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Rochester  Works! **COVID-19 Resource Guide**

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Useful Contacts

For health questions, contact:

UR Medicine COVID-19 Support Line: 1-888-928-0011

Monroe County Dept. of Public Health: (585) 753-5555, COVID19@monroecounty.gov

Basic Information on COVID-19 and NY's Response

New York state will stay on PAUSE through April 15th. That means the non-essential workforce [is directed](#) to continue to work from home until at least April 15th. We will re-evaluate every two weeks.

What is PAUSE? Pause is a 10-point policy enacted by executive order of the Governor of New York to “flatten the curve” and keep the peak of viral activity at a level manageable by our healthcare system.

1. Effective at 8pm on Sunday, March 22, all non-essential businesses statewide will be closed;
2. Non-essential gatherings of individuals of any size for any reason (e.g. parties, celebrations or other social events) are canceled or postponed at this time;
3. Any concentration of individuals outside their home must be limited to workers providing essential services and social distancing should be practiced;
4. When in public individuals must practice social distancing of at least six feet from others;
5. Businesses and entities that provide other essential services must implement rules that help facilitate social distancing of at least six feet;
6. Individuals should limit outdoor recreational activities to non-contact and avoid activities where they come in close contact with other people;
7. Individuals should limit use of public transportation to when absolutely necessary and should limit potential exposure by spacing out at least six feet from other riders;
8. Sick individuals should not leave their home unless to receive medical care and only after a telehealth visit to determine if leaving the home is in the best interest of their health;
9. Young people should also practice social distancing and avoid contact with vulnerable populations; and
10. Use precautionary sanitizer practices such as using isopropyl alcohol wipes

(New York State on PAUSE, 2020)

Basics of Matilda's Law and The PAUSE Initiative:

- Stay inside
- Go outside for solo exercise
- Vet visitors and aides
- Do not visit homes with multiple people
- Wear a mask
- Have everyone around you wear a mask
- Maintain six feet distance from others
- Avoid public transit

How To Get Important Updates

<https://coronavirus.health.NY.gov/home>
<https://now.NY.gov/page/s/coronavirus-updates>

Monroe County DHS Information

Public Assistance

Face-to-face interviews for Public Assistance are suspended through April 11.

Effective with applications received after March 16, 2020, we will move to **phone interviews for Public Assistance eligibility determinations**. This includes applications for Emergency Assistance and Temporary Housing Assistance.

Applicants can drop off, mail or fax 585-753-5315 new Temporary Assistance (2921) applications to the Agency. The application should clearly mark what programs the applicant is applying for and include a **valid phone number**. Applications received without phone numbers will continue to be scheduled for face-to-face interviews. After the phone interview, applicants will be mailed a document requirement form with instructions to submit required documents to the agency by a designated due date.

Emergency Assistance

Applicants for **Emergency Assistance** will be interviewed by phone as well. Emergency Assistance applicants can drop off, mail (to 691 St. Paul St) or fax to 585-753-5315 new Emergency Assistance (2921) applications to the Agency.

The application should clearly mark that the applicant is seeking emergency assistance and include a **valid phone number**. We will call individuals to conduct the emergency assistance interview on the same day of the application submission and make a determination on the same day. If unable to connect with the applicant on the 1st day, we will make a second attempt on the next business day. If additional paperwork is needed to make a decision, the applicant will be verbally advised as well as mailed a document requirement form with instructions to submit required documents to the agency by a designated due date.

Temporary Housing

*For **applicants applying for Temporary Housing (THA)** they will need to submit an application and we will be determining eligibility for THA via phone. THA applicants can drop off, mail or fax 585-753-5315 or by fax at 753-6078 new Emergency Assistance (2921) applications to the Agency.*

The application should clearly mark that the applicant is seeking temporary housing placement and include a **valid phone number** for us to call to facilitate a THA placement. Clients facing emergency situations may reach out to us via phone prior to a TA application being submitted and we will make a TH placement until the next business day when the shelter case manager can assist them with completing and submitting the completed application.

Face to face **recertification interviews for Temporary Assistance** are also being suspended for 60 days eff March 13th, 2020. Any new recertifications scheduled after March 16th will be scheduled for a phone interview. Recipients will need to return the recertification guide to the agency **BEFORE** the scheduled phone interview can be conducted.

HEAP & HERR

Face-to-face interviews for Home Energy Assistance (HEAP) and Home Energy Repair and Replacement (HERR) assistance have also been suspended. Individuals applying for these programs should provide their application and will be contacted for a phone interview. Applications can be mailed, faxed to 585-753-6102 or dropped off to 111 Westfall Road.

We will also be suspending other non-essential appointments, including Applicant Job Search, Employment Assessments, Disability Assessment interviews and Work Experience Program orientations for 60 days. Recipients participating in assigned activities are encouraged to continue to participate if the site remains open and available, however, absences related to illness, isolation or quarantine will be considered excused and will not result in negative action. Recipients in substance use treatment as a condition of eligibility for public assistance should look to their treatment provider for guidance regarding the protocols for attendance/absences during this emergency period.

The NYS Office of Administrative Hearings has also made temporary changes to allow for phone and video conferencing for **Fair Hearings**. Effective with requests initiated after 3/12/20, individuals will be given the option for alternative hearings. Clients who already have in-person hearings scheduled will be permitted to adjourn the request or have the scheduled hearing redirected to telephone, video, or other means on the already scheduled date and time.

SNAP

Federal Legislation signed on 3/18/20 may provide SNAP recipients of households with children who would otherwise receive free or reduced-price meals if not for their schools being closed additional, supplemental emergency benefits. These supplemental benefits will be issued when additional guidance from the State and Federal government is received. Due to the volume of requests expected, we are prioritizing households that have not received SNAP in March, but all requests will be addressed.

Individuals in need of a **benefit cards** should call 585-753-6006 for a card to be mailed to them within 24 hours.

Child Support

Applications for **Child Support** can be mailed or emailed to the Child Support Unit at 33 N. Fitzhugh St. 14614. Parents needing assistance with child support issues are encouraged to call the Child Support hotline at 888-208-4485 or by email at : CSEWEBMonroe@dfa.state.ny.us

Walk-ins will be seen on a scheduled basis only. Please call 585-753-1453 to schedule an appointment.

[New Job Postings/Companies Hiring](#)

New York State Job Board (use filter “immediate”)

<https://nyhirenow.usnlx.com/jobs/?location=rochester%2C+ny>

https://jobboard.rochesterworks.org/company_profile.php

- CVS <https://jobs.cvshealth.com/>
- Wegmans <https://jobs.wegmans.com/>
- Walmart <https://careers.walmart.com/>
- Instacart <https://shoppers.instacart.com/>
- Amazon <https://www.amazon.jobs/en/>
- Dollar general <https://careers.dollargeneral.com/>
- Pepsi <https://www.pepsicojobs.com/>
- Domino's <https://jobs.dominos.com/dominos-careers/>
- Pizza hut <https://jobs.pizzahut.com/>
- 7/11 <https://careers-7-eleven.icims.com/>

- Alton manufacturing – press brake setup, tool maker
- Bausch & Lomb - seeking production technicians, plumbers, electro-mechanical technicians – they are actively interviewing and making offers to the right candidates
- Datrose – assembly techs - datrose is recruiting for long term temporary workers for a contract with an essential business. Pay starts at \$17 per hour and moves up to \$20 per hour after the first month. <https://jobboard.rochesterworks.org/1431/assembly-technician.html>
- Friendly Senior Living – wait staff, resident assistant, medication tech
- IDEX Corporation – manufacturing associate
- Leroy Manor – home health aides
- MI Caccamise Electric – diesel mechanic
- Remedy Staffing – stock clerk – remedy is actively hiring for this role to fill spots within an essential business <https://www.remedystaffing.com/locations/rochester-NY/67185-6146>
- RES Exhibits – warehouse specialist, jr software developer, metal fabricator
- Core Wealth Management – admin assistant – this is for a personal and business financial planning company. Candidates must already have a series 7 securities license and a 63 & 65 or a series 66 license.
- DePaul – housekeeper
- Home Depot – lot associate
- Leisure Care – CAN/HHA, caregivers, housekeepers, maintenance, dining staff, front desk – note: they have not changed their recruitment process yet, but are exploring ways they can onboard new employees practicing ‘safety’ etc.
- Maximus – consumer service specialist (p/t, f/t, bilingual/Spanish)
- Spectrum – customer service reps
- Trillium Health – community health outreach & engagement specialist
- Waste Management - filling positions for cdl residential route drivers and driver apprentices/trainees in Webster, NY.
- [Jobs For Felons in Rochester, New York](#)

Virtual Job Fair - Recruiting on The Road/YMCA

- The YMCA teamed up with Monroe county to pilot a virtual recruiting opportunity for camp counselor positions at y summer camp locations. Expect to see a lot more virtual recruiting events in the coming weeks/months – we’re exploring options too!
- Candidates register through eventbrite (see attached flyer for link), then receive an email directing them to send a copy of their resume between now and April 3.
- Recruiter at the y will reach out to candidates the week of April 6 and setup a time to meet over the phone or skype, Microsoft teams, etc. These meetings will happen the same as they would at a regular job fair – candidates can introduce themselves, ask questions about the company and learn about positions, talk about their skills, and in some cases may go through a traditional phone screen.
- From there, candidates will be scheduled for in-person interviews with the hiring managers at the camps once COVID-19 restrictions are lifted.
- Note: the YMCA is not currently recruiting for “non-essential” positions as their locations are closed, but are going back and calling folks who applied for jobs at the y from as far back as two years ago. If any customers are interested or have questions, the recruiter hunter is willing to talk with anyone looking into a career there. Let one of us know and we can make the connection!



Adam J. Bello
County Executive



Virtual Recruiting Event - YMCA of Greater Rochester

Monroe County Executive Adam J. Bello is partnering with the YMCA of Greater Rochester to host a Virtual Recruiting Event. This special event provides job seekers an exclusive opportunity to apply for Camp Counselor positions at the YMCA.

Applicants can apply at [MonroeCountyYMCAonlineJobFair.eventbrite.com](https://monroecountyymcaonlinejobfair.eventbrite.com) or can click on the QR code below.

After receiving applications, a YMCA recruiter will contact applicants during the week of April 6th. This special Recruiting on the Road event is free and open to the public.

Find a job at the YMCA
Scan to Register!



Tips for Your First Virtual Interview

- With many local and national recruiters working remotely in response to the COVID-19 outbreak, companies are turning to virtual/remote interviewing methods to connect with candidates. The preparation is generally the same as with an in-person or phone interview, with a few exceptions. Here are some quick tips on maximizing the experience during your job search:
- Download the software in advance. Whether you're using zoom, skype or another program, be sure to download it on your computer beforehand and make sure things work properly so you're not playing scrambling right before the interview.
- Schedule a trial session with a friend or colleague, if possible. A trial run will help you get a feel for where to sit, the lighting in the room and the audio on your computer to make sure you can be seen and heard properly.
- Keep your surroundings in mind. Make sure the room you're sitting in and the background visible to recruiters is neat and professional. Close your door to any other people at home and try to find the quietest space possible.
- Dress appropriately. The basics still apply! Treat this as you would any other interview and keep yourself groomed, tidy and dressed to impress. Solid colors are often easier on the eyes as well.
- Prepare documents in advance. Just because you're at home, don't forget to have your materials handy. Keep copies of your resume and the job description in front of you so that you can refer to them if the recruiter has questions, along with a notepad with your own questions or to take notes.
- Make eye contact and smile! Virtual interviewing is new to many of us, including recruiters. A good attitude and positive body language are always a winning ticket.

What You Need to Know and Do About the CARES Act

What is the CARES Act?

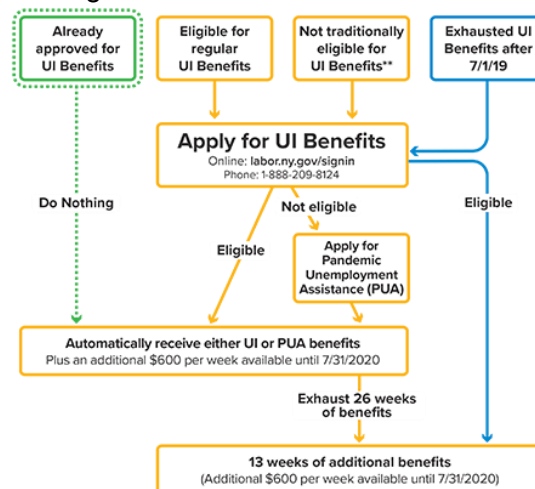
The CARES Act provides Federal funding to each state's unemployment insurance agency and requires that states pay out additional unemployment benefits to individuals who become unemployed for COVID-19 related reasons.

What is Pandemic Unemployment Assistance (PUA)?

Pandemic Unemployment Assistance (PUA) provides payment to workers not traditionally eligible for unemployment benefits (self-employed, independent contractors, workers with limited work history, and others) who are unable to work as a direct result of the coronavirus public health emergency.

Who Is Covered By PUA?

- Diagnosed with COVID-19 or with COVID-19 symptoms and seeking diagnosis
- Member of household has been diagnosed with COVID-19
- Providing care for family or household member diagnosed with COVID-19
- Primary caregiver for child unable to attend school or another facility closed due to COVID-19
- Unable to reach place of employment due to an imposed quarantine or because advised by medical provider to self-quarantine due to COVID-19
- Scheduled to commence new employment and cannot reach workplace as direct result of COVID-19
- Became major breadwinner because head of household died from COVID-19
- Quit job as a direct result of COVID-19
- Place of employment closed as a direct result of COVID-19
- Self-employed / Independent Contractors / 1099 filers / Farmers and affected by COVID-19
- Seeking part-time employment but affected by COVID-19
- With insufficient work history and affected by COVID-19
- Otherwise not qualified for regular or extended UI benefits and affected by COVID-19



If You Are Already Approved for UI Benefits:

Do nothing. Your claim will automatically be updated for you and you do not need to call.

In addition to your 26 weeks of UI benefits, you may qualify for an additional \$600/week from April 5, 2020 to July 31, 2020. You may also be eligible for an additional 13 weeks of UI benefits if you are still unemployed after 26 weeks.

If You Are Filing a New UI Claim:

What you should do: Apply online at www.labor.ny.gov/signin.

You may be eligible to receive 26 weeks of UI benefits, you may qualify for an additional \$600/week from April 5, 2020 to July 31, 2020. You may also be eligible for an additional 13 weeks of UI benefits if you are still unemployed after 26 weeks.

If You Are Not Traditionally Eligible for UI Benefits:

What you should do: Check your eligibility for PUA. If you believe you are eligible, apply online at www.labor.ny.gov/signin.

You may be eligible to receive 26 weeks of PUA benefits and you may qualify for an additional \$600/week from April 5, 2020 to July 31, 2020. You may also be eligible for an additional 13 weeks of PUA benefits if you are still unemployed after 26 weeks.

Filing for UI benefits is based on your last name:

A - F file on Monday
G - N file on Tuesday
O - Z file on Wednesday
Missed your day? File on Thurs-Fri-Sat

(Labor, 2020)

How to File an Unemployment Claim

New York state is waiving the seven-day waiting period for unemployment insurance benefits for people who are out of work due to coronavirus (COVID-19) closures or quarantines. Click the icon below for



Unemployment-Filing-Instructions.pdf

instructions on how to apply.

Community Resources

(Rochester Area Community Foundation, 2020)

Arts and Culture

- Freelance artists and independent contractors can obtain information and advice [here](#).
- State resources: the New York state council on the arts has gathered information to help arts and culture organizations. To learn more, click [here](#).
- Fees have been waived for all state parks so you can get a little fresh air, but social distancing is still required. In addition to state parks, all 21 Monroe County parks are open and available for responsible social distancing.

Business

- RDG+Partners, is providing free assessments for businesses to help them figure out which stimulus benefits they are eligible for, and to which they should apply. Businesses owners interested in arranging for a free COVID-19 relief assessment may reach the firm at (585) 673-2600 or info@rdgandpartners.com.
- The Rochester chamber of commerce offers information for businesses on planning during the COVID-19 crisis. Click [here](#) for information.
- [CARES Act Relief Package Executive Summary and FAQs](#)
- [Small Business Owner's Guide To The Cares Act](#)
- [Small Business Provisions In Coronavirus Aid, Relief, And Economic Security \(Cares\) Act](#)
- [New York Businesses Declared Eligible To Apply For Economic Injury Disaster Loans](#)
- SBA: [Economic Injury Disaster Loans Fact Sheet](#)
- SBA: [Disaster Loan Assistance](#)
- IRS [Coronavirus Tax Relief](#)
- [Shared Work Program Partial Unemployment Insurance Benefits](#)
- City of Rochester: [Kiva Crowdfunded Small Business Loans](#)
- Monroe county: [Emergency Small Business Support Program Loans](#)
- [Families First Coronavirus Response Act: Questions And Answers](#)
- [Public Health Emergencies And The Fair Labor Standards Act Questions And Answers](#)
- [What You Should Know About The Ada, The Rehabilitation Act, And Covid-19](#)
- [Guidance For Determining Whether A Business Enterprise Is Subject To A 100% Workforce Reduction](#)
- [Frequently Asked Questions For Determining Whether A Business Is Subject To A Workforce Reduction](#)
- [Request For Designation As An Essential Business](#)
- Empire state development: [Covid-19 Resources](#)
- [Guidelines On The Supply And Manufacture Of Medical Personal Protective Equipment](#)
- New York Small Business Development Center: [Covid-19 Resources](#)
- [New York Paid Family Leave Covid-19 Frequently Asked Questions](#)
- [New York State Personal Income Tax And Corporation Tax Deadline Extended To July 15](#)

[Childcare](#)

- DHS assistance: please click [here](#) for application
- Eaton family child care: 457 Alexander St. Call 585.500.7016 or email eatonfamilychildcare123@gmail.com
- The Healthy Baby Network has set up a crisis fund for parents & babies. To learn more, click [here](#).
- Marvelous Mind Academy: 274 n. Goodman St. Overnight care offered. Call 585.210.8554.
- Center for Youth Crisis Nurseries: west side – 585.235.5770; east side 585.482.2561.
- YMCA: registration is open for emergency school age care. Click [here](#) for more information.

[Educational Resources for Kids at Home](#)

- Enjoy a Rochester scavenger hunt ideal for social distancing created by Rochester family travel blogger, [Five for the Road](#). Discover 9 locations in Rochester for families to explore from your car.
- The Seneca Park Zoo has launched [Zoo Projects at Home](#), nature and animal-based projects for families, children, and adults to do at home!
- Play all day with The Strong National Museum of Play, which is sharing a mix of playful and educational content, including story time, behind the scenes tours, interviews with curators, live shots from the museum's butterfly garden and more, every day on its [Facebook page](#).
- Visit the [George Eastman Museum at Home](#), and find DIY activities, browse the museum's online collection or watch the Dryden Recommends video series.
- The Rochester Museum & Science Center is open for curiosity! To stay connected with the community and to continue inspire through science, RMSC is adding educational resources and fun science activities that you can do at home to its [website](#) and [social media pages](#).
- Fees have been waived for all state parks so you can get a little fresh air, but social distancing is still required. In addition to state parks, all 21 Monroe County parks are open and available for responsible social distancing.
- The [Rochester Brainery](#) has gone virtual! [Take a class online](#) with a local instructor and learn a new skill or two while you are safely staying at home.
- Journey through 5,000 years of human creativity: from the treasures of antiquity to 21st-Century masterworks by visiting the Memorial Art Gallery's Memorial Art Gallery's [website](#) and [YouTube channel](#).
- The Little Theatre has launched [The Virtual Little](#) that will allow you to screen movies from your home.
- Keep up with Eastman School of Music students and alum as the school shares at-home performances on its [Facebook](#) and [YouTube](#) pages.
- Set up a virtual tour of [Gandonagan State Historic Site](#), the only historic site in New York State dedicated to a Native American theme.
- The Genius Of Play Website has tons of [virtual learning resources](#) and ideas for [games](#) that kids can play at home.
- WXXI has curated and created a variety of educational resources for parents, children, and educators. These include hands-on and online activities and virtual events that can be accessed on its website, social media, and e-newsletters.
- [Learn At Home On Tv](#)
- [Do-At-Home PBS Kids Activities](#)

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- [10 Things To Do With Your Kids At Home](#)
- [PBS Learningmedia New York](#)

Emergency Housing

- Those seeking temporary housing assistance (THA) will need to submit an application, and the department of health services (DHS) will determine eligibility for THA via phone. Applications can be emailed to dfa2a26.sm.erhous@dfa.state.NY.us, mailed to DHS (at 111 Westfall road, Rochester, NY 14620), or faxed to 585.753.5315. The application should clearly mark that the applicant is seeking temporary housing placement and include a valid phone number for DHS to call to facilitate a THA placement.
- Clients facing emergency situations may reach out to DHS via phone prior to a THA application being submitted and DHS will make a THA placement until the next business day when the shelter case manager can assist them with completing and submitting the completed application. More information on DHS [website](#).
- Finance/loans
- Consumer protections during the COVID-19 crisis are in effect. See more information from the [national consumer law center](#).
- State debt collection has been suspended by Governor Cuomo Click [here](#) for more information.
- Consumer Credit Counseling Service (CCCS) of Rochester is here to support our community. During uncertain financial times we want to assist individuals and families to continue to meet their financial goals and manage their debts. We can work as a resource for those facing financial challenges or reduced household income.

Though we are not taking face to face appointments, we are still operating in full capacity. Our customer service lines are open from 9a-5pm Monday through Friday and our counselors are available Monday - Thurs 8a-8p, Friday 8a-5p for telephone appointments. Visit our website (<https://www.cccsofrochester.org/contact>) or contact our office to schedule an appointment for any of the following services:

- Credit and budget counseling
- Debt management counseling
- Bankruptcy counseling
- Housing counseling
- Homeownership workshops
- Reverse mortgage counseling
- Foreclosure prevention counseling
- Homeownership workshops are available through the ehome website.
<https://www.cccsofrochester.org/online-homebuyer-workshop>
- Financial empowerment center counseling
- Financial education webinars

Stimulus Checks

How much will I get from the stimulus?

- Individual income is \$75,000 or less in 2019 = \$1,200

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- Couples filing jointly who earned \$150,000 or less = \$2,400
- \$500 will be added for every dependent child in the household up to a maximum of \$3,400 in total benefits for a household

When will I get the stimulus check?

Funds will be direct deposited and checks will be mailed within 3 weeks of Sunday, 3/29/2020

How will I get the stimulus check?

- If you've gotten a tax refund in the last two years by direct deposit, money will be sent to the same account you had your tax refund sent to.
- If you did not use a direct deposit option, the IRS will mail a check to your last known address (whatever information you provided on your most recent tax return)

Will individuals on social security or disabled vets get a stimulus check? What about college students?

- If you received form SSA-1099 for 2018 or 2019 or paid taxes in those years, you will be eligible. This includes those who receive social security benefits for retirement and disability.
- The IRS is still working out the details for disabled veterans, but is expected to set up a unique system for this population
- College students who are claimed as dependents by their parents on their taxes are not eligible. Others who are working and filing taxes independently (not claimed as a dependent) are.

Is there anything that will reduce my cash benefit, like owing past due taxes or child support?

Yes. The IRS may reduce the amount of your stimulus check if you have past due child support payments that have been reported by states to the treasury department.

(Kapur, 2020)

Free Food Distribution

- R-centers and all school districts are providing grab and go meals. R-centers are open 8 a.m. to 8 p.m. for breakfast, lunch, and dinner. Click to see the [list of open r-center locations](#).
- Rochester city schools are open 8 a.m. to 2:30 p.m. for breakfast, lunch, and dinner. Click to see the list of [participating school sites](#).

Suburban Schools with Food Distribution

- Brighton: breakfast from 7:30 to 9 a.m. and lunch from 11:30 a.m. to 1 p.m. click [here](#) for more information.
- Brockport: breakfast and lunch from 9 a.m. to noon at Brockport high, 40 Allen St. Use west entrance. Click [here](#) for more information.
- Churchville chili: breakfast and lunch from 11 a.m. to 12:30 p.m. click to see [open school locations](#) (scroll down to the school closure meal program section).
- East Irondequoit: breakfast from 8 to 10 a.m. and lunch from 11 a.m. to 1 p.m. Parents can receive a meal as well (\$2 breakfast; \$4 lunch). Click [here](#) for more information.
- East Rochester: breakfast from 8 to 10 a.m. and lunch from 11 a.m. to 1 p.m. at the high school, 200 woodbine Ave. Click [here](#) for more information.
- Fairport: breakfast and lunch from 11 a.m. to 12:30 p.m. click [here](#) for more information.

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- Gates Chili: breakfast from 8 to 10 a.m. and lunch from 11 a.m. to 1 p.m. note: you do not have to live in gates to receive meal. Click [here](#) for more information.
- Greece: breakfast from 8 to 10 a.m. and hot lunch 11 a.m. to 1 p.m. click [here](#) for more information.
- Honeoye Falls – lima: breakfast and lunch from 11 a.m. to 1 p.m. click [here](#) for more information.
- Penfield: breakfast and lunch from 9 a.m. to 11:30 a.m. at high school loading dock. Click [here](#) for more information.
- Pittsford: providing meals through the Pittsford food cupboard (3800 Monroe avenue door 26) every Tuesday from 9:30 a.m. to 1:30 p.m.; Friday from 9:30 a.m. to 1:30 p.m.; and first and third Saturday from 9:30 a.m. to 11:30 a.m. click [here](#) for more information.
- Rush-Henrietta: breakfast 9 to 9:30 a.m. and lunch noon to 12:30 p.m. note: children must be present to receive a meal. Click [here](#) for more information.
- Spencerport: breakfast and lunch from 11 a.m. to 12:30 p.m. click [here](#) for more information.
- Victor, Ontario county: breakfast and lunch from noon to 1 p.m. click [here](#) for more information.
- Wayne county: click [here](#) for information on food assistance.
- Webster: breakfast and lunch from 8 to 10 a.m. at Webster Schroeder high school, 875 ridge road — gym entrance. Click [here](#) for more information.
- West Irondequoit: distribution by grade level — (k to grade 3, 8:45 to 9 a.m. and 11:45 a.m. to noon); (grade 4-6, 9 to 9:15 a.m. and noon to 12:15 p.m.); grades 7-9, 9:15 to 9:30 a.m. and 12:15 to 12:30 p.m.); and grades 10-12, 9:30 to 9:45 a.m. and 12:30 to 12:45 p.m. click [here](#) for more information.
- Wheatland-chili: breakfast and lunch, 11 a.m. to 1 p.m. at Wheatland middle/high school — parking lot by stadium. Click [here](#) for more information.

Other Resources for Food Assistance

- 211 Lifeline: dial 211 anytime (24/7) to find the nearest food pantry.
- The center for youth: food pantry is open, and baby formula is available to families and anyone younger than 24 from 9 a.m. to noon at 905 Monroe Ave, Rochester. Click [here](#) for more information.
- The Maplewood YMCA (25 driving park Ave.) Is distributing food from 10 a.m. to 6 p.m. on weekdays. Check their [website](#) for more information or call 585.647.3600.
- SNAP: recipients of households with children who receive free or reduced-price meals when school is in session are eligible for emergency benefits. To access this emergency benefit, call the snap workgroup at 585.753.2740 or email dfa2a26.sm.monroe.team41@dfa.state.NY.us with a request. Additional waivers to the snap program administration will be forthcoming from New York state office of temporary and disability assistance. Note: individuals in need of a benefit card should call 585.753.6006 and one will be mailed within 24 hours.
- Wayne County Community: click [here](#) for information on food assistance.
- Wings Over Rochester: one meal per child, per day, at 2973 west Henrietta Road, Henrietta (585.272.9464).



- Due to risk-reduction and social distancing measures recommended by local health departments in response to COVID-19, the Mobile Pantry program — for sites that are still able to operate — will utilize various distribution methods (e.g. drive-up, pre-boxed foods) to ensure the safety and well-being of all volunteers and clients. To find out if a mobile pantry near you is still in operation, please call or text LIFELINE by dialing 2-1-1 (text 898-211) for the latest site information.

Other Emergency Meal Options

- Action for a Better Community, Lunch (11:00-2:30)
- ABC Head Start, 640 Jefferson, Rochester, NY 14626
- ABC Head Start, 1772 Clifford Ave., Rochester, NY 14609
- ABC Head Start, 1150 Hudson Ave., Rochester, NY 14621
- ABC Head Start 30 Hart St, Rochester, NY 14605
- Encompass Resources for Learning
 - Breakfasts & lunches delivered to participants homes

Health and Healthcare

- Alcoholics Anonymous is holding meetings by phone. For information by day of the week, visit <http://aaphonemeetings.org/>.
- Garth Fagan Dance is offering daily virtual classes on Facebook live and Instagram live — beginning technique from 4:30-5:45 p.m. and intermediate technique from 6-7:30 p.m. Click [here](#) for Instagram live. Follow Garth Fagan Dance on Facebook to get live-stream notifications.
- Hand sanitizer is available at cost for delivery to the medical community and other essential agencies. Visit <https://www.blackbuttondistilling.com/hand-sanitizer> and use password bbdCOVID19.
- Health savings accounts and retirement planning webinar: April 1 from 2 to 3 p.m. to register, visit <https://novemgroup.com/events/>.
- Healthy housekeeping: for information about how to safely clean one's home to combat COVID-19, visit www.virusafehousekeeping.urmc.edu.
- The mental health association of Rochester/Monroe county is providing local and national [online resources](#) to support those who are feeling anxious and/or overwhelmed.
- New Yorkers without health insurance can apply for a health plan through [NY state of health](#). If you recently lost employer coverage, you must apply within 60 days of losing that coverage. Because of loss of income, New Yorkers may also be eligible for Medicaid, the essential plan or child health plus. <https://nystateofhealth.NY.gov>
- Pharmacies will now offer free home delivery to New Yorkers. After speaking with the state's major pharmacy chains, pharmacies [have agreed](#) to offer free home delivery to help reduce long lines for prescriptions at their facilities.

Internet Access

- Free broadband and wifi are being offered by charter communications for 60 days to households with students in kindergarten to grade 12 and/or college students who do not already have a broadband subscription and at any service level up to 100 mbps. To enroll, call 844.488.8395. Installation fees will be waived for new student households.
- Mobile hotspots: the central library of Rochester and Monroe county has added 500 mobile hotspots to obtain materials and to enable access to the internet for families who may not have a connection at home. For more information, call 585.428.7300.

Older Adults

- Benefits check-up: to learn more about the benefits that may be available to senior citizens who are on limited income and may experience food insecurity, click [here](#).
- Lifespan: offers a host of resources to those 60 and older living in Monroe county. Can help with emergency grocery shopping/prescription pick-up. The agency also has volunteers available to call older adults who live alone in Monroe and outlying counties. Other resources on its [website](#). For more information, call 585.244.8400.
- Shopping: dollar general is among the store chains nationwide opening for older adults only during its first hour of operations. Target will offer its first hour every Wednesday.

Transportation

- Regional transit service (RTS) is temporarily waiving payment of bus fares until April 19 or until the current state of emergency is lifted, whichever comes first. Learn more [here](#).
- SC transportation: serves Monroe, Ontario and Livingston counties every day. Offers medical and non-medical rides. Call 585.685.8000.

Virtual and Social-Distancing-Friendly Recreation

- [Rochester-area restaurants remaining open for takeout or delivery](#)
- [Virtual Happy Hours with New York State Breweries](#)
- Enjoy a Rochester scavenger hunt ideal for social distancing created by Rochester family travel blogger, [Five for the Road](#). Discover 9 locations in Rochester for families to explore from your car.
- The Seneca Park Zoo has launched [Zoo Projects at Home](#), nature and animal-based projects for families, children, and adults to do at home!
- Play all day with The Strong National Museum of Play, which is sharing a mix of playful and educational content, including story time, behind the scenes tours, interviews with curators, live shots from the museum's butterfly garden and more, every day on its [Facebook page](#).
- Visit the [George Eastman Museum at Home](#), and find DIY activities, browse the museum's online collection or watch the Dryden Recommends video series.
- The Rochester Museum & Science Center is open for curiosity! To stay connected with the community and to continue inspire through science, RMSC is adding educational resources and fun science activities that you can do at home to its [website](#) and [social media pages](#).

Rochester Works! COVID-19 Resource Guide

- Fees have been waived for all state parks so you can get a little fresh air, but social distancing is still required. In addition to state parks, all 21 Monroe County parks are open and available for responsible social distancing.
- The [Rochester Brainery](#) has gone virtual! [Take a class online](#) with a local instructor and learn a new skill or two while you are safely staying at home.
- Journey through 5,000 years of human creativity: from the treasures of antiquity to 21st-Century masterworks by visiting the Memorial Art Gallery's Memorial Art Gallery's [website](#) and [YouTube channel](#).
- The Little Theatre has launched [The Virtual Little](#) that will allow you to screen movies from your home.
- Keep up with Eastman School of Music students and alum as the school shares at-home performances on its [Facebook](#) and [YouTube](#) pages.
- Set up a virtual tour of [Gandonagan State Historic Site](#), the only historic site in New York State dedicated to a Native American theme.

(Rochester, 2020)

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