



## COVID-19 Community Conversations: Resources and Frequently Asked Questions

Thank you for attending one of our COVID-19 Community Conversations. We shared a lot of information in a short amount of time. Below, please find the resources we shared throughout the presentation as well as answers to some of the more frequently asked questions that were not directly addressed during the presentation, and links to helpful resources.

### COVID-19 Data Sources

1. **New York City Department of Mental Health Data Website** – Provides up-to-date data on total number of New York City residents affected by COVID-19. This information is broken down into various categories including zip code, ethnicity and socioeconomic status. Please click on the link below for more details:
  - [COVID-19: Data Main](#)
2. **New York City Department of Mental Health Covid-19 Vaccine Website** – Provides latest information on Covid-19 Vaccines. The information includes the status of vaccine testing trials, groups that are likely to be given the vaccine first, places where the vaccine will be available, plans for fair and equitable access for the hardest-hit communities, potential side effects, as well as other helpful information including FDA safety guidelines for approving vaccines and protocols for Emergency Use Authorization.
  - [COVID-19: Vaccines](#)
3. **Household Pulse Survey** - Conducted by the United States Census Bureau and the Centers for Disease Control and Prevention. Provides results of a 90 day national study which measured the impact of COVID-19 on Depression and/or Anxiety. The data can be broken down by week, age, gender, ethnicity, and state. For detailed information, please click on the link below.
  - [Household Pulse Survey](#)
4. **Mental Health America** – Conducted a national study on the rise in rates of depression and anxiety during COVID-19 as compared to the same time period last year. Data also includes factors contributing to the increase in mental health problems. Click on the link below for more information:
  - [COVID-19 and Mental Health: What We Are Learning](#)

**Black, Indigenous and People of Color (BIPOC)  
Mental Health Resources During COVID-19**



**1. Inclusive Therapists** – A national directory of ethnically diverse clinicians who provide culturally affirming and responsive client care. They aim to celebrate all identities and abilities in all bodies while dismantling systemic oppression in mental health care. They have a robust search engine that can search by therapist identify, therapeutic approach, cultural knowledge, insurance accepted and zip code, among other categories. In addition, their website is translated into over 75 languages and dialects from Afrikaans to Zulu. Please go to their website to learn more:

- [www.Inclusivetherapists.com](http://www.Inclusivetherapists.com)

**2. Black Mental Health Alliance (BMHA)** – A network of black mental health professionals who provide culturally-relevant educational forums, training and referral services that support the professional development of black clinicians, as well as serve the mental health needs of black communities through various types of programming. They have a national referral database of culturally competent and patient-centered therapists and psychiatrists that can be searched by preference of gender, sexuality, and faith. To learn more about BMHA, go to:

- [www.blackmentalhealth.com](http://www.blackmentalhealth.com)

**3. Latinx Therapy** – A national community of Latinx therapists who provide culturally-attuned and inclusive therapy for the Latinx community. They have a national directory of professionals that can be searched by state, specialty, cultural identity and insurance.

In addition, their website [www.latinxtherapy.com](http://www.latinxtherapy.com) provides bilingual resources for Latinx mental health professionals and for the Latinx general public (including books for children and adults and meditation apps in Spanish). They also offer podcasts in English and Spanish that talk about mental health issues in the Latinx community.

**4. Asian Mental Health Collective (AMHC)** – Provides a national directory of Asian mental health organizations and professionals that can be searched by state. In addition to the directory, AMHC seeks to destigmatize mental illness and increase access to care by creating safe spaces for Asian Americans to discuss the impact of mental health in their communities. They offer online forums, in person meet-up groups, and mental health podcasts. More information can be found at:

- [www.asianmhc.org](http://www.asianmhc.org).
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## Professional Resources for Emotional Support

1. **New York State COVID-19 Emotional Support Helpline** – Provides free, confidential and anonymous emotional support for New York State residents. Call **1-844-863-9314**, Monday through Sunday, 8am to 10pm. They also have a dedicated website that provides more information on connecting to crisis services, COVID-19 health-related services, and tips on coping and self-care. Please go to <https://nyprojecthope.org/> for more information.
2. **NYC Well** – A free and confidential 24/7 helpline staffed by trained professionals who can provide counseling and referrals to care in over 200 languages. Call **888-NYC-WELL (888-692-9355)**, text **“WELL”** to **65173** or chat at [www.nyc.gov/nycwell](http://www.nyc.gov/nycwell). This website also provides a comprehensive referral database for New York City, an Apps library, tips on coping and information on connecting to crisis services.
3. **New York State Office of Addiction Services and Supports HOPEline** – A free and confidential 24/7 hotline that provides support and referrals to care for substance use and problem gambling. Call **877-8-HOPENY (877-846-7369)** or go to their website at <https://oasas.ny.gov/hopeline> for more information.
4. **The Trevor Project** – A free and confidential 24/7 hotline that provides mental health support to LGBTQ+ youth. Call **866-488-7386** or go to their website at <https://www.thetrevorproject.org/> for more information.
5. **[New York City Resources for Alcohol and Drug Use](#)**
6. **[NY Project Hope Coping with COVID](#)**: NY Project Hope helps New Yorkers understand their reaction and emotions during COVID-19. Through an emotional support helpline, educational materials, and trusted referrals, NY Project Hope helps people manage and cope with changes brought on by COVID-19. Project Hope Crisis Counselors understand what you are going through. Talking to them is free, confidential, and anonymous. Call **1-844-863-9314** 8:00AM-8:00PM

## Free Mental Health Digital Applications

Anxiety focused apps include:

1. **SHINE** which provides free resources for anxiety and mental health, in relation to the global climate of uncertainty.
2. **CALM** is a mindfulness app that provides a free list of curated meditations specific to COVID-19 via video and audio
3. **GINGER** provides helpful strategies, activities, and articles to help users stay grounded during the pandemic

Depression focused apps include:

4. **WYSA** a Chatbot for mental health that suggests tools based on conversation. Tools include: CBT strategies, breathing techniques, videos, and stretching exercises.
5. **SANVELLO** is another clinically validated evidence-based mobile app that uses cognitive behavioral therapy. It is equipped with support chat-groups, coaching, self-care tips and more.

Sleep focused apps include:

6. **SLEEPIO** is a digital therapeutic for sleep, fully automated yet highly personalized digital sleep improvement program accessible via app and web
7. **RESTORE** is another digital cognitive behavioral therapy to help improve sleep

## Crisis Hotlines

1. **NYC Well** – A free and confidential 24/7 helpline staffed by trained professionals who can provide counseling and referrals to care in over 200 languages. Call **888-NYC-WELL (888-692-9355)**, text “**WELL**” to **65173** or chat at [www.nyc.gov/nycwell](http://www.nyc.gov/nycwell). This website also provides a comprehensive referral database for New York City, an Apps library, tips on coping and information on connecting to crisis services.
2. [Crime Victim Assistance Program](#)
3. [NY Project Hope Coping with COVID](#) Call **1-844-863-9314**
4. [Disaster Distress Helpline](#): **1-800-985-5990** (press 2 for Spanish), or text TalkWithUs for English or Hablamos for Spanish to 66746.
5. [National Suicide Prevention Life](#): **1-800-273-TALK (8255)** for English, **1-888-628-9454** for Spanish
6. [National Domestic Violence Hotline](#): **1-800-799-7233**
7. [National Child Abuse Hotline](#): **1-800-4AChild (1-800-422-4453)**
8. [National Sexual Assault Hotline](#): **1-800-656-HOPE (4673)**
9. [The Eldercare Locator](#): **1-800-677-1116**
10. [Veteran’s Crisis Line](#): **1-800-273-TALK (8255)** or text: 8388255

## Local COVID-19 Community Resources

1. **Comprehensive COVID-19 New York City Resources Guide** – Includes helpful links to the following types of services: financial assistance, health care, mental health care, food resources, civic engagement, interpersonal violence and resources for the LGBTQ+ communities. For details, please go to the following link.
    - [Comprehensive COVID-19 Resource Guide](#)
  2. **COVID-19 Resources by Neighborhood** - A webpage on New York City's Department of Health and Mental Hygiene website dedicated to providing up-to-date information on local community resources that are organized by borough, neighborhood and zip code. These include health services, mutual aid, food services and community organizations. For detailed information, please visit
    - [COVID-19 Community Resources](#)
  3. **Resources for Immigrant Communities During COVID-19** - Provides detailed information about services specifically available to immigrant communities throughout New York City. Topics include how to access health services, housing services, food services, and immigration services, among many others. For more information, please visit:
    - [Resources for Immigrant Communities During COVID-19 Pandemic](#)
  4. **NYC Unity Project** - A resource page providing up-to-date information for LGBTQ+ community members on services available during COVID-19, including mental health, physical health, food, housing and peer support. For more information, please visit
    - [LGBTQ Coronavirus Resources — NYC Unity Project - Generation NYC](#)
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## Frequently Asked Questions Not Directly Addressed in the Presentation

### 1. Are there free or low-cost health services in New York City?

Yes, New York City Health + Hospitals offer low or no-cost health services in all 5 boroughs. These services are available to all New Yorkers, regardless of ability to pay. For a comprehensive list of locations, addresses and phone numbers, please click on the following link:

- <https://www1.nyc.gov/assets/immigrants/downloads/pdf/low-or-no-cost-options-nyc.pdf>

### 2. What if I'm an undocumented immigrant and/or I do not have health insurance?

All of the healthcare services offered by New York City Health + Hospitals are available to all New Yorkers regardless of immigration and insurance status. You can find additional information on services available for immigrant communities by visiting the following webpages:

- [A Resource Guide for Immigrant New Yorkers](#) and
- [COVID-19 Frequently Asked Questions for Immigrants](#)

### 3. How can I support children and youth through COVID-19?

Due to the COVID-19 pandemic, children of all ages have faced many types of loss. As a parent, caregiver, educator or other trusted adult, you can support a child or teen by encouraging them to use positive coping skills, and by watching out for common warning signs that a youth may be struggling with feelings of loss, anxiety or depression. The following resources provide tips for how to support and talk with children and adolescents about COVID-19.

- [Supporting Children and Youth Through the COVID-19 Pandemic \(NYC DOHMH\)](#)
- [Talking with children about Coronavirus Disease 2019 \(CDC\)](#)
- [COVID-19 Resources for Adolescents and Youth \(WHO\)](#)
- [Helping Children Cope with Changes Resulting from COVID-19 \(NASP\)](#)

The opportunities to socialize online come with benefits and risks. Social media is a lifeline for most youth to connect with others and a typical way to interact with the world around them. Adults and youth can reduce the risks by making safe and responsible decisions.

- [How to Keep Your Teen \(or Tween\) Safe Online \(Safewise\)](#)
- [Protecting Kids Online \(FTC\)](#)

New York City also has many free and low-cost mental health services for children and adolescents. For more information, please go to:

- [Child and Adolescent Index of Mental Health Services \(NYC DOHMH\)](#)

- [Youth Peer Advocate Resource List \(NAMI-NYC\)](#)
- [Teens take on COVID-19 \(NYC Children\)](#)

#### **4. I love helping others but sometimes it's too much and I get overwhelmed. How do I continue to help others while also taking care of myself?**

Always being there for others can take a toll on you as well. Establishing boundaries can be challenging because we may be afraid of what others may think or feel guilty for not always "being there" for them. However, setting boundaries will help create space for you to take care of yourself so that you can be better able to continue supporting others. Below are a couple of articles with helpful tips:

- [Setting Boundaries During Coronavirus](#)
- [Boundary Setting During a Pandemic](#)

#### **5. Is it mandatory to get tested for COVID-19?**

The CDC highly recommends getting tested especially for people who have symptoms of COVID-19 (i.e. dry cough, fever, shortness of breath, chills, muscle pain, loss of taste or smell, vomiting, or diarrhea, and/or sore throat), people who have had close contact with someone with confirmed COVID-19, and people who were referred to for testing by their healthcare provider, local, or state health department.

Some employers may mandate COVID-19 testing for returning workers. In some, but not all cases, groups such as health care workers, nursing home staff, and college students have been required to test for COVID-19. The New York City Health Department encourages all New Yorkers to be tested for COVID-19 regardless of symptoms or risk-level. Testing is free to all eligible New Yorkers. To find out more information about testing and to find testing sites near you, please visit:

- [COVID-19 Testing - Coronavirus.](#)

#### **6. I am an employer and we will soon be returning back to the office. My employees are expressing concern, fear and anxiety about returning to the office. How can I support them?**

The New York City Department of Health and Mental Hygiene has created a comprehensive guide for employers to address the mental health concerns of their returning workforce. This guide includes a step-by-step action plan with detailed instructions for each step. It also includes communication templates regarding the action plan as well as links to other helpful information. Please click on the link below for more information:

- [COVID-19 Mental Health Guide for Employers](#)

#### **7. I am an employee and I am concerned about going back to the office. What are some helpful resources that I should be aware of?**

If you are concerned about reporting to a workplace, you can advocate for your needs and discuss options with your employer. Click on the link below for tips on how to manage

workplace stress related to COVID-19.

- [Employees: How to Cope with Job Stress and Build Resilience During the COVID-19 Pandemic](#)

Employees in New York City also have legal rights to paid and unpaid leave, including new rights related to COVID-19. Depending on your circumstances and the type of employer you have, you can take unpaid and/or paid leave to care for yourself or family members impacted by COVID-19. To learn more go to:

- [Paid Safe and Sick Leave](#)

## 8. How do I best support the older adults in my life who may need extra help during the pandemic?

Supporting our older adult population is as important as ever, as COVID-19 presents complications for their safety where preexisting conditions can lead to severe illness from the virus. The New York City Department for the Aging has several resources for older adults to obtain important services while staying at home. These include food assistance, medication delivery, financial assistance, benefits and enrolling assistance as well as other additional services. For more information, please visit:

- [COVID-19 Resources for Older Adults](#)

## 9. I have heard that domestic violence has been on the rise since the pandemic began. How can I support someone who may be in this situation?

NYC HOPE offers a website with detailed information about how to help those who are experiencing dating, domestic or gender-based violence. The website includes a resource directory, as well as tips for recognizing the signs of abuse and tips for offering help. Please visit the website below for more information.

- [NYC HOPE](#)

They also have a Domestic Violence hotline that can help with immediate safety planning, shelter assistance and provide other resources. Please call **1-800-621-HOPE (4673)** for immediate assistance.

## 10. I see a lot of information on the internet about the coronavirus and I sometimes don't know what to believe. Where can I go to get reliable information?

There is a lot of misinformation on the internet about what the coronavirus is and what can help. It is always best to get information from local, state and federal sources such as the New York City Department of Health and Mental Hygiene, the Centers for Disease Control and Prevention and the World Health Organization. Below is mythbusters link to common myths and facts about COVID-19, provided by the World Health Organization:

- [Coronavirus disease \(COVID-19\) advice for the public: Mythbusters](#)

## What New Yorkers Need to Know What New Yorkers Need to Know About COVID-19 COVID-19 Vaccines

### 1. Do the vaccines work?

Two COVID-19 vaccines (Pfizer-BioNTech and Moderna) have been approved for emergency use by the Food and Drug Administration (FDA). In clinical studies, both vaccines were more than 94% effective at protecting participants from COVID-19.

### 2. Are the vaccines safe?

Yes. You cannot get COVID-19 from the vaccine. The vaccine does not contain the virus. It teaches your body's immune system how to fight the virus, so it can fight the virus if you are exposed to it.

The COVID-19 vaccines have gone through large clinical studies involving tens of thousands of people of various ages, races and ethnicities. The evidence from those studies was closely reviewed by the FDA and independent organizations.

Researchers have been working on vaccines for coronaviruses for years, so they did not start from scratch.

### 3. Are there side effects?

It is normal to experience side effects after the first or second dose of the vaccine. Common side effects include soreness in the arm where you got the shot, headache, body aches, tiredness and fever.

If you have any questions or concerns, call 311 or talk to your health care provider.

Side effects can be unpleasant, but getting vaccinated helps protect you and may help protect other New Yorkers.

### 4. Who can get a vaccine and how much will it cost?

All New Yorkers age 16 and older will have access to a vaccine once it is more widely available. Currently eligible groups include people age 65 and older; at-risk health care workers; teachers and other school staff; first responders; group child care providers; and public-facing grocery store workers. For a list of all eligible groups, visit: [nyc.gov/covidvaccinedistribution](https://nyc.gov/covidvaccinedistribution).

The vaccine is free for everyone. If you have insurance, it may be billed but you will not be charged a copay or other fee.

You do not need to share your immigration status to be vaccinated. Getting vaccinated is not a public benefit under the public charge rule.

When you receive the vaccine, your privacy will be protected. There are strict laws in place to ensure confidentiality of your personal information.

## 5. Where can I get a vaccine?

If you are currently eligible to be vaccinated, check with your health care provider and employer to see if they are offering vaccinations.

Visit [nyc.gov/vaccinefinder](http://nyc.gov/vaccinefinder) to find out where you can get vaccinated. You must make an appointment in advance. You can also call 877-VAX-4NYC (877-829-4692) to make an appointment at NYC sites.

## 6. Should I get a vaccine if I already had COVID-19?

Yes, since it is possible to get COVID-19 again, you should be vaccinated. Also, the vaccine is safe and may boost the protection your body has already built up. However, if you tested positive for COVID-19 within the past 90 days, consider waiting to get vaccinated, since it is very unlikely that you will get COVID-19 again during this time. Talk to your health care provider if you have questions.

## 7. When I get vaccinated, can I stop physical distancing and wearing a face covering?

No. We do not have enough information to say if or when it will be safe to stop physical distancing and wearing face coverings. Until we understand more about the protection that COVID-19 vaccines provide, everyone must continue the key prevention measures:

- Stay home if you are sick, have COVID-19, or have been exposed to someone with COVID-19.
- Maintain at least 6 feet of distance from people who are not members of your household.
- Wear a face covering (over your mouth and nose) when outside your home.
- Wash your hands often with soap and water or clean with an alcohol-based hand sanitizer.

**It is understandable that some people may be nervous about getting a COVID-19 vaccine or may have more questions. To learn more, talk to your health care provider, call 311, or visit <http://nyc.gov/covidvaccine>**

**COVID-19 Facts Video! <https://www.youtube.com/watch?v=sLNZJ12Kt7A>**