

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

24-Hour Emergency Services

Abuse, Battered Women

Penelope House (Mobile, Choctaw, Clarke, 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

Ambulance9-1-1

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
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Police

(Emergencies only) 9-1-1

Substance Abuse

Alcoholics Anonymous 251-479-9994
online database. www.aa.org

Drug Education Council 251-478-7855

Cocaine Anonymous 205-928-3558

Narcotics Anonymous 251-639-4152
online database. 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.

Alabama Department of Human Resources - EBT online shopping now available in Alabama. Online purchasing is now being piloted in Alabama. Current pilot participants can now shop at Amazon or Walmart, statewide, and Wrights Market in Lee County.

SNAP and Cash (TANF) benefits can be used for online purchases –

- Amazon – for home delivery, log on to – www.amazon.com
- Walmart – for pick up, log on to – www.walmart.com

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. 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.

Feeding the Gulf Coast - Feeding the Gulf Coast, as well as our partner agencies, is considered an essential service. We are maintaining regular business hours of Monday through Friday, 8-4. Please call (888) 704-FOOD if you need assistance or have any questions. <https://www.feedingthegulfcoast.org/learn-more/covid-19-response>

Prodissee Pantry - Emergency Drive-Thru food distributions will be every Tuesday in April from 9am - Noon for Baldwin County residents. Bring proof of residency & picture ID. Prodissee Pantry has cancelled volunteer activities until further notice. <https://prodiseepantry.org/>

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** or email 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.

USA Health

USA Health has partnered with the City of Mobile to establish a drive-thru testing site at Ladd-Peebles Stadium to provide testing to the general public. Potential patients will be screened over



the phone to determine if testing is needed. If needed, patients will be given an appointment. Call 1-888-872-2650 between 8 a.m. and 4:30 p.m. on weekdays for a screening. No one will be admitted to the site for testing without an appointment and proper identification.

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

Greater Mobile Urgent Care's Clinics are 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

For patients showing symptoms of COVID-19, Infirmiry Health will host appointment-only drive through testing sites Thursday, April 9 through Wednesday, April 15. Site locations vary by day but will cover Mobile and Baldwin counties.

To schedule an appointment to be tested, please call the Infirmiry Health COVID-19 testing hotline at 251-341-2819. The hotline is open daily from 8 a.m. – 5 p.m. Appointments are limited, and the registered nurse performing the initial screening on the phone will determine whether patients need to be tested for COVID-19 based on CDC criteria.

Appointment qualifiers:

1. Mobile or Baldwin County residents only.
2. Must be 12 months of age or older. If over 18, must have valid ID.



(Parent or guardian must present ID for pediatric patients.)

3. If the patient meets the CDC criteria to be tested, they will receive an appointment location and time.
4. The test will be administered in the car. **Remain in your vehicle.**
5. A clinician will assess symptoms and administer test if needed.
6. Once swabbed, the patient will receive clear next steps from the medical provider.

These COVID-19 drive through testing sites are separate from the Diagnostic & Medical Clinic Medical Evaluation sites. For more information on DMC's Medical Evaluation sites, please call 251-435-1106 or visit diagnosticandmedical.com/coronavirus

Health Care Ready

Individuals and patients can find information and guidance regarding the current outbreak of COVID-19. <https://healthcareready.org/covid19-patient-resources/>

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, Learning Centers, and Schools

For public school systems and many daycares, blended learning begins the week of April 13 and will continue through the end of the year. Please visit - <https://www.bcbe.org/Page/22126>, <https://www.mcpss.com/coronavirus>, or your school systems webpage - for additional information. The Archdiocese of Mobile will resume schooling on May 4th.

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 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
- 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.learnincolor.com
- <https://www.acf.hhs.gov/coronavirus>
- <https://bornready.org/covid19resources/>
- www.funbrain.com
- www.storylineonline.net



Mobile Public Library

Mobile Public Library is offering assistance by phone or email at most locations from 9 a.m. to 6 p.m., Monday - Saturday, while we are closed to the public.

Temporary library cards are being issued to area residents by applying online (forms.gle/uZEyHz1VftVfhQzy6) or over the phone (mobilepubliclibrary.org/locations).

We encourage you to utilize the library's online resources. Hoopla's (hoopladigital.com) check-out limit has been increased to 20 per calendar month. Kanopy (mponline.kanopy.com) has created a list of films that can be watched & not count toward your monthly limit of 15 - find them under "Credit-Free Viewing". Also, all of Kanopy Kids is unlimited starting 3/16 for 30 days. Ebooks and audiobooks are also available on cloudLibrary (ebook.yourcloudlibrary.com/library/mobilepubliclibrary/). Magazines are available on Flipster (<https://search.ebscohost.com/login.aspx...>). Go to our website mobilepubliclibrary.org, for more information.

Due dates for all physical items will be extended to avoid fines and fees.

Fines and fees already on library accounts can be paid online.

Keep your library materials until we reopen.

Holds that are listed as available will be held until after we reopen.

New holds on physical items are suspended.

Donations of books and other materials are currently not being accepted.

Programs, meetings and events scheduled for while we are closed have been canceled.

Interlibrary Loan service has been suspended, all ILL item due dates have been extended.

Several times a week, a staff member will read a story to children via the Mobile Public Library Children's Services Facebook page. Some staff members lead sing-a-longs.

<https://www.facebook.com/Mobile.Public.Library/>

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



Veterans Assistance

Veterans Crisis Line:

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

Text 838255 or chat online at: 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>

Veterans Recovery Resources is ready, willing and able to provide telehealth support to any Military Personnel, Veterans, First Responders, their family members and caretakers. Anyone can simply call our office at 251-405-3677 or visit our website at www.vetsrecover.org to make an appointment. We have expanded our telehealth capabilities and can usually schedule same-day appointments for primary care, behavioral health & peer support.

We are a VA Patient Centered Community Care provider. We accept TriCare, Blue Cross, along with most other insurance plans. And, as a private 501c3 non-profit charitable organization, we provide services, regardless of ability to pay.

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

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%2F coping.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>

COVID-19 Mental Health Resource Hub

As the world faces unprecedented fear and uncertainty, the mental health community understands that we are stronger together. That’s why we’ve teamed up with the nation’s most credible mental health organizations to collaborate on a free resource hub to help people address their mental health needs during the COVID-19 pandemic. www.psychhub.com/covid-19

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

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 Commission

ABSENTEE VOTING- We continue to process applications and ballots for absentee voting by mail only. **Contact us at 251.937.0261.**

ACCOUNTING - Staff is available by phone but facility closed to the public.



ADMINISTRATION - Staff is 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.

Contact us at 251.947.3618.

ALEA/DRIVER'S LICENSE TESTING/ REINSTATEMENT/ STAR ID- Baldwin County offices closed. Other offices closed statewide. Reinstatement offices closed statewide. View all ALEA updates here: <https://www.alea.gov/news-releases> **Contact the Mobile District office at 251-660-2330.**

ARCHIVES - Staff available by phone but facility closed to public.

Contact us at 251.580.1897

ANIMAL SHELTER - Closed to the public. Adoptions temporarily suspended. Staff will respond as able to reports of strays and aggressive animals. Volunteers should not report until further notice. Adoption events cancelled until further notice.

Contact us at 251.972.6834.

BRATS - All non-essential routes cancelled. Emergency (dialysis, school, medical and nutrition routes) continue to run. Courier will continue to run. Staff available via by phone but facility closed to face to face interaction.

Contact us at 251.972.6817.

BUILDING DEPT - [We now offer online permitting!](#) Even though our facility is closed to the public, our staff is still working. We also encourage emailing or mailing plans and other requests. There are drop boxes at the Foley, Fairhope, and Bay Minette locations to leave documents for the department. Inspectors practice social distancing as they continue to go to job sites.

Contact us at 251.943.5061.

BUILDING MAINTENANCE - Practicing social distancing while otherwise operating as normal.

COUNCIL ON AGING - We have suspended all face to face contact. However employees are available by [phone or email](#). Curbside pickup for meals will continue at the Loxley S.A.I.L Center. (251-964-5330). Pharmacy pick up is curbside only. AARP tax aid appointments are cancelled, for the latest information on AARP go to www.aarpfoundation.org/tax help. Clients needing to drop off paperwork for the Council on Aging can use the Solid Waste drop box located at the main entrance of the Central Annex - 22251 Palmer Street, Robertsdale, AL .

Contact us at 251.972.8506.

CORONER- Open, but very limited public access.

Contact us at 251.970.4051.

COURT - Staff in office and available by phone or email. The Circuit Clerk's Office is not open for face to face interaction. Court cases from March 16th thru April 16th will be rescheduled and you will receive notice of new dates in the mail. Emergency cases will still be heard (P.F.A.,

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. Contact your attorney, not the courts, if you have further questions.

DISTRICT ATTORNEY- Staff in office and available by phone or email but closed to the public. **Contact us at 251.937.0274.**

HIGHWAY - Staff in office and available by phone and email but facilities are closed to face to face interaction. **Call 251-937-0371.**

JAIL / CORRECTIONS COMMAND - Baldwin County Sheriff's Corrections Center inmate visitation cancelled until at least April 1st. The visitation lobby is closed to public access. Offsite video visitation will remain as usual.

JUVENILE DETENTION CENTER - Our facility is closed to the public but staff can be reached by phone . Attorneys will be allowed. No visitation at this time. Contact us at **251.580.2540.**

LAW LIBRARY - Closed at this time.

LEGISLATIVE DELEGATION – Baldwin County offices closed at this time.

License Inspection- Office closed to the public, staff available by phone. All field work postponed until further notice.

PARKS – County parks and boat launches remain open to the public. However no field trips and all visitors must follow CDC Coronavirus Guidance. Any organized events such as fishing tournaments are not allowed at this time due to the Governors order of limiting all non-work gatherings to 10 people or less. Playground and basketball courts will be closed (this includes Lillian Rec Center, Latham Park, Vaughn Community Center & Tensaw Community Center). All county owned beach access points and parking lots down Ft. Morgan road are closed. **Contact us at 251.943.5061.**

Passports-Suspended at this time

PLANNING AND ZONING - Our offices are closed for face to face interaction however staff is still available via phone or email. Documents or requests can be emailed to lee@baldwincountyal.gov. There are also document drop boxes in Foley, Robertsedale and Bay Minette (Bay Minette located in front of County Building Dept). **Contact us at 251.972.1655.**

PROBATE – Our facilities are closed for face to face interaction however our staff is still available to serve you via phone or email and many of our services are also offered online or through the mail. [Alabama has granted an extension for March tag renewals and for new vehicle registrations.](#) [Alabama has granted 2nd extension for March and April tag renewals and new vehicle registrations](#) [Citizens can renew tags online](#) or through the Baldwin County commission mobile app. [You can also now Register a Vehicle Purchased from Alabama Dealer online.](#) **Contact us at 251.937.0260.**



Probate Court - Cases will be rescheduled.

Contact us at 251.937.0260.

PURCHASING - Closed for face to face interaction however our staff is available to assist over the phone.

Contact us at 251.580.2520.

REVENUE – Our staff is still available to serve you via phone, [email](#) or mail but our offices are closed for face to face interaction.

Contact us at 251.937.0245.

SALES AND USE TAX - Our offices are closed for face to face interaction but we are available to assist via phone, email or mail. Mail all correspondence to: Sales and Use Tax. PO Box 189, Robertsdale, AL. 36567.

Contact us at 251.937.9561.

SHERIFF - View Sheriffs COVID-19 Information

To reach Sheriff's Dispatch call 251.937.0202.

SOLID WASTE - Collection routes continue to operate as normal, however pickup times on your designated day may be earlier or later than usual. Please have carts curbside no later than 6:30 AM and if it is not collected on your normal collection day, please leave curbside. All garbage will be collected by the end of business on Saturday at the latest. [Pay bills online](#) or by mail to: Solid Waste 22251 Palmer Street, Robertsdale, AL 36567.

Contact us at 251.972.6878.

RECYCLE: For the health and safety of the Baldwin County Solid Waste Staff, due to the Coronavirus Pandemic, Recycling services have been discontinued. The Baldwin County Commission will evaluate conditions after the State Health Officer order expires 5:00pm April 17.

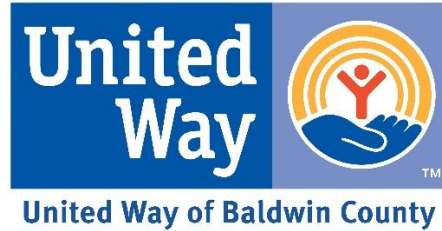
LANDFILL: In light of the recent order by the Governor and State Health Officer we ask that all homeowners refrain from taking items to the landfill for disposal until April 17. Magnolia Landfill, MacBride Landfill, and The Bay Minette Transfer Station are still open to service our municipal and commercial haulers during this time. [Eastfork Landfill](#) (17917 CC Road) is temporarily closed.

Yard Debris/Bulky Pickups: Pickup request have surged, please allow extra time to pick these up.

VETERANS AFFAIRS- Closed Statewide

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

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. **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, 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

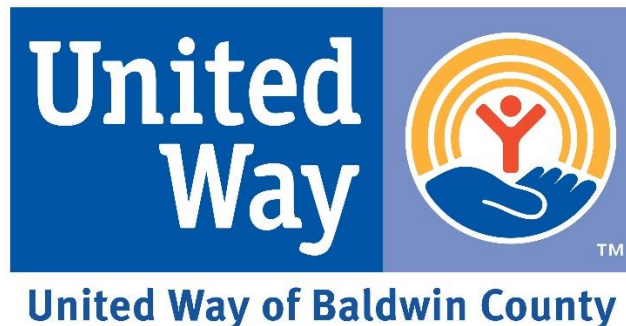
Our residential rehabilitation is open and serving clients. We are instituting necessary precautions including taking temperatures and sanitizing.

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



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. **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 18th through Friday, April 10th. 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. 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.

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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 20th 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

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.

City of Mobile

Both orders go into effect at 10 p.m. on Saturday, April 4th.

The Curfew is in effect from 10 p.m. - 5:00 a.m.

The Stay-at-Home order is in effect from 5 a.m. until 10 p.m. and does make exceptions for activities such as:

1. Picking up medications
2. Securing needed supplies for family (grocery and hardware stores)
3. Outdoor activities, including walking, hiking and running, as long as social distancing protocols are followed.
4. Caring for family and the elderly

Restaurants and other provider who offer take-out or delivery food and drink will be open - as they are considered essential.

Statewide

The Governor's directive (effective at 5 p.m. on Saturday, April 4th) orders everyone to stay at home, with exceptions to include: obtaining necessary supplies; providing necessary services; attending religious services; taking care of others; essential work; and outdoor activity.

We have additional information on our website at www.viamobile.org.

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

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

AARP.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 30. 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 30.

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 a 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 30. The Alabama Department of Public Health recommends no large gatherings because we are under a stay at home order.

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 will begin blended learning the week of April 13. 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 further notice.

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

The Wave Transit System will suspend all Fixed Route Bus Services, to include the Moda!, effective the end of service on Friday, April 3, 2020. The suspension will remain in place until Friday, May 1, 2020 and may be extended if the coronavirus pandemic conditions warrant.

For individuals who have purchased monthly passes for the month of April 2020, the Wave's staff will work with customers individually to reimburse them for their monthly pass purchase. The Wave will continue to operate the Mobility Assistance Program (MAP) service. Also, new

applicants will continue to have their applications reviewed for eligibility as normal. The service schedule for MAP will be Monday-Saturday, 6:00a.m.-9:00p.m.

Riders are asked to consider limiting their trips for only purposes deemed essential. The cost for MAP service will remain the same. For additional information call 251-344-6600 or visit the website at www.thewavetransit.com

Museums

The Mobile Museum of Art, Mobile History Museum, GulfQuest Maritime Museum, Mobile Botanical Gardens and the Exploreum will be closed until April 30. The schedule will be reassessed at that time.

Mobile Civic Center

The Mobile Civic Center is closed until further notice.

Social Service

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 SERVICES UPDATE

Go to -

http://familyhealthalabama.org/General/Bulk_Documents.aspx?type=News&index=3&subindex=1 – for the most recent news and updates.

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. 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>

United Way of South Alabama, Volunteer Connect -
https://volunteer.uwswa.org/need/?s=1&need_init_id=3084

United Way of Baldwin County Community Crisis Fund -
<https://us.commitchange.com/al/foley/united-way-of-baldwin-county-inc/campaigns/united-way-of-baldwin-county-community-crisis-fund?>

Community Foundation of South Alabama, Mobile Area Disaster Relief Fund -
<https://www.communityfoundationsa.org/>

Donate Blood

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

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
- Center of Fair Housing.....251-479-1532
- Prosperity Now.....<https://prosperitynow.org/resources/covid-19-resources>

Legal Services

South Alabama Volunteer Lawyers Program..... 251-433-6560
www.Alabama.freelegalanswers.org - Income qualifying users can ask a volunteer lawyer a short series of questions through the web portal. This is a statewide resource managed by the Alabama Access to Justice organization and could be useful for people in all the counties you cover



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 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://my2020census.gov)
or take it by phone at: 844-330-2020



Economic Impact Payments

The IRS is offering coronavirus tax relief. For the most up to date information, go to www.irs.gov/coronavirus. We need your help to reach individuals who do not normally file because they do not have enough income that requires them to file. **This includes the homeless, certain seniors and some limited English-proficient individuals** who will need to provide information to the IRS to get their Economic Impact Payment.

Coronavirus Stimulus Check Calculator -

<https://www.washingtonpost.com/graphics/business/coronavirus-stimulus-check-calculator/>

Evictions and Foreclosures

Alabama Gov. Kay Ivey issued an order on April 3 to suspend the enforcement of any evictions or foreclosures due to the COVID-19 outbreak. The protective order is set to last for the duration of the state of emergency that was declared on March 13.

Consumer Financial Protection Bureau -

https://www.consumerfinance.gov/coronavirus/cares-act-mortgage-forbearance-what-you-need-know/?utm_source=newsletter&utm_medium=email&utm_campaign=wc&utm_term=April820

Utilities

If you are unable to pay your utility bills due to COVID-19, please reach out to your utility company to see what programs may be available.

Student Loan Forbearance

Student loan borrowers now have more benefits to consider when planning for the potential financial impact from coronavirus. A new federal law, the Coronavirus Aid, Relief, and Economic Security (CARES) Act, provides automatic suspension of principal and interest payments on federally-held student loans through September 30, 2020. These suspended payments will count towards any student loan forgiveness program.

<https://www.consumerfinance.gov/about-us/blog/what-you-need-to-know-about-student-loans-and-coronavirus-pandemic/>

Additional Resources

- **Local, State & National COVID-19 Resources for those needing help and those wanting to help – www.altogetheralabama.org**
- **Small Business COVID-19 Resources – www.atlasalabama.gov**

- **Stay At Home Order -**
<https://governor.alabama.gov/newsroom/2020/04/governor-ivey-issues-stay-at-home-order/>

<https://www.cityofmobile.org/COVID-19/stay-at-home-order-for-the-city-of-mobile-during-the-covid-19-emergency/>

<https://www.thecityofprichard.org/4-05-20-press-release-mandatory-curfew/>
- **Small Business Grants**
 - a. Restaurant Workers COVID-19 Emergency Relief Fund – The Restaurant Workers’ Community Foundation launched a fund that is currently raising donations to give to small business restaurants and their workers
<https://rerf.us/apply-for-aid/>, <https://rocunited.org/relief/>
 - b. Facebook Small Business Grants -
<https://www.facebook.com/business/boost/grants>
 - c. GoFundMe Small Business Relief Initiative -
<https://www.gofundme.com/c/small-business-relief-initiative-and-fund-faqs>
 - d. Kiva’s COVID-19 Loan Program - <https://www.kiva.org/blog/support-local-businesses-during-the-coronavirus-pandemic>
 - e. Mobile Area Chamber of Commerce COVID-19 Response (SBA Loan/Grant Process Explained) - <https://mobilechamber.com/coronavirus-resources/>
 - f. South Baldwin County Chamber of Commerce -
<https://www.southbaldwinchamber.com/business-resources-covid-19>
 - g. North Baldwin County Chamber of Commerce -
<http://www.northbaldwinchamber.com/CoronavirusUpdatesandResources>
 - h. Central Baldwin County Chamber of Commerce -
<https://myemail.constantcontact.com/A-Message-from-the-Baldwin-County-Chamber-Coalition.html?soid=1107257096894&aid=MeJidJNMeio>
 - i. Economic Impact Calculator for Small Businesses -
https://www.faire.com/impact-calculator?mc_cid=cc966e5a80&mc_eid=6d386bd4f4
 - j. James Beard Relief Fund for Food and Beverage Industry -
<https://www.jamesbeard.org/relief>
 - k. United States Bartenders Guild Relief Fund (you do not need to be a member to apply) - <https://www.usbgfoundation.org/covid-19-response>
 - l. Emergency Funding for Artists -
<https://mailchi.mp/a64209d2efeb/emergency-funding-for-artists?e=53bcc6d56b&fbclid=IwAR2Wvf5DNnZ9WWYyj-b8gVuO7ZV2Rn-lfEDDlv3aDGYdbLDZSsOSOZPZ9HY>
 - m. Bumble Small Business Grant - <https://bumble.com/the-buzz/smallbusinessgrant>

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