

Dear Families,

In an effort to support you through these challenging times, if a need arises, here is a list of organizations you can contact for assistance.

If you are not enrolled in SNAP please contact <https://jfs.ohio.gov/ocomm/applyforbenefits.stm> or 866-244-0071.

If you need to apply for unemployment benefits please contact <http://unemployment.ohio.gov> or 1-877-644-6562.

The State of Ohio is providing updates on the state-level response to the COVID-19 outbreak on their Coronavirus Website

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home>

Ohio Stay at Home Order Frequently Asked Questions and Answers

<https://coronavirus.ohio.gov/wps/portal/gov/covid-19/home/stay-at-home-information/stay-at-home-order-frequently-asked-questions>

Resource List for Legal Issues

Legal Aid Society of Columbus provides legal aid in civil matters. This organization has compiled a comprehensive resource list for COVID-19, Legal Issues, and Community Resources.

<https://www.columbuslegalaid.org/get-help/public-benefits-2/covid-19-information/>

Utilities

Columbia Gas will suspend shutoffs for nonpayment due to the COVID-19 pandemic, effective immediately. This suspension will remain in effect until further notice. It is important to note that Columbia Gas is suspending shut offs but not eliminating the bills for the cost of gas used. Columbia Gas will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1. Any customer who has received a termination notice or is having trouble paying his/her bill should call [1-800-688-6160](tel:1-800-688-6160) to discuss payment arrangements and/or financial assistance programs.

AEP Ohio is temporarily suspending all disconnections for non-payment as the coronavirus (COVID-19) continues to spread in our communities. If you have received a letter or phone call stating you are subject to disconnection due to non payment, your electricity will not be disconnected. If your electric power is off, a payment may need to be made to turn your power back on. AEP encourages you to continue making payments as you can but they will not disconnect for non payment. AEP is not waiving payment for electric service and is determining what type of plan

will be in place for repayment once the pandemic is over. If you are having trouble paying your bill contact AEP @ 1-800-672-2231

The **City of Bexley Water Department** has extended the due date for payment. If you need an extension or additional information, contact the Water Department @ 614-559-4270.

If you are on **PIPP Plus** you must make all missed payments by your anniversary date to stay on the program. If you are disconnected from utility service, you may remain on PIPP Plus as long as you meet the income requirements and pay all missed payments. If you are dropped from PIPP Plus for missed payments and use natural gas, you must pay all missed payments and all bills owed for the months not enrolled in order to re enroll in the program.

PUCO- Questions around utility questions (800) 686-PUCO (7826) or (614) 466-3292 (in Columbus area) PUCO.ohio.gov/contact-us.

Technology

Free Wifi-

Comcast:

Comcast is offering 60 days of free Internet Essentials service to qualified households. The service is normally \$9.95/month.

Visit www.internetessentials.com 1-855-846-8376 for English or 1-855-765-6995 for Spanish

Spectrum:-Offering free broadband and wifi for 60 days to families with K-12 or college students. Spectrum will waive installation fees and open up its wifi hotspots for public use. To enroll for free call 1-844-488-8395.

Food Pantries-Serving 43209

Bishop Griffin Center-2875 East Livingston Ave 43209

Hours: Wednesday 9 a.m. -11:30a.m. ;Friday 2 p.m. -4:30p.m. ;Saturday 12 p.m. - 3 p.m.

Please bring ID and Proof of Residence (lease, utility bill, etc) for you and members of your family.

At this time the pantry is drive up only. Volunteers will bring a prepacked bag of food to your car.

Enter on Dover Road.

All People's Fresh Market-945 Parsons Ave Hours: Tuesday-Friday 11-5; Saturday 9-1

Bring your ID to register as a member.

Broad Street Food Pantry- 760 East Broad St

Hours: Monday-Friday 9:30-11:30 Doors open @ 8 First 35 to sign up will be served.

Saturday 9-11 Doors open @ 8:30 First 30 to sign up will be served.

Government Issued Ids for adults and birth certificate, health card, or student ID for children under 19 are required. Proof of residence (mail, utility bill, lease) is required for all family member to be served.

At this time, you will walk into the pantry, get an order form, fill it out, and return to your car or a designated waiting space and someone will bring your groceries to you.

Hands on Central Ohio Information referral dial 2-1-1 Foodline 614-341-2282

Kroger Pantry: Mid-Ohio Foodbank:

3960 Brookham Drive, 43123 614-317-9487 www.midohiofoodbank.org

For your safety the food bank will be drive up for a pre packed box

Hours: Mon: CLOSED Tues: 8:30am - 12pm; Wed Morning: 8:30am - 12pm and 5-7;

Thur: 8:30am - 12pm; Fri: 8:30am - 12pm Sat: 8:30am - 1:30pm

Additional Food Resources

Piada offering a free kids pasta with sauce, cheese and a fountain drink, Monday – Friday (March 16 – April 3), during lunch hours of 10:45am - 1:00pm to students affected*.

Tim Horton- Mon-Fri 11a.m.-1pm. children 12 and under; Free lunch: ½ grilled cheese or turkey sandwich, chips, 2 Timbits and milk. One per child-child must be present.

Columbus City Schools: is providing grab-and-go meals for breakfast and lunch for children 18 and under. There are locations near 43209 that you can attend as well.

- Columbus Africentric Early College (3223 Allegheny Ave.)

Please see <https://www.ccsch.us/Page/7560> for the most up-to-date info with expanded locations map.

St. Stephen's Community House Food Pantry: available to all Franklin County Residents with NO ZIP CODE RESTRICTION! Families can visit 1x/week as of March 2020: ONLY pre-boxed food. St. Stephen's also has diaper availability to children under 3 years old: see www.saintstephensCH.org for more information

The LunchBox will be passing out emergency food to those who need it the most:

<https://www.thelunchboxohio.org/>

Various restaurants are giving away food to children: see

<https://www.actionforchildren.org/wp-content/uploads/2020/03/Free-Meal-Locations-and-Times.pdf>

for specific restaurants, dates/times, locations

Healthcare

WIC: EVERYONE needs to contact via phone before going into an appointment. Visits are being shortened and other guidelines to follow: again please call before going to appointments.

Emergency Childcare

Action for Children: speak directly with Action for Children Specialist 614-224-0222 from

8:30am-5:00pm Monday-Friday <https://www.actionforchildren.org/parents/choosing-child-care/>

Transportation

COTA: As of 3/17/2020, COTA buses will only be running 1x/hour and will stop running at 10pm. COTA is temporarily suspending fare collection for all trips. Beginning Thursday, March 19 all COTA transit rides will be no fare. They are asking all customers to enter and exit through the rear doors to encourage social distancing and to keep you safe.

Housing

The following organizations have limited funds for rent and you may need to call several to find the help you need.

JOIN- 578 East Main St Columbus 43215 Telephone: 614-241-2530

Hours: Mon – Fri 10:30-1:30

Gathers information on clients needs and makes referrals to community agencies.

Franklin County Department of Job and Family Services

314 North Wilson Road ,Columbus, Ohio 43204 (614) 233-2899

The government may offer short term, emergency grants (PRC) to pay rent to prevent evictions and homelessness. Some funds may be offered for security deposits or energy bills also. This agency may also provide information about low income apartments in Franklin County.

PRC, or Prevention, Retention, and Contingency, is another cash assistance program, in which the money can pay for rent in Franklin County. It is for families with children, including single moms and dads. This government aid from Job and Family Services can help pay for housing costs, mortgages, rent, or even energy bills.

Impact Community Action

Helps with first months rent, mortgages or evictions. Aid is only offered once per year and in some cases loans may be issued for housing expenses, such as rental payments.

Emergency assistance services: household items, burial support, rent/mortgage, transportation, water and energy (HEAP) assistance, and food giveaways during the summer.

Energy assistance services: free home repairs through their Home Weatherization Assistance Program (HWAP) and energy efficient lighting and refrigerator/freezer replacement through their AEP Program

700 Bryden Road, Columbus, Ohio 43215

General: (614) 252-2799

Emergency Assistance: (866) 747-1038

St.Vincent de Paul Society-197 E Gay St., Columbus, OH 43215 Telephone - (614) 221-3554

The charity may have referrals to low income housing for families with children. Their resources in Franklin County may include shelter, linkage to emergency rental assistance programs, and self-sufficiency, such as credit counseling.

Broad Street Presbyterian Church 760 East Broad Street, Columbus 43205, (614) 463-9612
The program they run is known as Compass, and it is an emergency rent assistance program that can help pay the last \$100 if you have an eviction notice.

Communities in Schools Stable Families Program 510 East North Broadway, Columbus, 43214
All referrals are first come first served and must come through the YWCA Family Shelter

Number - (614) 253-7970 x2

If you are threatened with being homeless, then this agency may be for you. Helps families who are at risk of becoming homeless. Qualified low income families can get help with paying for their housing and rent, advice and support for increasing family income, accessing community resources, Ohio and federal government programs, and other aid.

Columbus Metropolitan Area Community Action Organization, Phone 614-324-5100,

This organization provides heating, cooling, weatherization and insulation, mortgage and rent assistance.

Salvation Army 966 East Main Street, Ohio 43205 Telephone - 614.221.6561

While funding is limited, social workers from the non-profit Salvation Army organization may be able to provide emergency rental assistance. Most of the donations and funding comes from outside sources, such as government programs and private donations. They can direct individuals to [section 8 housing vouchers](#) and rent help.

Mental Health and Well Being

Hands on Central Ohio-Information referral dial 2-1-1

[Ohio Mental Health and Addiction Services](#)- resources to assist in dealing with the stress as well as crisis lines.

[Calm sounds, meditations, for all ages. Includes sleep stories as well.](#)

[Helping children cope with stress during the 2019-nCoV outbreak](#)

[Coping With Stress During Infectious Disease Outbreaks](#)

[Home Learning Schedules-](#)

[Coping with COVID-19 Anxiety](#)

[Know! To Reassure and Support Children During the COVID-19 Crisis](#)

[Talking to Children About COVID-19 \(Coronavirus\)](#)

[Recovery Works](#)- Central Ohio location for online and in person peer support, guidance and resources for those challenged with mental wellness and addictive behaviors.

Credit Card Bills/Mortgage Payments

Most banks now waive late fees, defer payments, and work with individual situations. Please contact your lender.

Capital One-Cardholders are encouraged to use digital tools online and via the Capital One mobile app for account management. Customers impacted financially by the virus should contact Capital One to discuss and work out an individual solution.

Chase-Account holders who have been affected by coronavirus should call the number on the back of their credit card or on their monthly statement. As a precaution against potential scams, the issuer also advises that, if someone from Chase reaches out to you, they will not ask for confidential information such as your name, password, PIN or other account information.

Citi-Eligible Citi credit cardholders may make use of “always on” assistance programs, which include credit line increases and collection forbearance options.

Discover-Discover “will be extending relief to qualified customers who are experiencing financial difficulty caused by the spread of the coronavirus,” according to a statement. “Discover customers may receive assistance that can include support related to payment timing, fees and late payments.”

U.S. Bank-U.S. Bank advises customers who have been impacted by coronavirus to reach out by calling 888-287-7817 to discuss individual solutions.

Wells Fargo-Wells Fargo customers experiencing hardship related to coronavirus and in need of assistance are encouraged to call 1-800-219-9739 to speak with a trained specialist about available options.

Short Term Educational Alternatives

ABC Mouse: Free membership with code (SCHOOL7771)

Many resources available through Columbus Library system online: e-books/streaming

Dolly Parton’s Imagination Library:<https://ohioimaginationlibrary.org/>, sends a book a month to children

Bexley City Schools- Teachers will be providing you with instructional materials.

Epic!: Free 30 day online trial of electronic books; can sort by reading level and genre, and some books can be read aloud. www.getepic.com

IXL: Offers practice questions for hundreds of skills in all core subject areas, and can be correlated to standards.. Up to 10 questions can be answered for free daily per device, unlimited with membership. www.ixl.com