

RAMSEY COUNTY BASIC NEED RESOURCES FOR COVID-19

March 25, 2020

The Suburban Ramsey Family Collaborative (SRFC) has been compiling a Resource List of Basic Needs as we meet with our partners. We will continue to update this list hourly as we learn of any new resources or information related to COVID-19. Please send us ANY resources you know of and think would be helpful and continue to check back for updates! Updates may be sent to marysue.hansen@isd623.org or peggy.huot-hansen@isd623.org.

How are the Children?



Suburban Ramsey
Family Collaborative

Call 2-1-1

Toll Free: 800-543-7709

Local: 651-291-0211

Text your zip code to 898-211*

CRISIS

- **Ramsey County Children's Crisis Response Services will continue to be in full operation. These services include: 24/7 crisis services. Contact the mobile crisis team by calling 651-266-7878.** Ramsey County's mobile crisis team provides stabilization services, de-escalation, crisis intervention, mental health assessments and initial crisis plans. Crisis services are available to all children in homes, schools or institutions in Ramsey County, regardless of the family's ability to pay or type of insurance. They do have a set of screening questions they will ask families related to viral symptoms and will take proper precautions as outlined by Public Health and the CDC.
- **Breaking Free** helps women escape systems of prostitution and sexual exploitation through direct services, including advocacy, housing, education and immediate action. During this time, the Drop-In Shelter at 770 University Ave W. Saint Paul is open, the Emergency Shelter is open but at capacity and they are doing Street Outreach three times a week providing food, hot chocolate and outreach kits primarily to those under the Robert Street Bridge, Light Rail and University Ave. 651- 645-6557.

DOMESTIC VIOLENCE

- **Tubman's** emergency shelter and transitional housing programs for homeless victims of domestic violence remain open. Our 24-hour resource line at 612-825-0000 is still available. Legal services, including writing Orders for Protection, will continue, done remotely as much as possible and using electronic signatures on forms when possible. Our staff continues to work with the court system on hearings.
- **Women's Advocates:** [Safety Resource Hub](#) is an online resource that is a helpful way to navigate the process of finding help and staying safe.

FINANCIAL ASSISTANCE

- **Ramsey County Services Financial Assistance** -The [Government Center East Building](#) will remain closed for in-person appointments until April 15. The building will be one of six county buildings where residents can drop-off forms and, during limited hours, make a phone call to access county services.
 - Residents are encouraged to apply for cash, emergency and food (SNAP) assistance at applymn.dhs.mn.gov.
 - Before applying, residents can see if they are eligible for ApplyMN programs at mn.bridgetobenefits.org
 - Residents are encouraged to apply for health insurance at mnsure.org.
 - All Financial Assistance intake interviews, including Emergency Assistance, will take place over the phone, rather than in-person. Call 651-266-4444 to set one up.
 - Clients can send applications and verifications in via fax 651-266-3942 or drop them off in the drop box outside of the [Government Center East Building](#). Drop-off and processing sites. For the limited situations in which it is not possible for a resident to interact with Ramsey County via telephone or

online options, three locations in the city of Saint Paul and three suburban Ramsey County locations will serve as secure drop off and processing sites for documents related to all service types. These will be open during the locations' regular business hours. Suburban locations for document dropoff only (Not yet available)

- Ramsey County Library – Maplewood
- Ramsey County Library – Roseville
- Ramsey County Library – Shoreview
- Saint Paul locations
- Plato Building
- Ramsey County Government Center East
- Saint Paul City Hall – Ramsey County Courthouse (Suite 250. Please use 4th Street entrance.)
- **WIC Program** - Due to COVID-19, all [WIC \(Women, Infants and Children\)](#) appointments will be completed over the phone. If you are a client with an upcoming appointment, a WIC nutrition educator will call you at your scheduled appointment time. Please call 651-266-1300 if you have questions.
- **Keystone Community Services** is continuing to provide crisis assistance by phone and email. Participants will not be asked to come into the office for a face to face appointment. Call 651-917-3883.

FOOD

Food Shelves

- **Hallie Q Brown** - will continue to serve registered clients who have made appointments. The Food Shelf Client Area serves residents from three zip codes, primarily in and around the Summit-University neighborhood. The Food Shelf Community Area serves residents from nineteen zip codes, primarily in and around the Twin Cities metro area. Call 651- 224-4601 ext. 210 for an appointment.
- **Keystone Community Services** - Meals on Wheels deliveries are continuing and staff are modifying operations to ensure safety of the staff, participants and volunteers. Food shelf operations, including Foodmobile distributions, have been modified to ensure the safety of staff, participants and volunteers but are open Monday – Friday to provide vital food support to people in the community. 651-917-3792
- **Merrick Community Services** - Merrick's Food Shelves at Arcade and Woodland Hills are open to all Maplewood residents and those Saint Paul residents who live in Merrick's service area. Please call 651-287-2088 for more details.
- **Neighborhood House** - In order to continue serving the community in the food market during this time, we have made changes to maintain the health and safety of staff and participants. Our food market hours at the Wellstone Center are now 10 to 11:30 a.m. and 2 to 3:30 p.m. Participants should check-in at the counter to receive an emergency pre-packed bag. 651-789-3630
- **Ralph Reeder Food Shelf** - The food shelf has implemented a drive thru service model with pre-packed bags - individuals and families receive a combination of canned and boxed items, hygiene, baby items, produce, deli, dairy, etc. To make an appointment to receive free food please call the appointment line at 651-621-6280.
- **White Bear Lake Food Shelf** - Distributing pre-packed To-Go bags filled with a variety of fresh, frozen, and packaged foods (like produce, milk, eggs, and bread) will be available during regular Monday-Friday shopping hours on a drive-up basis. Neighbors can access these To-Go bags weekly or as needed. There will be no need to make an appointment for this and **any and every household is eligible to receive them.** 651-407-5310. To-Go Bags Pick up Hours:
 - Monday 10 am – 12:30 pm
 - Tuesday 4:30 pm – 7:00 pm
 - Wednesday 10 am –12:30 pm
 - Thursday 4:30 pm – 7:00 pm
 - Friday 10 am – 12:30 pm

- **Mobile Market deliveries and Kid Packs** will also be pre-packed and delivered by food shelf staff as we continue our conversations with staff at those locations.

Schools

- **Mounds View School District** - School meals are a vital source of nutrition for many students. We are committed to providing free breakfast and lunch to students starting Monday, March 23 and continuing throughout the closure. Expect additional details about times and locations in the coming days. The Ralph Reeder food shelf is open. Call ahead for an appointment - 651-621-6280. The food shelf has implemented a fast and user-friendly drive thru service model in our parking lot that provides participants with pre-packed "to-go" bags of food.
- **North St. Paul/Maplewood/Oakdale Schools** - Beginning Friday, March 20, District 622's meal pick-up program has been expanded. Students 18 years of age and younger can pick up a free bagged breakfast and lunch every weekday, Monday - Friday, while schools are closed due to COVID-19.
- Drive-through meal pick-up is available at the main entrances of Carver Elementary, Skyview Community School, and Richardson Elementary between 9:30 AM - 11:30 AM. Families and students may visit any pick-up site.
 - The drive-through pick-up sites are located at:
 - Carver Elementary: 2680 Upper Afton Rd, Maplewood, MN 55119
 - Richardson Elementary: 2400 17th Ave E, North St Paul, MN 55109
 - Skyview Community School: 1100 Heron Ave N, St Paul, MN 55128
 - Beginning on Friday, March 20, there are many sites that will have Grab & Go meals available. Meals must be picked up outside of the school bus at these locations. Visit www.isd622.org/pandemicmealprogram for a complete list of locations.
- **Roseville Area Schools** - Meals can be picked up curbside daily between 10:30 a.m. – 12:30 p.m. at Brimhall, Central Park and Little Canada elementaries. There are more than 20 additional locations where meals may be picked up at various times of day. Visit the [Roseville Food Map](#) to find a site near you.
 - If you are in need of food for your children and unable to pick up at these locations or bus stops, please [fill out this survey](#) and we will help make sure you have food access. Each delivery and pick up includes two meals. We also have additional shelf-stable food provided by our partners at The Sheridan Story as well as through generous community donations.
 - Information about how our schools are responding to COVID-19 is constantly updated at isd623.org/covid19.
- **White Bear Lake Area Schools**- Meals will be available free of charge to all children age 18 and under beginning Wednesday, March 18. Meals can be picked up from 9:30 to 10:30 a.m. on Monday, Wednesday and Friday. Two breakfasts and two lunches will be provided on Monday and Wednesday, with one breakfast and one lunch being offered on Friday. This service will be offered at the following three locations:
 - Oneka Elementary (4888 Heritage Pkwy North, Hugo, MN 55038)
 - Birch Lake Elementary (1616 Birch Lake Ave, White Bear Lake, MN 55110)
 - Willow Lane Elementary (3375 Willow Ave, White Bear Lake, MN 55110)
 - Please complete the WBLAS [Free Meal Questionnaire](#) so we can continue to plan the number of meals to prepare. Staff members will be in contact with those families who have requested home delivery. District leadership is continuing to build the plan and we will provide additional information as it is available.
- **Saint Paul Public Schools** - [COVID-19 Meal Access Plan](#). Starting on Wednesday, March 18, school bus routes will be used as meal pickup locations. Parents are asked to accompany children, and each child will be provided a 1-week supply of meals. Bus stops will be scheduled each Wednesday, Thursday and Friday. School bus drivers will be following their normal morning routes and making their

normal bus stops and times on their designated day. Please click on the [link](#) for the daily schedule. All families are welcome to meet the bus at their regular bus stop to receive meals. You are encouraged to check spps.org/covid and their social media channels for additional information. All of their COVID-19 information is now available in English, [Spanish](#), [Hmong](#), [Karen](#) and [Somali](#).

Community

- **Hunger Solutions:** If you or someone you know is struggling to put food on the table, call 1-888-711-1151 to find resources near you. HelpLine Hours: Monday-Friday 8:30 a.m. to 4:30 p.m.
- **Local Restaurants offering free lunches** (several in Suburban Ramsey County):
<https://kstp.com/coronavirus/list-of-restaurants-offering-free-lunches-while-schools-are-closed/5674954/?cat=1>. Or
<https://www.twincities.com/2020/03/16/coronavirus-restaurants-begin-offering-meals-to-feed-hungry-kids-and-families/>
- **WIC Program** WIC appointments will be conducted over the phone. A WIC nutrition educator will call you at your scheduled appointment time. Call 651-266-1300 with questions. All WIC Clinics, except the New Brighton location, will also remain open for appointments and limited walk-in service in adherence to all social distancing requirements.
- **St. Paul Eastside Corps** (1019 Payne Ave) - have a food shelf Monday thru Thursday 9 to 2. People need to call ahead to tell us how many they need. Then they will receive the food out our side door. at 651-776-2653. On Friday we have a large food distribution starting at 1:30 until the food is gone. We also serve a sack lunch that we will give out of our canteen in our parking lot from 11:45 to 12:45 Monday thru Friday.

HEALTH

- **MNsure is offering a special enrollment period (SEP)** for qualified individuals who are currently without insurance in response to the potential growth of coronavirus (COVID-19) cases. This SEP will allow uninsured individuals 30 days to enroll in health insurance coverage through MNsure. This SEP runs Monday, March 23 through Tuesday, April 21.
- **AIDSLine HIV Resource Guide**, Minnesota's largest database of HIV-related services. Whether you are looking for HIV testing options, looking to access HIV-related public programs, or helping a member of our community navigate HIV services, the HIV Resource Guide has you covered. Can't find what you are looking for? Have a question about a specific program? Contact the Minnesota AIDSLine at (612)-373-2437 or (800)-248-2437, or by email. provides <https://www.justushealth.org/aidsline>
- **St Paul Schools** - Three Health Start clinics remain open for well-care, nutrition support, mental health support and health education this week. They are Como Park Senior High School, Harding High School and Gordon Parks High School. New hours are 10 a.m.-3 p.m. for appointments and walk-in care. Visit the [Health & Wellness](#) page for more information, including guidelines for keeping your family healthy during this time.

Multilingual Health Information

- [2019 ኮሮናቫይረስ በሽታ \(ኮቪድ-19\)](#)
- 2019 [فيروس كورونا المستجد](#)
- [2019 Novel Coronavirus Hmoob](#)
- [Koronafayraska Cusub ee 2019](#)
- [Enfermedad del Coronavirus 2019 \(COVID-19\)](#)
- [Loai coronavirus mói 2019 \(COVID-19\)](#)
- [COVID-19 KAREN](#)
- Twin Cities PBS: [Coronavirus: An Almanac Special](#)

HOMELESS SUPPORT SERVICES

- **Suspending Evictions** - Governor Walz signed Executive Order 20-14 to suspend eviction proceedings during the COVID-19 peacetime emergency. Loss of housing is catastrophic at any time, and during the COVID-19 pandemic, this loss endangers the health and well-being of all Minnesotans. While this order clarifies that tenants who can continue to pay rent during the peacetime emergency should continue to do so, landlords and financial institutions cannot begin eviction proceedings that would remove tenants from stable housing.
- **Neighborhood House** is suspending our housing crisis clinics, instead offering phone support, triage and then clear next steps to prevent eviction so families can stay stably housed. We are focusing on the homeless to get people in housing asap as well. We will meet families minimally if needed. Please call 651-789-2500 if there are any questions or needs.
- **St. Andrews Resource Center** has rental assistance (with eligibility requirements) for areas of suburban Ramsey and Washington County. If people are needing rental assistance, please call 651-762-9124 and we will screen them for preliminary eligibility.
- **The Safe Space**, operated by Model Cities, is open and accepting shelter guests under relatively normal service. Capacity is slightly reduced for social distancing recommendations.
- **YMCA - all programs are continuing as usual, just virtually. Putting a hold on in person programming but doing intakes with youth and providing assistance virtually as much as possible.**
- **CDC Interim Guidance for Homeless Assistance Providers** on Covid-19 (Issued March 9, 2020): <https://www.hudexchange.info/news/materials-posted-infectious-disease-preparedness-guidance-for-homeless-assistance-providers/>
- **MDH Coronavirus Site:** <https://www.health.state.mn.us/diseases/coronavirus/index.html>
- **National Healthcare for the Homeless COVID-19 Site:** <https://nhchc.org/clinical-practice/diseases-and-conditions/influenza/>

Information for Emergency Shelters

- **Key staff at shelters are eligible for free childcare provided through the schools.** To arrange free childcare, you should contact the school district directly. If you have any questions:
 - E-mail: COVID-19.Questions.MDE@state.mn.us
 - Call: 651-297-1304 | 1-800-657-3504.
 - Website: [Click here](#) for additional up-to-date information found on the Minnesota Department of Education's webpage

LEGAL SERVICES

- **SOS – Sexual Violence Services;** Liz De La Torre, Hablo Español/Asesora | Fluent in Spanish/Advocate | She/Her/Hers, Legal Services Coordinator 555 Cedar Street, Saint Paul, MN, 55101. **24 hour line: 651-266-1000.** Desk: 651-266-1281 | Work Cell: 651-249-9669
- Southern Minnesota Regional Legal Services ([SMRLS](#)) offers free legal help to low-income and senior citizen (60+) clients in a full range of civil matters. To get help call 1-888-575-2954, apply [online](#), or visit [am I eligible](#).

MENTAL HEALTH

- **Minnesota Care Partners** is offering telehealth options for all services, for those who have insurance. They will continue to accept new referrals and get creative with delivering care.
- **Natalis**, in response to the COVID-19, will be utilizing V-See as a Telehealth alternative to in clinic visits. This does not mean our clinic is closed but that individuals may opt to utilize this service to lower risk factors of contracting COVID-19. Please click the following links for our [Consent Form](#) and

[Instructions on V-See](#). If you are unable to fill out and return our consent form please email us at solutions@natalispsychology.com with the best phone number to reach you and one of our administrative professionals will contact you at the number provided in your email to perform a verbal authorization for these services.

- **Northeast Youth & Family Services (NYFS)** will only provide services on location at their Shoreview and White Bear Lake offices. Until further notice, they will only provide services to individuals, couples and families. Children of clients who are not included in the therapeutic process are asked to remain at home or with a trusted provider. Shoreview office phone: 651-486-3808; White Bear Area office phone: 651-429-8544.
- **Prairie Care** is offering [telehealth services](#) for new and established patients. Call 952-826-8475 for a free needs assessment.
- **The Minnesota Warmline** provides a peer-to-peer approach to mental health recovery, support and wellness. Calls are answered by our team of professionally trained Certified Peer Specialists, who have first hand experience living with a mental health condition. Open Monday-Saturday, 5pm to 10pm. Call 651-288-0400.
- **Minnesota Mental Health Helpline** -Whether you're looking for information about mental health programs and services that might help you or a loved one or just need to know more about the options, we're here to help. Call 1-800-862-1799.
- **NAMI [COVID-19 \(CORONAVIRUS\) INFORMATION AND RESOURCES](#)**
- **NAMI** is offering [online support groups](#)
- **[Walk-In Counseling Center](#)** is continuing to see folks at Family Tree Clinic in St. Paul at this time. **They provide free, anonymous, confidential counseling.**
- Online resources:
 - [Change to Chill](#)
 - [Health Powered Kids](#)
 - A guide to managing mental stress and anxiety for anyone who may feel stress or anxiety about COVID-19 "[Manage Anxiety & Stress](#)." Center for Disease Control and Prevention. 2020.
 - The Jed Foundation [Tips for Self-Care and Managing Stress](#)
 - Substance Abuse and Mental Health Services Administration (SAMHSA) [Taking Care of Your Behavioral Health: Tips for Social Distancing, Quarantine, and Isolation During an Infectious Disease Outbreak](#)
 - SAMHSA [Coping With Stress During Infectious Disease Outbreaks](#)
 - The National Child Traumatic Stress Network [Parent/Caregiver Guide to Helping Families Cope with the Coronavirus Disease 2019](#) (English, Spanish, and Chinese versions available).
 - Child Mind Institute [Talking to Kids About the Coronavirus](#)
 - [Age appropriate responses for toddlers](#) with questions about the Coronavirus:

SELF CARE

- [Change to Chill](#)
- [Health Powered Kids](#)
- [Managing Your Coronavirus Anxiety](#)
- [Self-Care Tips to Get You Through the New Coronavirus Normal](#)
- [YMCA 360](#): Your Virtual YMCA with online Yoga, Bootcamp and Barre workout videos and [Mindfulness Tips and Techniques \(YMCA\)](#)
- Ramsey County Children's Mental Health Collaborative [Coronavirus Calm](#)
- [Quick Tips to Take Care of Your Wellbeing During the COVID-19 pandemic](#)
- **Minnesota Communities Caring for Children, Practicing Resilience in Community**, 12:30 p.m. weekdays starting Monday March 23, 2020. Minnesota Communities Caring for Children invites you to

join us in a daily, 30-minute, family-friendly practice of resilience, M-F at 12:30 p.m. on Zoom. No pre-registration required! Just join any day you are available using one of the following methods:

- Join using a computer or smartphone by clicking this link and following the instructions:
<https://zoom.us/j/145915007>
- Or join by phone only at: +1 312 626 6799 Meeting ID: 145 915 007

STUDENT AND PARENT RESOURCES

- **A guide on how to talk to your children about the virus and support them through this time.** [“Talking to Children About Covid-19.”](#) National Association of School Psychologists. 2020. (Translated in 6 languages)
- **Junior Achievement** is now providing free online resources to teachers and parents to keep our children engaged, inspired, and educationally challenged. In response to the COVID-19 guidelines, the organization quickly enhanced its digital program portfolio to make select programs and lessons available to the public. Parents will find a variety of learning materials that children can do on their own, with a parent or other caring adult. K-12 educators can also access new and existing JA programs through the national JA USA Learning Management System. [Register](#) here for online resources.
- [Online Museum Tours](#) - Google Arts & Culture teamed up with over 500 museums/galleries around the world to bring everyone virtual tours and online exhibits of some of the most famous museums around the world.
- **A general list of things to do with your kids when in social isolation:** [Children Activities Resource List](#)
- **Ramsey County Library** In consideration of so many closings due to concerns surrounding COVID-19, Ramsey County Library has put in place some virtual offerings to assist K-12 students. Ramsey County Library card will provide access to two websites and apps with e-books and e-audiobooks. First is [cloudLibrary](#), which includes 1,038 Young Adult fiction e-audiobooks and 8,826 Young Adult fiction e-books as well as another 360 Young Adult nonfiction titles **RBdigital** which has another 191 e-audiobook titles as well as e-magazines.
- **Sprockets** [COVID-19 Resources](#), including Media Recommendations and Recommendations for At-home Learning
- **ELibrary MN**
 - [Ebooks Minnesota](#) Consists of an online ebook collection for all Minnesotans covering a wide variety of subjects for readers of all ages and featuring content from our state's independent publishers.
 - [Ebooks Minnesota K-5 Collection](#) In this exciting compilation of titles for young readers, children will learn and explore fun, vibrant books on a wide range of topics.
 - [Ebooks Minnesota Middle School Collection](#) In this diverse collection of titles, middle grade readers will find books on a variety of educational [and entertaining topics](#).
 - [Gale Virtual Reference Library](#) Collection of 25 online reference books and encyclopedias covering topics from Art to History to Medicine.

TAXES

Tax deadline for both federal and state have been extended until July 15th.

- **Alternative Tax Prep** [Options Page](#)
- **United Way** has [online tax help](#)

TRANSPORTATION

- [Metro Transit](#) will reduce service beginning Wednesday, March 25.

UNEMPLOYMENT AND EMPLOYMENT

- **Unemployment Benefits** - If you find yourself needing to apply for unemployment benefits, know that we're doing everything we can to ensure a quick, smooth process. But you can speed up that process – and help your fellow Minnesotans – by following these steps:

- Apply online at www.uimn.org. Our award-winning system is designed to be self-service. Just answer the questions as best you can and hit submit.
- Find answers to your questions without calling. Start by clicking on the word “Applicants” in the upper left corner of the Unemployment Insurance website – and select from the menu options: What do I need to know? How do I apply? How do I get paid? What affects my benefits? These are designed to answer the questions most people have. If you call, you may have a long wait – and you will be tying up our phone lines. We’re trying to free up those lines to help people who do not have any online access and to help those who need translators in order to apply for benefits.
- Get help from others you know. If you’re not comfortable filling out forms online, maybe you have a smart niece or nephew who can help walk you through it. You’re not alone. Nearly 1 million Minnesotans have used our online Unemployment Insurance application in the past 10 years; most of us have family, friends, and neighbors who are familiar with the application process.
- **Karen Organization of MN (KOM)** is helping their clients with a language barrier apply for unemployment benefits.
- **Workforce Solutions** provides employment and training services to job seekers and businesses in Ramsey County. Workforce Solutions Hotline 651-266-9890. Online Inquiries, encouraged!: Ramseycounty.us/workforce

UTILITIES

- **XCEL:** As families and communities face the challenges of COVID-19, we want to ensure our customers have the service you need to power your homes and keep your families safe. We will not disconnect service from any customers until further notice. If you have difficulty paying your bill, we are here to help. Just contact us and we will work to set up a payment plan that works for you. <http://spr.ly/61831s11V>
- **Water Shut offs:** Each city has different orders about this, so check your cities’ websites.
 - CAP/RW can help with energy or water shut-offs.
- [MN Cold Weather Rule](#)
- **Cell Phone** - Century link and other major Cell Phone providers will not be shutting phone or internet service, or charge late fees. Check individual provider websites for details.
- **T-Mobile-COVID-19 Response:** While T-Mobile does not have a low-cost offer, it has announced that starting now, all current T-Mo and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for 60 days, excluding roaming. Most subscribers already have unlimited data, but now people who may be on an older plan with a data allotment have unlimited data. Also, starting soon, T-Mobile and Metro by T-Mobile customers will have an additional 20GB of mobile hotspot data for the next 60 days.
 - For more information go to: <https://www.tmonews.com/2020/03/t-mobile-metro-unlimited-data-mobile-hotspot-coronavirus/>
- **Charter Communications’** low-cost offer is “[Spectrum Internet Assist](#)” and is based on eligibility for the National School Lunch Program.
 - COVID-19 response: Charter is now offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have service through Spectrum. To enroll, call 1-844-488-8395. Installations fees are waived. There are no data caps.
 - For more information go to: https://drive.google.com/file/d/1-TjZ8yN2VKMFbhaoG_FlquGgyCD4aSPS/view
- **COMCAST is taking steps to implement the following new policies for the next 60 days, and other important initiatives:**
 - **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity

WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser.

- **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, we’ve created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.
- **No Disconnects or Late Fees:** We will not disconnect a customer’s internet service or assess late fees if they contact us and let us know that they can’t pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **Internet Essentials Free to New Customers:** As announced yesterday, it’s even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation’s largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program’s Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.
- **Cox Communications’ [Connect2Compete](#)** is for families with school-aged children who are enrolled in low-income assistance programs.
 - **COVID-19 response:** For a limited time, the first month of service will be free, \$9.95/month thereafter.
 - For other information and other offers go to:
https://newsroom.cox.com/cox_internet_changes_to_assist_students_-_remote_workers
- **[Everyone on](#)** - Find low-cost internet and affordable computers in your area.

Updates Regarding COVID-19

- **Ramsey County** has a [new website that gathers all the information you need](#) on COVID-19 and the epidemic. This includes resources for businesses disrupted by shutdowns, workers facing unemployment, and health resources for those feeling ill
- The **Centers for Disease Control and Prevention (CDC)**, and state and local public health are closely monitoring an outbreak caused by a novel (new) coronavirus (COVID-19).
- **Questions regarding Ramsey County policies and the county response to COVID-19** can be sent to Ramsey County’s COVID-19 Response Team at CoronaVirus@CO.RAMSEY.MN.US
- **Current situation overview**
 - Health officials confirmed the [first case of novel coronavirus in Minnesota](#) on March 6, 2020.
 - The [World Health Organization](#) declared coronavirus a pandemic on March 11.
 - Map of [current number of cases by state](#) maintained by the CDC.
 - [Current information on Minnesota cases](#) provided by the Minnesota Department of Health.
 - [Minnesota Department of Health Strategies to Slow the Spread](#) of COVID-19. Hotline 651-201-3920. The hotline is open 7 days a week from 7am-7pm.

[Governor Walz announces Executive Order:](#) Providing for Temporary Closure of Bars, Restaurants, and Other Places of Public Accommodation

March 16, 2020

Governor Walz announces school closures amid COVID-19 outbreak March 15, 2020

Minnesota schools will close for at least eight days starting Wednesday under a new order from DFL Gov. Tim Walz, marking a dramatic shift in the state's approach to combat the spread of the novel [coronavirus](#). Under the order issued Sunday teachers and school administrators across the state must continue to meet and implement plans to teach students from afar in the event schools must be closed past March 27. It also keeps elementary schools open to provide child care for [healthcare providers](#) and emergency medical personnel who are directly responding to cases of COVID-19, the illness caused by the virus.

Governor Walz declared a peacetime state of emergency for the state of Minnesota. March 13, 2020

The full set of recommendations is available on the Minnesota Department of Health (MDH) [Coronavirus Disease \(COVID-19\)](#) website. Key items on the list include:

- Event organizers cancelling or postponing gatherings with 250 or more people, including concerts, conferences, professional and amateur performances or sporting events.
- Event organizers cancelling or postponing smaller events (those with less than 250 people) that are held in [settings](#) that do not allow social distancing of 6 feet per person.
- Event organizers limiting attendance to no more than 10 people for events where the majority of participants are at higher risk for severe illness from COVID-19.
- People and families at higher risk of severe COVID-19 illness staying at home and avoiding gatherings or other situations of potential exposures, including travel.
- Employers making telework arrangements for workers whose duties can be done remotely.
- Employers staggering work schedules and limiting non-essential work travel.
- Health care facilities and assisted-living facilities more strictly limiting visitors.
- Faith-based organizations offering video or audio events.
- Hospitals and other health care facilities implementing triage before entering facilities (for example, parking lot triage, phone triage, and telemedicine to limit unnecessary visits).

Be Safe.

1. Wash hands with soap and water, hand sanitize multiple times/day
2. Do not touch your face; mouth, eyes or nose; wash hands before and after touching your face. Sanitize your phone and keys several times/day.
3. Suggested way to Greet others: Put your hands over your heart and smile (do not shake hands/hug/ or contact other person). Maintain a Physical distance of 6 feet between people, we encourage you to please not go to bars, restaurants, entertainment settings, faith gatherings.. Stay home, go out only for food/supplies, medicine, work if necessary and other essential activities.
4. Stay socially connected by mail, phone and social media- please maintain physical distance of 6 feet from others.
5. Love others as yourself - please remember you may be infected and not showing symptoms- be careful around everyone, especially our elderly and those with health issues.
- 6.

Resources in Hmong

- MN Department of Health - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Hmong](#)
- [Hmong Innovating Politics](#) - Resources about COVID-19 in Hmong language
- [KOJ YUAV TSUM PAUB DABTSI TXOG COV KABMOB CORONAVIRUS](#)
- [XAV PAUB XAV POM: SPECIAL EDITION - SIB THAM TXOG TUS KAB MOB CORONA NROG HMOOB COV KWS KHO MOB.](#) (Video)
- [Hmong Radio AM 1590 - Corona Virus Prevention \(Aired on March 11, 2020\)](#)
- [CeebToom Txog KabMob Coronavirus LosNtawm KoomHaum Hmoob 18 Xeem Lav Minnesota](#) (Video)
 - Message about funerals starts at 2:18
 - [Hmoob Twin Cities News: Mayer Melvin Cater's Responds to Hmong 18 Clans](#)
- [LUS TSEEM CEEB TSHAJ TAWM TXOG TUS KABMOB CORONAVIRUS COVID-19](#) (Video)
- [Message from Dr. Moua Lo](#) (Video)

Resources in Spanish

- MN Department of Health
 - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Spanish](#)
- [LO QUE DEBE SABER SOBRE EL CORONAVIRUS](#)
- [Coronavirus - Latino Community \(created by Lorenzo Adolfo Castañón Gonzalez\)](#)
- Recursos Para COVID-19 Para Comunidades en Minnesota
 - [Twin Cities](#)
 - [Rural Minnesota](#)

Resources in Somali

- MN Department of Health
 - [COVID 19 Information and Materials](#)
- TPT Twin Cities PBS
 - [FAQs in Somali](#)
- [How to Prevent Catching & Spreading COVID-19](#) (Arabic)
- [WAXA AAD U BAAHAN TAHAY IN AAD KA OGAATO KORONAFAYRAS \(CORONAVIRUS\)](#)
- [How to protect yourself against CORONA. Sidee iskaga ilaalin kartaa CORONA AMA COVID-19](#)

