).

CITY OF MOBILE UPDATE

Mobile Police Department

The Mobile Police Department remains fully active and responding to any and all calls for service.

Due to the coronavirus concerns, the Mobile Police Department is taking precautionary measures for the health and safety of the community. Citizens are urged to use the department's Teleserv to report crimes to police. Teleserv officers will take the complaint and complete an incident report over the telephone.

Response to certain crimes will require the presence of an officer but calls that are considered low priority such as minor offenses and misdemeanor crimes will be taken over the telephone.

The Mobile Police Department's Teleserve number is 251-208-7211.

MPD is urging citizens to use caution and not gather in large groups in an effort to help slow the spread of COVID-19. MPD encourages people not to block public streets or intersections, as such activities may create a public safety risk.

If you have an emergency, please call 9-1-1. You can reach the Police non-emergency operator at (251) 208-7211.

Mobile Fire-Rescue Department

The Mobile Fire-Rescue Department remains fully active and responding to any and all calls for service.

Citizens in need of transport or treatment for non-life threatening conditions (for example, fever or cough) should use personal vehicles or private ambulance services. For emergency or life-threatening situations, including shortness of breath or inability to catch your breath, please call 9-1-1.

It is imperative that we keep our paramedics in service by minimizing unnecessary contact, so they may be available to respond to life-threatening situations.

Public Services

All city services, including trash and garbage pickup, are operating on a normal schedule.

Engineering projects, including street work, are continuing on schedule.

Mobile Parks and Recreation

The City closed all Senior and Community Centers and canceled all events through April 6. The schedule will be reassessed at that time.

The City will adjust its meal program for pick-up and delivery under the following schedule:



Seniors

- Connie Hudson Center – Café is providing \$7 meals for pick-up from 12:30-1:30pm – to reserve a meal please call 251-208-6212
- SAIL – Nutritional Meals – The City is delivering meals to all C1 and C2 participants

Youth Programs

A limited number of meals will be provided on a first-come, first-serve basis for pick-up between 3-4 pm at the following locations:

- Figures
- Sullivan
- Seals
- Hope
- Hillsdale
- Laun
- Stotts
- Mitternacht
- Rickarby
- Springhill

The Department has postponed all planned activities through April 6.

During this period of social distancing, Parks and Recreation encourages residents to take advantage of its outdoor recreation amenities. City parks, walking trails, athletic courts, fields and playgrounds remain open and available to the public.

The City asks residents to use outdoor spaces thoughtfully and in accordance with public health guidelines. The CDC states that there is NO recommendation at this time to wear masks. If you have a fever or cough, stay home.

Public events

All permitted public events have been postponed through April 6. However, we understand that some citizens may want to congregate in small groups. In those cases, the City encourages social distancing and hand washing.

The Alabama Department of Public Health recommends no large gatherings of 50 persons or more, or gatherings of any size that cannot maintain a consistent six-foot distance between participants. This may include festivals, parades, assemblies, or sporting events.

Large gatherings not only put the community at risk for spreading COVID-19, they also put city staff at greater risk at a time when they are needed most. Slowing the spread of COVID-19 only works, if we all work together.



Courts

The Alabama Supreme Court entered an administrative order suspending all in person proceedings in all state and local courts beginning Monday, March 16, 2020 through April 16, 2020 with limited exceptions applicable to Mobile Municipal Court. Those limited exceptions involve bond related matters, arraignments, and plea agreements for incarcerated individuals only.

All other in-person proceedings are suspended through April 16, 2020. You will receive a notice in the mail with your new court date.

Those on formal probation with the City of Mobile probation office are to call the probation office at (251) 800-1701 for further instruction.

Those needing to make a payment on tickets, fines, and/or costs can do so online at www.cityofmobile.org or mail a money order or cashier's check to Mobile Municipal Court Payment Window, 205 Government Street, Mobile, AL 36602.

Schools

All K-12 public schools in Alabama, including the City of Mobile, will close at the end of today, March 17, in response to COVID-19. Schools could re-open on April 6, depending on the situation at that time.

The City remains in communication and coordination with the Mobile County Public School System (MCPSS), private schools and local higher education institutions.

Each school will be communicating directly with families on the steps and resources that will be provided to support ongoing student learning.

USDA granted Alabama a statewide waiver allowing schools to keep feeding students during the closure. MCPSS will provide food for public school students similar to their summer lunch program. Right now they are working on the sites where meals will be distributed.

Boards and commissions

No current changes to meeting schedules for city boards and commissions including the Mobile Planning Commission, Board of Adjustment, Architectural Review Board and the Mobile Historic Development Commission.

Guidelines for these meetings remain under review and may be subject to change in the coming days. Where possible, the City encourages meetings to be conducted by telephone or video conference.

Mobile Public Library

All Mobile Public Library locations will close until April 6.

The 2020 Mobile Literary Festival scheduled for March 21 at the Ben May Main Library has been canceled.



Mobile Cruise Terminal

Carnival Cruise Line has temporarily paused their cruises, effective through April 9. The Carnival Fantasy returned to the Port of Mobile on Monday, and will not sail again until April 10. Ship crew will remain on board the ship or within the terminal property.

Meetings and Conventions

Visit Mobile is diligently working with all incoming groups regarding previously scheduled meetings and conventions. Visit Mobile is working with the hospitality community to ensure proper preventative measures are in place with respect to the Coronavirus.

WAVE Transit

Public transportation through WAVE Transit System is continuing on its regular schedule, but may be subject to change.

Buses and facilities are cleaned on a daily basis. Employees are provided with heavy duty gloves and sanitizing wipes daily. Hand soap is stocked and plentiful.

Museums

The Mobile Museum of Art, Mobile History Museum, GulfQuest Maritime Museum, Mobile Botanical Gardens and the Exploreum will be closed until April 6. The schedule will be reassessed at that time.

Mobile Civic Center

Mobile Ballet has postponed the production of Beauty and the Beast, currently scheduled for March 21 & 22 at the Mobile Civic Center Theater to a future date.

Social Services

The City is engaging with local non-profits and service providers to make sure that citizens have access to needed resources.

For information regarding shelters, food pantries, help with utilities and other social needs, call 2-1-1.

311

Mobile-311 is continuing service during the COVID-19 outbreak.

Please remember to call 9-1-1 only for life-threatening emergencies. For everything else, call our non-emergency number, 251-208-5311 or 3-1-1.



MOBILE COUNTY COMMISSION

On Monday, the Commission approved the resolution declaring a local state of emergency. The action was essential for the county to continue preparations and response to the Coronavirus pandemic. IN light of our concern, we ask the public to utilize our online services or call to make appointments, if needed. All Mobile County offices will remain open until further notice, with the exception of the following: Mobile County License Commission, Mobile County Revenue Commission, Mobile County Parks (including Chickasabouge Park, West Mobile Park, Agricultural Pavilion and River Delta Marina & Campground) and Senior Centers (including Grand Bat Community and Senior Center, Semmes Senior Center, Tillman’s Corner Senior Center and Wilmer Senior Center).

Please note, Senior Center SAIL Program – Nutritional Meals will be provided at:

- Grand Bay Community and Senior Center – Meals will be provided to Home Delivered (C2) participants as usual. Congregate (C1) regular participants can pick up meals between 10:30a & 11:30 a
- Tillman’s Corner Senior Center – Congregate (C1) regular participants can pick up meals between 10:30am & 11:30 am.
- Wilmer Community Senior Center – Meals will be provided to Home Delivered (C2) participants as usual. Congregate (C1) regular participants can pick up melas between 11a – 11:30a.

MOBILE COUNTY HEALTH DEPARTMENT UPDATE

1. Dr. Eichold, Mobile County Health Officer, says any restaurant, bar, brewery or Priority Category 3 food service establishment shall not permit on-premises consumption of food or drink for one week. This order shall be reevaluated prior to the end of one week for possible modification.
2. This order further states:
 - a) Such establishments may continue to offer food for take-out or delivery provided the social distancing protocols including maintaining a consistent six-foot distance between persons are followed.
 - b) Such establishments are strongly encouraged to offer online ordering and curbside pick-up of food.
 - c) Hospital food service areas are excluded from this order provided they have their own social distancing plan.
3. All Nursing Home/Long Term Care Facilities shall prohibit visitation of all visitors and nonessential health care personnel, except for certain compassionate care situations such as end of life.
4. All Senior Citizen Center gatherings shall be closed. Senior Citizen Centers and their partners are urged to assure that their clients continue to receive needed meals via curbside pick-up or delivery.
5. Frequent hand washing and cleaning of countertops and other surfaces is advised.
6. All daycares and schools with 12 or more persons should remain closed as per the order of the Alabama Department of Education.



MOBILE COUNTY HEALTH DEPARTMENT SERVICES UPDATE

1. Effective on Wednesday, March 18, the only health centers that will remain open are:
 - Urgent Care at the Keeler Memorial Building (Monday to Friday, 7:30 a.m. to 4:30 p.m., 251 North Bayou Street in Downtown Mobile). Only sick patients should go to Keeler's Urgent Care.
 - Newburn Health Center (Monday to Friday, 7:30 a.m. to 4:30 p.m., 248 Cox Street in Midtown Mobile). Well babies (patients 1 year old or younger) for well child checks and WIC (Women, Infants & Children) supplemental nutrition program participants will be seen at the Newburn Health Center. WIC services will be available Monday to Friday from 7:30 a.m. to 4:30 p.m.
 - OB services will be offered at the Women's Center directly behind the Newburn Health Center (Monday and Wednesday from 8 a.m. to 1 p.m., Thursday from 7:30 a.m. to 4:30 p.m.)
 - All other MCHD clinic sites will be closed. The following Healthcare Lines will be established to assist our patients during this time:
 - Medical Triage Line at 251-690-8978
 - Pharmacy Refill Line at 251-445-8635
 - COVID-19 Information Line at 251-410-MCHD (6243)
2. The following capabilities will move to an online environment:
 - All food handler classes (no face to face classes will be offered)
 - Vital Records can be ordered online from the Alabama Department of Public Health. Print and mail (<http://mchd.org/General/Home.aspx>; selects Services and click Marriage/Birth Certificates) a vital records application request to ADPH, Center for Health Statistics, Box 5625, Montgomery, AL 36103-5625, along with your payment of \$15.
 - MCHD is suspending all routine environmental inspections, but any complaints for these departments should be sent by email to iscomplaints@mchd.org.
 - MCHD will only be conducting responses for Onsite Sewage, Environmental Health Inspections and Vector Services on a case-by-case basis.

MOBILE COUNTY PUBLIC SCHOOLS

Mobile County Public Schools will operate a feeding program beginning Thursday March 19th to help make sure that no child goes hungry during the school closure now in effect. The district has selected 66 sites throughout Mobile County where bagged lunches will be handed out curbside. Food will be offered free-of-charge this Thursday and Friday (March 19-20), as well as March 23-27, and March 30-April 3. Any child age 18 or under can receive food.

A child must be present in order to receive food. Please go to - <https://www.mcps.com/ChildNutrition> - for more information.



Ways To Help

In anticipation of United Way of Southwest Alabama's agencies increased needs related to COVID-19 and the overall health of our community, UWSWA has established a relief fund to help provide additional resources for the agencies and clients they serve. If you would like to help, you may do so through the channels listed below:

- Choctaw County
 - Text "HealthyChoctaw" to 41444
 - Visit <http://app.mobilecause.com/f/2pn2/n?vid=5xs9q>

- Clarke County
 - Text "HealthyClarke" to 41444
 - Visit <http://app.mobilecause.com/f/2pn3/n?vid=5xslx>

- Mobile County
 - Text "HealthyMobile" to 41444
 - Visit <http://app.mobilecause.com/f/2pmx/n?vid=5xsjf>

- Washington County
 - Text "HealthyWashC" to 41444
 - Visit <http://app.mobilecause.com/f/2pn4/n?vid=5xsh2>

Donate Blood

Individuals can schedule an appointment to give blood with the American Red Cross by visiting RedCrossBlood.org, using the Red Cross Blood Donor App, calling 1-800-RED-CROSS <https://www.redcross.org/>



After the Pandemic- Next Steps

Use these checklists to guide your plan of action for recovery.

For Your Family

- List your available financial resources
- Identify other sources of financial assistance
- Stay in touch with family and friends
- Return to normal routines as soon as possible
- Talk about your feelings

For Your Children

- Give lots of reassuring hugs
- Provide factual information
- Encourage them to talk about their feelings– and be honest about your own
- Spend extra time with them at bedtime
- Return to regular schedules for work, play, school and rest
- Involve your children in the recovery with specific chores
- Praise responsible behavior

For Yourself

- Eat properly and drink plenty of liquid
- Exercise helps reduce stress– take a brisk walk
- Don't take on too much as you begin to rebuild
- Get plenty of rest – nap if you can't sleep
- Talk about your fears and concerns
- Consider talking with a counselor who can help you manage your stress
- Don't hesitate to ask for help when you need it

Take Charge of Your Finances

You will want to determine whether your financial situation has been affected by the current situation. Identify your available financial resources, then list your expenses. Prioritize your expenses so that the basic necessities are paid for first; then you can evaluate how to spend the funds that remain.

If you are concerned about your ability to pay your bills, Consumer Credit Counseling Service (CCCS) can help you prepare a reasonable budget. CCCS can also help you negotiate a manageable repayment plan for your outstanding debts. There is no fee for services, but you must have some income in your household.

Make a list of all those with whom you do business and inform them of your circumstances, if you are concerned about your ability to pay your bills. You may be able to postpone or reduce payments. Keep records of all such conversations and keep copies of everything for your files.

To avoid some consumer pitfalls following the disaster, you may contact the Better Business Bureau (BBB), the Alabama Attorney General’s Consumer Protection Hotline or the Alabama Department of Insurance for information about how to protect yourself against consumer fraud.

Financial Services and Consumer Advice

- Better Business Bureau. 251-433-2227
- Consumer Credit Counseling Service. 251-602-0011
- Alabama Attorney General. 1-800-392-5658
- Alabama Department of Insurance. 334-241-4192

Legal Services

- South Alabama Volunteer Lawyers Program..... 251-438-1102

