

Covid-19 Resources

SOCIAL DISTANCING

At this time, social distancing is key.

Social distancing is for everyone, not just those with risk factors (examples of high risk individuals include those who have had contact with an individual who has tested positive, have a compromised immune system, or are age 60+)

Stay home if you're sick, but also, work from home as much as is possible for your situation.

Minimal physical contact—we should all avoid places and situations where you cannot stay 6 feet away, or at least arm's length, from other people.

Wash your hands for at least 20 seconds and avoid touching your face with unwashed hands.

Wipe down frequently touched surfaces (like your phone).

Even if you do not feel symptoms, or are a younger person who is less at risk, we should all assume we are carriers of the virus and act accordingly to protect our neighbors. We're all in this together!

[Why outbreaks like coronavirus spread exponentially, and how to "flatten the curve" - Washington Post, March 14, 2020](#)

HEALTHCARE

If you're feeling sick

Healthcare providers are encouraging all patients experiencing flu-like symptoms to first use mobile apps or visit websites that have been set up for COVID-19 response. For your safety and convenience telehealth resources are available.

Before scheduling an appointment with your healthcare provider or walking into a clinic, urgent care center or hospital it is recommended that you use one of these or similar services listed below.

Telehealth with [Baylor Scott & White.](#)

Visit their website or to install the app on your mobile device, simply text BETTER to 88408 to have it sent to your phone. No appointment is needed.

Telehealth with [Ascension.](#)

Visit their website to download the app. Use the code HOME for a \$20 cost per visit, and no appointment is needed.

Ascension Texas has established a COVID-19 hotline 1-833-919-1680, available 6 a.m. – midnight. The hotline is staffed by registered nurses who will respond to public questions and implement the most up-to-date screenings and protocols to guide patients to the most appropriate care setting, including staying at home and/or virtual options.

Telehealth with [MDLive.](#)

Visit their website to sign-up for a free account.

Telehealth with [TelaDoc](#).

Visit their website to set-up an account or download their app. The cost of a Teladoc visit depends on your health plan, with everyday care costing less than \$49.

Telehealth with [HeyDoc](#).

Visit their website to download the app. A visit on HeyDoc costs the patient between \$10 and \$50.

If you need help finding a doctor or accessing medical care, dial 2-1-1, then choose Option 6 or call toll-free at 877-541-7905 or visit www.211texas.org. Hours: 7:00 a.m. – 8:00 p.m., 7 days per week.

As recommended by the Centers for Disease Control and Prevention (CDC), all visitors will be screened prior to entering the eligibility office. Individuals who are symptomatic will be given a paper application and instructions on how to complete the application by mail, fax or email.

Texas Department of State Health Services -

<https://www.dshs.texas.gov/coronavirus/>

If you need help finding a doctor or accessing medical care, dial 2-1-1, then choose Option 6 or call toll-free at 877-541-7905 or visit www.211texas.org. Hours: 7:00 a.m. – 8:00 p.m., 7 days per week.

Food for Hidalgo and Cameron County

RGV Food Bank -956-682-8101 Call this number and select option 2 for food assistance to get a pantry referral closest to the participants address.

RGV Food Bank also has a senior commodity program for low-income individuals over age 60. At this time they stopped food distribution in March due to Covid-19 precautions and are going to let me know if they will have food distribution in April.

Meals on Wheels call 956-581-9494- meal delivery for participants or any low-income individual in Hidalgo or Cameron County. (depending on what city a person lives they might be placed on a wait list)

211 Texas to apply for food stamps or apply online at

<https://www.yourtexasbenefits.com/Learn/Home>

Utility Assistance- Hidalgo County

Hidalgo County Community Service Agency 956-383-6240

Address is 2524 N. Closner Edinburg, M-F 8-5

Utility Assistance Cameron County- Salvation Army

201 East Monroe Street

Harlingen, TX, 78550

956-423-2454

Programs include a food pantry and other social services like rent assistance. Contact agency for more information and changes as assistance is based on funding availability.

Rent Assistance

Catholic Charities of The Rio Grande Valley

Emergency Assistance-CCRGV Emergency Assistance Program provides short-term utility assistance, hotel/motel vouchers to assist with temporary shelter for the homeless, emergency assistance program, medical needs vouchers, medical consultation and or prescription assistance for those in need.

Unemployment

Unemployment Benefits - Texas Workforce Commission

If your employment has been affected by the coronavirus (COVID-19), apply for benefits either online at any time using Unemployment Benefits Services or by calling TWC's Tele-Center at 800-939-6631 from 8 a.m.-6 p.m. Central Time Monday through Friday.

TWC is experiencing an increase in call volumes and hold times on our Tele-Center phone lines. You are encouraged to use our online claim portal, Unemployment Benefits Services (UBS), to handle your claim needs quickly. UBS is available 24 hours a day, seven days a week. We also encourage you to sign up for Electronic Correspondence so you can receive your TWC communications online as soon as possible.

TWC will investigate why you lost your job and mail a decision explaining whether you are eligible for unemployment benefits.

Note: Extended Benefits (EB) and Disaster Unemployment Assistance (DUA) are not available at this time.

<https://twc.texas.gov/jobseekers/unemployment-benefits-services> to apply online or

You can also call TWC's TeleCenter at 800-939-6631 between 8 a.m.- 6 p.m. however there will be an increase in call volumes.

Transportation

Valley Metro continues with free transportation in 2020 on their routes.

City of Hidalgo- Free transportation for City of Hidalgo residents age 60 and up.

Domestic Violence

National Domestic Violence Hotline-Our advocates are available 24/7 at 1-800-799-SAFE (7233) in more than 200 languages. All calls are free and confidential.

Hidalgo County- Mujeres Unidas (956) 630-4878

Cameron County-Family Crisis Center (956) 423-9304

Cameron County Resources

1. Vera Naumann Family Pantry - Loaves and Fishes

514 South E Street

Harlingen, Texas 78550

956-423-1014

Fully operational at this time and provides assistance with rent or utilities, and food bags. Agency also has a community nurse Monday through Friday. Contact agency to direct number and operator will transfer to needed department.

2. Salvation Army

201 East Monroe Street

Harlingen, TX, 78550

956-423-2454

Programs include a food pantry and other social services like rent assistance. Contact agency for more information and changes as assistance is based on funding availability.

3. Good Neighbor Settlement House, Inc.

1254 East Tyler Street

Brownsville, Texas, 78520

956-542-2368

Provides services for the homeless such as them taking a shower, getting a clean pair of clothes, and 3 meals.

4. Catholic Charites

955 W. Price Rd.

Brownsville, TX 78520

phone: 956-541-0220

fax: 956-544-7580

Short-term utility assistance, hotel/motel vouchers to assist with temporary shelter for the homeless, emergency assistance program, medical needs vouchers, medical consultation and or prescription assistance for those in need.

School District Information

1. Idea Public Schools

IDEA Public Schools will reopen on March 30.

At all school locations, IDEA will provide breakfast and lunch for all IDEA students, families and staff, starting March 23.

While the schools remain closed, specific IDEA campuses will provide free weekday childcare for IDEA parents working in jobs essential to community health and safety including, but not limited to, health care workers and first responders.

2. Edinburg

Edinburg ISD will remain closed until April 6.

The district is providing three methods for distance learning beginning March 30: pick up standardized instructional packets by grade levels at designated locations, download the PDF version of the packets through the Edinburg CISD Distance Learning webpage, or attend scheduled online meeting times for teachers and students through Google Classroom.

Meal services will be provided at all elementary school sites for all students; any student of 18-years of age or younger must be present to pick up a breakfast or lunch meal.

Meal services are expected to take place for breakfast at 8 a.m.to 10 a.m. and lunch at 11 a.m. to 1 p.m.

3. Pharr-San Juan-Alamo

Classes at PSJA ISD will resume on March 30.

Limited staff, such as maintenance and operations, food service, the police department and payroll, will report to work, while teachers and support staff will work from home.

The district is working with the city partners to minimize any digital divide by finding affordable means for families to have internet access.

Meals are being offered this week on March 18 and 19 at seven locations. Beginning on the week of March 23, the district plans to deliver breakfast and lunch to additional sites and possibly expand sites; information on the locations will be posted soon.

4. Weslaco

Weslaco ISD announced in a statement on Facebook that their schools will remain closed until Friday, April 3.

Aside from the closures, the school district is providing food services and instructional support for the children. More details are expected to be released on Friday.

The staff of the school district will continue to be paid during the closure, but must remain available to meet the needs of the children and each other.

5. Donna

Donna ISD plans to return on Monday, April 6.

Students are being redirected to a website where they can find academic instruction assignments online.

The school district is providing a technical staff to be on standby to ensure students can complete their assignments without conflict.

The following locations are designated for meal pick up from 11 a.m. to 1 p.m.: Donna High School, Donna North High School, Arise Muniz Community Center, Arise South Tower Community Center, Aurora Valley Park, Macedonian Christian Academy, Nueces Circle, Boyce Memorial Park (Donna Little League Park), City of Donna Library, Iglesia Apostolica De La Fe En Cristo Jesus, and Rattler Road.

6. Mission

Mission CISD announced their schools closures in a news release, citing the first case of COVID-19 in Laredo, which is within Region One.

Before Spring Break, Mission schools prepared web-based and handout instructional materials for the students. According to the release, those materials are being duplicated and will be distributed soon.

In the next few days, the school district will give information such as how students can access the digital content and instructional packets, grab-and-go meals and mobile locations for meal pick-up for students.

7. McAllen

McAllen ISD is now in stage 3 of its coronavirus action plan, which calls for all students and teachers to stay home, with the exception of some staff, through April.

Implemented during an emergency school board meeting Monday afternoon, these requisites will be implemented for the two weeks following Spring Break, beginning March 23 to April 3.

During this time, students will receive instruction and school work online.

8. Brownsville

BISD operations staff will be working to make sure that every child who depends on the district's free lunch program will continue to receive their meals. We have strategically identified the following twelve locations where breakfast and lunch can be picked up from 11:30 am – 1:00 p.m. When picking up a meal, the child(ren) must be in the vehicle.

- 1) Besteiro Middle School
- 2) Castaneda Elementary
- 3) Central Administration Building (CAB)
- 4) Hanna Early College High School
- 5) Lopez Early College High School
- 6) Manzano Middle School
- 7) Morningside Elementary
- 8) Pace Early College High School
- 9) Porter Early College High School
- 10) Pullam Elementary
- 11) Rivera Early College High School
- 12) Vela Middle School

CENSUS INFORMATION

Online and phone services have opened up! Everyone should be receiving an invitation this Friday, March 20th. You can complete the online form without your special ID by just using your address. You can find more information [here](#).

Due to COVID-19 no personal contact will be made. Follow up census packets will be dropped off at the door.