

# 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).

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## 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](http://www.lifelinesmobile.org) • [uw211@lifelinesmobile.org](mailto:uw211@lifelinesmobile.org)

## 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. . . . . 251-450-7000
- 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](http://www.211connectsalabama.org)

### Poison

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



**Police**

(Emergencies only) ..... 9-1-1

**Substance Abuse**

Alcoholics Anonymous . . . . . 251-479-9994  
online database. . . . . [www.aa.org](http://www.aa.org)

Drug Education Council . . . . . 251-478-7855

Cocaine Anonymous . . . . . 205-928-3558

Narcotics Anonymous . . . . . 251-639-4152  
online database. . . . . [www.na.org](http://www.na.org)

Smart Recovery (Anxiety, Depression, Substance Use)  
online database. . . . . <https://www.smartrecovery.org/community/calendar.php>

**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.

### Testing Sites

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 COVID-19 information line at: **1-800-270-7268**, visit the following websites: <http://www.alabamapublichealth.gov/> or [cdc.gov](http://cdc.gov) or email [covid19info@adph.state.al.us](mailto:covid19info@adph.state.al.us). 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.

### Franklin Primary Health

Franklin will begin limited testing for pre-screened patients on Friday, March 20 at 10am. If you have been exposed to someone that tested positive for the Coronavirus (COVID-19) or traveled to a high risk area and are exhibiting symptoms such as fever, cough or shortness of breath, you may be eligible for testing. Please call our Coronavirus Evaluation Hotline at 251-444-1122 for a phone evaluation.

Please note that all patients must complete a phone screening prior to testing. If you meet the criteria for testing, our staff will collect additional information over the phone and you will be assigned an appointment time for your test. All approved testing will be conducted via drive-thru at the Franklin Medical Mall, 1303 Martin Luther King Jr. Avenue in Mobile. Remember, you must have been pre-screened and assigned an appointment time in order to be tested. All others will be directed out of line and instructed to call the Evaluation Hotline at 251-444-1122.

### Greater Mobile Urgent Care

Beginning Monday, March 23, 2020, Greater Mobile Urgent Care's West Mobile Clinic is offering Coronavirus (COVID-19) screening and testing services. If you are experiencing Coronavirus (COVID-19) symptoms, or have been exposed, please call our Telehealth line to schedule a pre-screening.

How It Works – Available NOW!

- 1) Call (251) 633-0123 Hit \* on your phone
- 2) Give insurance information
- 3) Talk with Doctor to discuss symptoms
- 4) If criteria met, you'll be given a scheduled testing time



### Service Details:

- Available: Monday thru Friday, 8 a.m. – 8 p.m., and Saturday and Sunday 8 a.m. – 4 p.m.
- All Insurance Accepted.
- Private Pay: \$50 a Call if necessary.
- Serving Mobile, AL and surrounding counties.
- You do NOT have to be a GMUC patient

### **Infirmiry Health will host appointment-only COVID-19 testing sites March 23, 24 and 25.**

- If symptomatic, Mobile and Baldwin County residents can call 251-341-CV19 (2819) to speak with a registered nurse.
- The appointment booking hotline will be open from 7 a.m. – 7 p.m. from March 22 – March 27. This hotline is staffed by Infirmiry Health personnel.

### Appointment Qualifiers:

1. Mobile or Baldwin County residents only. Must have valid ID and be over the age of 18.
2. If the patient meets the CDC criteria to be tested, they will receive an appointment location and time.
3. The test will be administered in the car. **REMAIN IN YOUR VEHICLE.**
4. A clinician will assess symptoms and administer test if needed.
5. Once swabbed, the patient will receive clear next steps from the medical provider.

### Appointment only clinics will be held -

- Monday, March 23, 10 a.m. – 2 p.m.
- Tuesday, March 24, 10 a.m. – 2 p.m.
- Wednesday, March 25, 10 a.m. – 2 p.m.

\*Limited appointments available

## Medical

### 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 daycare facilities and public school systems, through April 6.

## Resources from Help Me Grow South Alabama -

If anyone needs informational resources that may be helpful at this time, please reach out to us. We are currently working with 2-1-1 Information and Referral Services to stay alerted to the latest and most updated information. In regard to minor emergency or basic needs that you may have, please, call 2-1-1 for assistance.

If you need safety, health tips, or ideas for helping your children cope with disaster, Help Me Grow is here to support you! Our staff are working remotely at this time; however, we still have access to important information that may be helpful. If you are experiencing mental health or emotional distress at this time, and would like to talk to someone, call 251-450-2211 for Care Pointe. Also, for those who may be experiencing suicidal thoughts or ideation, please call the NSPL hotline at 1-800-273-TALK.

Although we understand that at this time, supporting you with all of these above-mentioned concerns may be of more importance than monitoring for developmental milestone delays in children, we are still available to address "Any Concern" that you as a parent or caregiver of young children may have. Our [helpmegrow@lifelinesmobile.org](mailto:helpmegrow@lifelinesmobile.org) email is being continuously monitored, as well as a text line available at 251-272-9231. Please contact us with any questions or concerns - <https://www.alaap.org/help-me-grow-new>

- <https://www.teacherlists.com/blog/parent-corner/at-home-enrichment-activities-and-more-for-when-schools-are-closed/>
- <https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus>
- <https://www.childtrends.org/publications/resources-for-supporting-childrens-emotional-well-being-during-the-covid-19-pandemic>

### Free Educational Resources:

- [www.starfall.com](http://www.starfall.com)
- [www.abcmouse.com](http://www.abcmouse.com)
- [www.pbskids.org](http://www.pbskids.org)
- [www.raz-kids.com](http://www.raz-kids.com)
- [www.coolmath.com](http://www.coolmath.com)
- [www.kids.nationalgeographic.com](http://www.kids.nationalgeographic.com)
- [www.scholastic.com](http://www.scholastic.com)
- [www.discoverykids.com](http://www.discoverykids.com)
- [www.abcya.com](http://www.abcya.com)
- [www.ducksters.com](http://www.ducksters.com)
- [www.switchzoo.com](http://www.switchzoo.com)
- [www.reading.ecb.org](http://www.reading.ecb.org)
- [www.seussville.com](http://www.seussville.com)
- [www.funbrain.com](http://www.funbrain.com)
- [www.storylineonline.net](http://www.storylineonline.net)

[www.learnincolor.com](http://www.learnincolor.com)



## 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

Bayview Professional Associates. . . . . 251-666-2360  
*Due to the COVID-19 outbreak, Blue Cross is expanding telehealth coverage through April 16, 2020. Currently, we can offer services via telephone with video options to follow. Member cost-sharing (copayments, deductible, etc.) will apply according to the member's contract benefits. This applies to all Blue Cross and Blue Shield of Alabama members, including Blue Advantage.*

### Alcohol and Drug Abuse

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.

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



## Virtual Veterans Assistance

Veterans Crisis Line:

1-800-273-TALK(8255) Option #1

Text 838255 or chat online at: [www.veteranscrisisline.net](http://www.veteranscrisisline.net)

VA Video Connect (telehealth):

<https://mobile.va.gov/app/va-video-connect>

VA App Store- Mental Health:

<https://mobile.va.gov/appstore/mental-health>

Vet Training- Anger Management:

<https://www.veterantraining.va.gov/apps/aims/index.html>

Vet Training- Path to Better Sleep:

<https://www.veterantraining.va.gov/insomnia/index.asp>

Vet Change (substance use):

<https://www.ptsd.va.gov/apps/change>

## Online Resources

Managing Stress Associated with the COVID-19 Virus Outbreak: Impact of the COVID-19 Outbreak on Individuals and Communities:

<https://www.ptsd.va.gov/covid/COVID19ManagingStress032020.pdf>

Managing Stress Workbook:

[https://www.prevention.va.gov/docs/NCP\\_ManageStreeWkBk\\_F\\_EditedJune102019.pdf](https://www.prevention.va.gov/docs/NCP_ManageStreeWkBk_F_EditedJune102019.pdf)

Mental Health and Coping During COVID-19 Centers for Disease Control and Prevention, 2020:

[https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC\\_AA\\_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fcoping.html](https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fabout%2Fcoping.html)

Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019 The National Child Traumatic Stress Network, 2020”

<https://www.nctsn.org/resources/parent-caregiver-guide-to-helping-families-cope-with-the-coronavirus-disease-2019>

# Unemployment

Unemployment for all Southwest Alabama:

To file for unemployment in Alabama . . . . . 866-234-5382  
Online Database. . . . . <https://labor.alabama.gov/uc/ICCS/>

To file for unemployment in another state:

<https://www.careeronestop.org/LocalHelp/UnemploymentBenefits/find-unemployment-benefits.aspx>

If you need job search assistance, please go to Alabama JobLink  
<http://joblink.alabama.gov>

**Alabama Career Centers: Career Centers are closed to the public until further notice.**

**Baldwin County:**

Bay Minette Career Center – 251-937-4161 & Foley Career Center – 251-943-1575

**Clarke, Washington and Choctaw Counties:**

Jackson Career Center – 251-246-2453

Choctaw County Career Center – 251-843-5265

**Mobile County:**

Mobile Career Center – 251-461-4146

**Monroe and Wilcox Counties:**

Monroeville Career Center - 251-575-3894 & Camden Career Center – 334-682-9428

**Conecuh and Escambia Counties:**

Brewton Career Center - 251-867-4376



## Baldwin County

**Absentee Voting**-Open Persons seeking entry to a County owned facility may be screened for COVID-19 and persons exhibiting symptoms may be refused entry

**ACCOUNTING** - Closed to public but will have phone contact on door.

**ADMIN** - Closed to public, but available by phone 251.937.0264 or email. Live oak landing payments can be mailed.

**ALABAMA DEPARTMENT OF PUBLIC HEALTH** – Both facilities in Robertsdale (within facilities owned and operated by Baldwin County) will remain open to the public.

**ALEA/DRIVER LICENSE TESTING**-Baldwin County offices closed. Please call Mobile office at 251-660-2330. Road Test closed for the entire state.

**ARCHIVES** - In office but closed to public.

**ANIMAL SHELTER** - Closed to public. Adoptions will be closed. Will respond as able to strays and aggressive animals. Temporarily no volunteers. Adoption events cancelled until further notice.

**BRATS** - All non-essential routes cancelled. Emergency (dialysis, school, medical and nutrition routes running). Dispatch and schedulers working remotely. Courier will continue to run.

**BUILDING DEPT** - Will encourage emailing or mailing plans and other requests. There will be drop boxes at Foley, Fairhope, and Bay Minette locations to leave documents for the department. Inspectors will still go to jobsites.

**BUILDING MAINTENANCE** - Will operate as normal.

**COUNCIL ON AGING** - Closed to public. Food will still be delivered until Wednesday. If meal is needed and is crucial call COA 251-972-8506. People coming in for pharmacy on Friday will be



allowed in. AARP appointments cancelled.

**CORONER** - Open, but very limited public access.

**COURT** - Clerks will be in office, but offices will not be open to the public. Court cases for next 30 days will be rescheduled. Emergency cases will still be heard (PFA, Restraining orders, bond hearings, DHR hearings). Security will limit access to courthouse. Attorneys, parties, witnesses must have case number at the door to be allowed in. Security will verify.

**DISTRICT ATTORNEY**-Offices staffed, but closed to the public.

**HIGHWAY** - No public access. Notices will be posted at highway offices advising citizens to call 251-937-0371. **JAIL**-Baldwin County Corrections Center-Inmate visitation cancelled until April 1st . visitation lobby is closed to public traffic. Offsite video visitation will remain as usual

**JUVENILE DETENTION CENTER** - Closed to public. Contact numbers will be posted on the door. Attorneys will be allowed. No visitation.

**LAW LIBRARY** - Closed to public.

**LEGISLATIVE DELEGATION** – Closed.

**PARKS** – Open. No field trips.

**PASSPORT OFFICES**-Open, however Persons seeking entry to a County owned facility may be screened for COVID-19 and persons exhibiting symptoms may be refused entry

**PLANNING AND ZONING** - Closed to public. Documents or requests can be emailed to llee@baldwincountyal.gov. There will be drop boxes in Foley, Robertsdale and Bay Minette for documents.

**PROBATE** – Closed to public. Probate Court cases will be rescheduled. State has granted extension for March tag renewals and for new vehicles bought or obtained between 3/17 & 4/15 until April 15th. Citizens can renew tags online [https://www.altags.com/Baldwin\\_License/](https://www.altags.com/Baldwin_License/) or with the free Baldwin County commission mobile app.

**PURCHASING** - Closed to public. Bidders advised to call 251.580.2520

**REVENUE** – Operating but closed to the public. 251.937.0245

**SALES TAX** - Closed to public. Mail all correspondence to: Sales and Use Tax. PO Box 189, Robertsdale, AL. 36567. Call 251.937.9561

**SHERIFF** - Operating as normal, (Civil offices are all closed Friday 3/20/20 until further notice)

**SOLID WASTE** - Will operate as normal no changes to pick-up schedules. Pay bills online link or by mail Solid Waste 22251 Palmer Street, Robertsdale, AL 36567. Call 251.972.6878 Eastfork Landfill is temporarily closed until further notice. Magnolia, Macbride and Bay Minette Transfer Station remain open.

**VETERANS AFFAIRS**-Closed Statewide

**ALL BEACHES ARE CLOSED. Effective March 19 at 5 p.m. all private and public beaches are closed.**



## 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

Accordia Health, [www.accordia-health.org](http://www.accordia-health.org)

# United Way of Southwest Alabama Partner Agencies



## **AIDS Alabama South**

AIDS Alabama South is still assisting clients and working to make sure that services are provided. We have modified our schedules and are using staggered schedules to provide services to allow for social distancing, but services are still being provided via email, text messages, deliveries, and are providing curbside drive-up services for clients with emergencies.

We have put processes in place for the clients to contact the social workers and for emergency services. We are on-call and ready to respond within an hour. AIDS Alabama South is slowing transportation services and will utilize cabs and Uber rides for medical appointments for clients, when possible. HIV and Hep C testing services have been halted for now.

## **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](mailto: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...>

## **AltaPointe Health**

Hospitals, Outpatients, Private Practices, Intellectual Disabilities Group Home, Mental Illness Group Homes, and Substance Abuse facilities will remain open. Starting Monday, Intellectual Disabilities and Mental Illness Day Programs will close. We are closely monitoring the situation on a minute-by-minute basis in our effort to continue to meet healthcare needs while providing safe and effective care to patients. We have implemented special screening protocols, and are ensuring personal protective equipment is available as needed and following the guidance of the Centers for Disease Control, Alabama Department of Public Health, and other healthcare authorities.

We encourage patients and staff to practice good hygiene, including handwashing and respiratory etiquette. If any patients feel they are sick, we ask they call their healthcare provider. We are also encouraging Telehealth services if someone does not want to go into an office. More information can be found at: <https://altapointe.org/covid-19-information/>. We are screening patients in the lobby as a preventative measure.



**Big Brothers Big Sisters of South Alabama**

BBBS has developed a plan to operate remotely beginning Wednesday, March 18<sup>th</sup> through Friday, April 10<sup>th</sup>. At this time, we recommend all matches cease in-person activities and match outings.

We will continue with volunteer and family recruitment orientations, screening and enrollment at this time and will communicate the steps we are taking to make our process virtual directly with individuals going through our enrollment process.

**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.

**Boys and Girls Clubs of Southwest Alabama – Thomasville**

We are working.

**Catholic Social Services (Clarke & Washington)**

Our operational status is active. We are open and assisting with client's needs such as food, utilities, and medications. We are assisting one individual at a time and are also assisting by phone when possible.

**Catholic Social Services (Mobile)**

We are operating Normal Business Hours and offering regular services. Our services are appointment only and conducting assessments via phone.

**CASA**

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

**Child Advocacy Center**

Our counseling services are being offered remotely. Prosecution has stopped through mid-April. We are only conducting emergency interviews.

**Community Action of South Alabama**

As of this writing all of our locations are open. Because of the fluidity of the situation we have reduced the number of available appointments for client services and ask that anyone needing assistance (that does not have an appointment) to please call before coming to their local CAASA office. Appointments could take a little longer than usual due to staff "wiping down" after each customer.

**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.

**Dearborn YMCA**

We are closed.

### **Drug Education Council**

Office is open, with some staff working remotely. Drug Tests-Available by appointment. Working with Mobile County Schools to offer education opportunities through feeding programs.

We have increased our Social media Presence, offering educational service via email, and encouraging more people to stay connected.

### **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 from 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.

### **Epilepsy Foundation of Alabama**

We are offering regular services. We have transitioned to virtual appointments via zoom. We are offering a new program - Virtual Education on How Families can protect on COVID 19 and how it affects individuals with epilepsy.

### **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.

### **Family Promise**

We have discontinued our rotational shelter model for the next 4 weeks. We will shelter our current clients in place. Case managers and ED are working remotely. We are unable to take any new families.

### **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](http://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. Gilberttown 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.

### **Franklin Health**

We are open. Due to the limitations placed on the practice of dentistry by the Governor and Alabama Board of Dentistry, we've merged one of our sites. We are providing drive thru testing at our MLK site.

### **Goodwill Easter Seals**

Kaleidoscope (Day Program) is closed until April 6.

Child Development Centers will follow the MCPSS closing schedule beginning Thursday till April 6.

Community Centers remain open for individual appointments and services – no group instruction or meetings with the exception of the computer classes (currently no more than 4-6 attending at any single time).

Adult Education services are being provided through virtual instructional platforms to the extent possible with students who have access to devices and internet.

HIPPY home visitors will have work assignments pre-approved by supervisor to do remote work from home.

### **Gulf Regional Early Child Services (GRECS)**

All of the Head Start and Early Head Start sites affiliated with Gulf Regional Early Childhood Services are closed. Soaring Eagles is not open.

Soaring Eagles will be going live at 9:00am each day with a preschool circle time. During this live circle time Ms. Kate (our lead teacher) will read stories and talk to children and do a special activity with them.

### **Housing First, Inc.**

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.

### **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.

### **Lifelines Counseling Services**

All of our programs are open. We are providing all client services remotely.

### **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.

### **Mobile Community Action**

All Head Start and Early Head Start locations will be closed along the same timeframe as the public school system until further notice.

Essential personnel will conduct monitoring of customer needs and concerns. The Community Action Partnership will determine when further assistance will be provided to the community. Local vendors have mostly decided to no longer disconnect services for those unable to pay their utility costs. MCA will assist its remaining scheduled customers through Friday March 20<sup>th</sup> and all locations will be closed until further notice. Thus, there will be no face-to-face contact with customers until further notice.

### **Mulherin Home**

Closed to all visitors for at least 2 weeks. Keeping all residents home from their day programs and activities in the community. They are also not allowing respite clients at this time. All staff is on campus.

### **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.

### **Penelope House**

We will continue to provide emergency shelter and court advocacy services to victims of Domestic Violence and their children, but Prevention Education and Outreach Services will not be out in the community. Outreach Services will be conducted via phone. Penelope's Closet will be closed, until further notice.

### **Regional Child Advocacy Center**

We are working, with one staff at the CAC in Grove Hill and other 2 doing telework or leave time. We are only conducting emergency forensic interviews. Our outreach programs in the schools and community are suspended. There are kids at Almost Home and are, of course out of school, and are with our foster worker, Linda Chapman.

**Regional RSVP**

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

**Ronald McDonald House**

We are operating Normal Business Hours. Closed to Visitors and Volunteers

**Sickle Cell Disease Association Mobile Chapter**

Our office is open, but with limited access. Please call office prior to coming. We have cancelled all newborn screening counseling and testing. Our social worker and community health workers are accessible via cell phone for client needs, as well (251-367-7310 or 251-367-7311).

**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).

**St. Mary's Home**

St. Mary's Home does remain open and we continue to serve our residential and therapeutic foster children. However, our campus is closed to visitors with the exception of DHR workers and treatment providers.

**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 Learning Tree**

The Little Tree Preschool, Woody's Song School and Growing Independence Behavioral Services are currently closed. Our Residential School is closed, but the children remain in our group homes.

**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

**Victory Health Partners**

We have regular operations.

**VOASE**

Our office is closed.

**Wilmer Hall**

1. Our office is closed.

**YMCA of South Alabama**

We are closed. We were hoping that we could reopen on April 1, 2020. We will be **FREEZING** all memberships and related bank drafts effective April 1, 2020 for the duration of our closing.

If you are unable to join us at one of our facilities, we have a variety of at-home exercise options for members In response to COVID-19, the YMCA is here to help by providing a safe place for children of healthcare workers and first responders- [https://ysal.org/wp-content/uploads/2020/03/corona-virus-childcare-flyer-updated-3\\_17\\_2020-1035-AM.pdf](https://ysal.org/wp-content/uploads/2020/03/corona-virus-childcare-flyer-updated-3_17_2020-1035-AM.pdf)

**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 14<sup>th</sup>.

## **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).

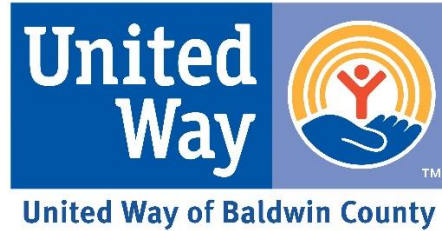
**AARP COVID-19 Site** <https://bit.ly/aarpcovid19>

**AARP lower Alabama site** <http://bit.ly/aarploweral>

**AARP.org**



## UNITED WAY OF BALDWIN COUNTY PARTNER AGENCIES



### **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 are going to do our best to continue to provide our services. We will not be adding additional services.

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](mailto: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...>

### **Baldwin Co. Education Coalition**

We are providing books or educational supplies to parents in need. Call 251-989-2262 for information,

### **Baldwin Youth Services**

We are closed for the quarantine

### **Boy Scouts**

We are working remotely

### **Baldwin County Child Advocacy Center/ CAREHouse**

We are working remotely. Therapists and advocates are still doing sessions but over the phone/video chat. Forensic interviews will continue in Summerdale as needed.

### **Catholic Social Services**

We are open but limiting in person interviews and conducting case management over the phone. Food pantry is operational. We are working with the City of Robertsdale to be a food distribution site for lunches for children beginning next week at the senior center.

### **Christian Service Center**

We are open and doing all case management by telephone. Food pantry is operational

### **Drug Education Council**

We are working remotely.

### **Ecumenical Ministries**

We are open and doing all case management by telephone. Food pantry is operational. Meals on Wheels continues to operate.

### **Fairhope Point Clear Rotary Youth Club**

We are closed for childcare. We have a food distribution site for children 18 and under M-F from 11am to 1pm

### **Family Promise**

We are continuing to serve families. We have the ability to house three families while keeping them isolated from each other. We are working with government to be a voice on rent/evictions. We have a shower trailer if needed.

### **Feeding the Gulf Coast**

Feeding the Gulf Coast is maintaining its regular operating hours to feed the critical needs that are arising from this public health crisis. Our goal is to remain open to provide essential food services. One of the ways our services to Baldwin County have increased is through additional large distributions to support Prodissee Pantry. While we partner with Prodissee Pantry throughout the year, during this time especially, our capacity to provide additional food support for their distributions, including delivering food to their location at an increased frequency is critical.

As families are faced with an increased need for food due to school closures, inability to work, or facing self-quarantine requirements, the "Find Help" feature available at [www.feedingthegulfcoast.org](http://www.feedingthegulfcoast.org), is the best source of information for families and individuals seeking assistance. Individuals can also call (888) 704-FOOD.

With schools closing over the next few weeks, Feeding the Gulf Coast is working with the local school systems and other partners to distribute child nutrition meals through 30 sites across Mobile and Baldwin Counties beginning Thursday, March 19. These sites will be listed on our website and will have the capability of serving breakfast and lunch. Our kitchen will be preparing 1,800 cold, grab-and-go meals daily to go out to these locations.

### **Girl Scouts**

We are working remotely.

### **Home of Grace**

We are operating as usual.

### **Ruff Wilson Youth Center**

We are operational Tuesday, Wednesday and Thursday for limited childcare for those needing childcare until directed otherwise from 8am-3pm

### **South Baldwin Literacy Council**

We are open and implementing social distancing

### **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 Bridge**

The Bridge will continue to provide services to youth and their families during school closure. We are reaching out to each student and family to establish a time for sessions to address treatment goals. The Bridge will also connect families with resources for food, bills, healthcare and other assistance as needed. Please contact The Bridge at 251-338-1780 extension 7032 if you have any needs related to substance use, behavioral modification or need community assistance.

### **The Cindy Haber Center**

We are working remotely and assisting clients over the phone.

### **The Lighthouse**

We are open and providing phone counseling and advocacy. We are providing safe shelter to those are in in danger with increased screening for exposure and symptoms.

### **The Shoulder**

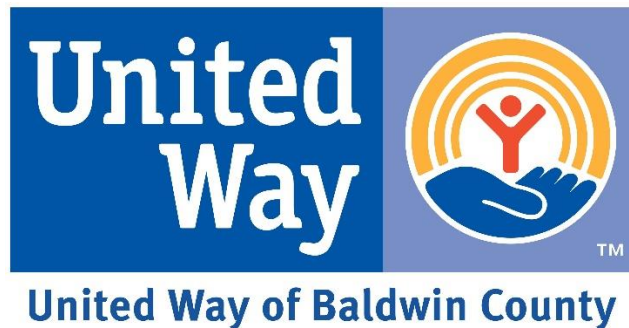
Our residential rehabilitation is open and serving clients. We are instituting necessary precautions including taking temperatures and sanitizing.

### **Under His Wings**

Our residential program is currently closed. Our counseling and education sessions continue

### **YMCA of South Alabama**

Our gyms and facilities are closed to the public. Childcare is offered for first responders and medical professionals/ lunch food distribution sites for children M-F from 11am to 1pm



## 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
- Mitternight
- 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](http://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.

## **Local Business Operations and Temporary Closures**

<https://www.mobile.org/about/covid-19-update/local-business-updates/>

## 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](mailto: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.mcpss.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](http://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
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### We Need Your Help to Get Alabama Businesses Qualified for SBA Economic Injury Disaster Loans:

As a part of President Trump’s declaration of a state of emergency the U.S. Small Business Administration (SBA) is authorized to make Economic Injury Disaster Loans (EIDLs). Alabama small business owners that are experiencing economic harm should complete and submit the online [EIDL economic injury verification](#) of loss worksheet to the Alabama SBA district office. This form is not an application.



The Governor will request a declaration for economic injury from the SBA's Office of Disaster Assistance Center. Once the declaration is made in Alabama, Alabama businesses can begin applying for an EIDL on SBA's Office of Disaster Assistance website. <https://www.sba.gov/funding-programs/disaster-assistance>. According to the SBA, loan applications will not be open until the (state) declaration is made.

Contact L.D. Ralph at the Alabama District Office with any questions: [lafero.ralph@sba.gov](mailto:lafero.ralph@sba.gov) or 205.290.7684.

## **Tax Day now July 15: Treasury, IRS extend filing deadline and federal tax payments regardless of amount owed**

The Treasury Department and Internal Revenue Service announced today that the federal income tax filing due date is automatically extended from April 15, 2020, to July 15, 2020.

Taxpayers can also defer federal income tax payments due on April 15, 2020, to July 15, 2020, without penalties and interest, regardless of the amount owed. This deferment applies to all taxpayers, including individuals, trusts and estates, corporations and other non-corporate tax filers as well as those who pay self-employment tax.

Taxpayers do not need to file any additional forms or call the IRS to qualify for this automatic federal tax filing and payment relief. Individual taxpayers who need additional time to file beyond the July 15 deadline, can request a filing extension by filing Form 4868 through their tax professional, tax software or using the Free File link on IRS.gov. Businesses who need additional time must file Form 7004.

The IRS urges taxpayers who are due a refund to file as soon as possible. Most tax refunds are still being issued within 21 days.

"Even with the filing deadline extended, we urge taxpayers who are owed refunds to file as soon as possible and file electronically," said IRS Commissioner Chuck Rettig. "Filing electronically with direct deposit is the quickest way to get refunds. Although we are curtailing some operations during this period, the IRS is continuing with mission-critical operations to support the nation, and that includes accepting tax returns and sending refunds. As a federal agency vital to the overall operations of our country, we ask for your personal support, your understanding – and your patience. I'm incredibly proud of our employees as we navigate through numerous different challenges in this very rapidly changing environment."

## **Alabama Counts 2020**

**TAKE THE CENSUS ONLINE: [MY2020CENSUS.GOV](https://www.my2020census.gov)**

**or take it by phone at: 844-330-2020**