Coronavirus (COVID-19)
INFORMATION AND COMMUNITY RESOURCES

We’re here to help!
www.genhs.org 810-257-3705 M-F 8-5
24 Hour Crisis Hotline 810-257-3740
SHARE FACTS ABOUT COVID-19

Know the facts about coronavirus disease 2019 (COVID-19) and help stop the spread of rumors.

**FACT 1**
Diseases can make anyone sick regardless of their race or ethnicity.

Fear and anxiety about COVID-19 can cause people to avoid or reject others even though they are not at risk for spreading the virus.

**FACT 2**
For most people, the immediate risk of becoming seriously ill from the virus that causes COVID-19 is thought to be low.

Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more serious complications from COVID-19.

**FACT 3**
Someone who has completed quarantine or has been released from isolation does not pose a risk of infection to other people.

For up-to-date information, visit CDC’s coronavirus disease 2019 web page.

**FACT 4**
There are simple things you can do to help keep yourself and others healthy.

- Wash your hands often with soap and water for at least 20 seconds, especially after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

**FACT 5**
You can help stop COVID-19 by knowing the signs and symptoms:

- Fever
- Cough
- Shortness of breath

Seek medical advice if you:

- Develop symptoms
  AND
- Have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

For up-to-date information, visit CDC’s coronavirus disease 2019 web page.

cdc.gov/COVID-19
Patients with COVID-19 have experienced mild to severe respiratory illness.

Symptoms* can include:

- Fever
- Cough
- Shortness of breath

*Symptoms may appear 2-14 days after exposure.

Seek medical advice if you develop symptoms, and have been in close contact with a person known to have COVID-19 or if you live in or have recently been in an area with ongoing spread of COVID-19.

cdc.gov/COVID19-symptoms
10 ways to manage respiratory symptoms at home

If you have fever, cough, or shortness of breath, call your healthcare provider. They may tell you to manage your care from home. Follow these tips:

1. **Stay home** from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.

2. **Monitor your symptoms** carefully. If your symptoms get worse, call your healthcare provider immediately.

3. **Get rest and stay hydrated.**

4. If you have a medical appointment, **call the healthcare provider** ahead of time and tell them that you have or may have COVID-19.

5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.

6. **Cover your cough and sneezes.**

7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

8. **As much as possible, stay** in a specific room and **away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a facemask.

9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.

10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)
Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

cdc.gov/COVID19
COVID-19

SELF-MONITORING & SOCIAL DISTANCING

Take your **temperature twice daily**, monitor for signs of fever

*Stay home*, avoid contact with others {including at work or school}

**Do not take public transportation**
taxis, or ride-shares

**Avoid crowded places**
& limit public social contact

Maintain a distance of at least **6 feet** from others

If you have a **fever of 100.4°F, cough, or trouble breathing**:
If this is a life threatening emergency, **call 911**.
Call your doctor's office **BEFORE** seeking care
and explain your symptoms and that you are self-monitoring.

PRACTICE SIMPLE PRECAUTIONS

WASH YOUR HANDS OFTEN

DON'T TOUCH YOUR FACE

AVOID THOSE THAT ARE SICK

For more information
visit our website at www.gchd.us/coronavirus
and follow us on Facebook!

Last updated: 03/16/2020
When is it safe to leave home if you have symptoms of COVID-19 or live with someone who does?

Employers can't retaliate against workers for taking time away from work under these circumstances. File a complaint with MIOSHA. Learn more at Michigan.gov/MIOSHAcomplaint.

For Me
- I have been diagnosed with COVID-19.
- Stay home for 7 days after you were tested or developed symptoms.
- After staying home for 7 days, have you been symptom-free for 3 days?
  - Yes: You may leave if you are symptom-free.
  - No: Stay home until 3 days have passed after all symptoms have stopped.

For Close Contacts
- I have developed one or more symptoms of COVID-19.
- I live with someone diagnosed with COVID-19.
- Stay home for 14 days after your last contact with the sick person. Monitor yourself for symptoms.
- You may leave if you are symptom-free.
- I live with someone who has developed one or more symptoms of COVID-19.

Should I wear a mask?
If you or your close contact is symptomatic and you must leave home, you should cover your nose and mouth with a homemade mask, scarf, bandana or handkerchief.

How do I monitor myself?
Pay attention for COVID-19 symptoms:
- Fever
- Cough
- Shortness of breath

*Process for general public, does not specifically apply to workers at a health-care facility, first responders (e.g., police officers, fire fighters, paramedics), and prison employees.*
Wash Your Hands!

Dirty!

Wet

Get Soap

Scrub

Rinse

Dry

Clean!

www.cdc.gov/handwashing
Stop Germs! Wash Your Hands.

When?

- After using the bathroom
- Before, during, and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick with vomiting or diarrhea
- After changing diapers or cleaning up a child who has used the toilet
- After blowing your nose, coughing, or sneezing
- After touching an animal, animal feed, or animal waste
- After handling pet food or pet treats
- After touching garbage

How?

Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.

Lather your hands by rubbing them together with the soap. Be sure to lather the backs of your hands, between your fingers, and under your nails.

Scrub your hands for at least 20 seconds. Need a timer? Hum the “Happy Birthday” song from beginning to end twice.

Rinse hands well under clean, running water.

Dry hands using a clean towel or air dry them.

Keeping hands clean is one of the most important things we can do to stop the spread of germs and stay healthy.

www.cdc.gov/handwashing

This material was developed by CDC. The Life is Better with Clean Hands Campaign is made possible by a partnership between the CDC Foundation, GOJO, and Staples. HHS/CDC does not endorse commercial products, services, or companies.
Clean and Disinfect Your Household During the Coronavirus Pandemic

Cleaning and disinfecting your home during the Coronavirus Pandemic (COVID-19) is very important. While the coronavirus is much more commonly spread through respiratory droplets, current science suggests that the virus may remain alive for hours to days on surfaces. Cleaning of dirty surfaces followed by disinfection is important to prevent COVID-19 and other viral illnesses in households.

Genesee Health System suggests:

- Cleaning and disinfecting frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them first with soap and water prior to disinfection.
- Use disinfectants appropriate for the surface.
  - Options include:
    - Diluting your household bleach.
      - To make a bleach solution, mix 5 tablespoons (1/3rd cup) bleach per gallon of water or 4 teaspoons bleach per quart of water.
    - Alcohol solutions.
      - Ensure solution has at least 70% alcohol.
    - Other common EPA-registered household disinfectants.
- Follow label’s instructions for use and proper ventilation. Check to ensure the product is not past its expiration date. **Never mix household bleach with ammonia or any other cleanser.**

SOURCE: CDC: General Recommendations for Routine Cleaning and Disinfection of Households (2020)
USDA Food Safety

If you’re cooking from home, note the temperatures for food safety.

Minimum Internal Temperature for Safety
- Poultry, Stuffing, Casseroles, Reheat Leftovers
- Egg Dishes and Ground Meat
- Beef, Pork, Lamb, Veal*
- Roasts, Steaks, Chops
- Ham, fully cooked (to reheat)

Holding Temperature for Cooked Food

Danger Zone

Refrigerator Temperature
Freezer Temperature

* When cooking, it is recommended to let meat rest for at least 3 minutes before cutting.

Never leave food in the Danger Zone more than 2 hours.
Coping with a Disaster or Traumatic Event

After a disaster, it is important to take care of your emotional health. Pay attention to how you and your family members are feeling and acting.

Taking care of your emotional health will help you think clearly and react to urgent needs to protect yourself and your loved ones.

Follow these tips to help you and your family recover or find support.

Steps to Care for Yourself

• Take Care of Your Body
  » Try to eat healthy, exercise regularly, get plenty of sleep, and avoid alcohol and other drugs.

• Connect
  » Share your feelings with a friend or family member. Maintain relationships and rely on your support system.

• Take Breaks
  » Make time to unwind. Try to return to activities that you enjoy.

• Stay Informed
  » Watch for news updates from reliable officials.

• Avoid
  » Avoid excessive exposure to media coverage of the event.

• Ask for Help
  » Talk to a clergy member, counselor, or doctor or contact the SAMHSA helpline helpline at 1-800-985-5990 or text TalkWithUs to 66746.

How to Help Your Children

• Talk with them.
  » Share age-appropriate information.
  » Reassure them.
  » Address rumors.
  » Answer questions.

• Set a good example by taking care of yourself.

• Limit exposure to media and social media coverage of the event.

Common Signs of Distress

• Feelings of shock, numbness, or disbelief
• Change in energy or activity levels
• Difficulty concentrating
• Changes in appetite
• Sleeping problems or nightmares
• Feeling anxious, fearful, or angry
• Headaches, body pain, or skin rashes
• Chronic health problems get worse
• Increased use of alcohol, tobacco, or other drugs

Seek help from your healthcare provider if these stress reactions interfere with your daily activities for several days in a row.

Substance Abuse and Mental Health Services Administration’s (SAMHSA’s) Disaster Distress Hotline: 1-800-985-5990 or text TalkWithUs to 66746.

People with deafness or hearing loss can use their preferred relay service to call 1-800-985-5990.
Taking Care of YOU During a Pandemic

Dealing with mandated social distancing, quarantine and isolation can cause feelings of anxiety, worry or fears. Taking care of your mental health during an emergency like the Coronavirus Pandemic is very important.

Genesee Health System recommends some ways you can support yourself during the crisis:

- Keep up to date with what is happening from credible sources, but avoid watching the news 24/7.
- Speak up about your basic needs during an emergency. Work with your providers to insure you have needed medications.
- Reach out the people you trust to stay connected. This may help reduce anxiety, depression, loneliness, and boredom.
- Ask your provider to schedule remote appointments for your mental health, substance use or physical health needs.
- Relax your body often, taking deep breaths, stretch, meditate or pray and keep engaging in activities you enjoy. Try to keep a sense of hope and positivity.
- **If you or a loved one is having a mental health crisis, call our 24/7 Crisis Line at 810.257.3740.** Visit our website at www.genhs.org. We are here for you.

*SOURCE: SAMHSA: Taking Care of Your Behavioral Health: Tips for Social Distancing, Quarantine, And Isolation During an Infectious Disease Outbreak. HHS Publication No. SMA-14-4894 (2014)*
MENTAL WELLNESS SUPPORT
FOR COVID-19

Empower yourself with resources to overcome the challenges you face

It’s important to find support if you’re feeling heightened stress and uncertainty brought on by the current coronavirus (COVID-19). myStrength’s web and mobile tools are safe, secure and personalized – just for you.

Choose from over a dozen activities, including:

- Strategies to manage heightened stress
- Tips for parenting during challenging times
- Ideas to manage social isolation
- Other tools and information for emotional support

SIGN UP TODAY

2. Enter the Access Code marked below.
3. Complete the myStrength sign-up process and personal profile.

☐ GHScommunity

Go Mobile! Download the myStrength mobile app, log in, and get started today.
# COVID-19

## UNDERSTAND YOUR SYMPTOMS

<table>
<thead>
<tr>
<th>COVID-19 [ Symptoms range from mild to severe ]</th>
<th>COLD [ Symptom onset is gradual ]</th>
<th>FLU [ Symptom onset is abrupt ]</th>
<th>ALLERGIES [ Seasonal; symptom onset is abrupt ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of Symptoms</td>
<td>7 - 25 Days</td>
<td>Less than 14 Days</td>
<td>Several Weeks</td>
</tr>
<tr>
<td>Cough</td>
<td>Common Usually Dry</td>
<td>Common Mild</td>
<td>Rarely Usually Dry (unless it triggers asthma)</td>
</tr>
<tr>
<td>Shortness of Breath</td>
<td>Sometimes</td>
<td>No*</td>
<td>No*</td>
</tr>
<tr>
<td>Sneezing</td>
<td>No</td>
<td>Common</td>
<td>No*</td>
</tr>
<tr>
<td>Runny or Stuffy Nose</td>
<td>Rarely</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>Sore Throat</td>
<td>Common</td>
<td>Common</td>
<td>Common</td>
</tr>
<tr>
<td>Fever</td>
<td>Short Fever Period</td>
<td>Sometimes</td>
<td>Sometimes Usually Mild</td>
</tr>
<tr>
<td>Feeling Tired</td>
<td>Sometimes</td>
<td>Sometimes</td>
<td>Sometimes Related to Sinus Pain</td>
</tr>
<tr>
<td>Headaches</td>
<td>Rarely</td>
<td>Common</td>
<td>No</td>
</tr>
<tr>
<td>Body Aches</td>
<td>Sometimes</td>
<td>Common</td>
<td>Sometimes</td>
</tr>
<tr>
<td>Diarrhea</td>
<td>Rarely</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

* Allergies, colds, and flu can all trigger asthma, which could lead to shortness of breath.

**If you have a fever of 100.4°F, cough, or trouble breathing:**
(a) If this is a life threatening emergency, call 911.
(b) If this is not an emergency, call a doctor or urgent care **BEFORE** seeking care and explain your symptoms.

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**For more information**
visit our website at [www.gchd.us/coronavirus](http://www.gchd.us/coronavirus) and follow us on Facebook!

*Last updated: 03/25/2020*
How to get care via Telehealth

Call our office (810-496-5777) to schedule an appointment. We will talk to you to see what is going on and if we can provide your care through telehealth. We will set up a time for you to speak with your provider. Your provider will contact you.

If you are using a landline telephone, we will call you at the appointed time. For a Zoom meeting, we will send you a link that you will click on. If you are using an Apple iPhone, we may schedule an appointment via FaceTime.

Before your visit, gather a list of your medications, and if possible, your temperature and blood pressure readings. Make a list of concerns you want to talk about.

During your call to the provider:
- Be ready and on time for the call.
- Be somewhere that is quiet and private.
- Summarize your concerns
  - How long have you had these symptoms?

If this is an emergency, please call 9-1-1 immediately.
Pandemic EBT Program

Families with children who received free or reduced-cost lunches at school qualify for new program

The Pandemic Electronic Benefit Transfer Program (P-EBT) provides temporary funding to address emergency food needs for families affected by the pandemic.

P-EBT food assistance benefits will go to Michigan families with students ages 5-18 that are eligible for free or reduced-price school meals. This includes families currently receiving Food Assistance Program benefits, as well as those not currently enrolled in the program. No application is necessary for eligible families to receive P-EBT benefits.

Families currently receiving Food Assistance Program (FAP) benefits will receive additional benefits on their Bridge Card:

Eligible families currently receiving food assistance benefits will be issued additional benefits directly on their Bridge Card. These additional food assistance benefits can be used the same way as families would typically use their Bridge Card to purchase food items. P-EBT benefits can also be used to participate in the Double Up Food Bucks program.

- March and April combined benefits: $193.80 per eligible student will be loaded on the family’s Bridge Card by the end of April.

- May and June combined benefits: $182.40 per eligible student will be loaded on the family’s Bridge Card on a later date. Issuance schedule for these benefits still to be announced.

Families not currently receiving Food Assistance Program (FAP) benefits will receive an EBT card in the mail:

Eligible families not currently receiving food assistance benefits will receive in the mail a pre-loaded Electronic Benefits Transaction (EBT) card issued under the name of the oldest student in the household. Benefits for all eligible school-aged children in the home will be loaded onto this one EBT card. Prior to receiving the card, families will get a letter from MDHHS describing how to use their EBT card, how to set up their PIN, and other information about food assistance benefits. This EBT card can be used to purchase food items only, in-person, at any SNAP retailer. The P-EBT card may look different from the Bridge Card, but the card and benefits can be used the same way as the Bridge Card.

- March and April combined benefits: Families will receive an EBT card in the mail by the end of the first week in May. The card will come pre-loaded with $193.80 per eligible student.

- May and June combined benefits: $182.40 per eligible student will be loaded on the family’s EBT card on a later date. Issuance schedule for these benefits still to be announced.

Material produced by the Food Bank Council of Michigan, with information provided by the Michigan Department of Health and Human Services.

This institution is an equal opportunity provider.
# Genesee County Resources

## Advocacy
- Disability Network  
  M-F: 9-4:45  
  742-1800
- Valley Area Agency on Aging  
  M-F: 8-5  
  239-7671
- Priority Children  
  M-F: 9-5  
  234-5007
- Communication Access Center for the Deaf and Hard of Hearing, Sign Language Interpreter Source  
  239-3112

## Clothing & Some Baby Furniture
- Carriage Town Ministries  
  M-F: 8-5  
  233-8787
- Heartbeat  
  M-F: 10-2:45  
  232-3101
- Bristol Road Church of Christ  
  Tue: 10:30-12:30  
  Baby clothing, ONLY for 48507, 48519, 48529 areas  
  238-9004
- Greater Flint Outreach Center  
  F: 9-12  
  767-4064
- LOVE Inc. (intake & referral)  
  M, T: 9-4, W: 9-9  
  235-4990
- Eastside Mission (clothing ONLY)  
  T- Th: 9:30-12:30  
  767-5312
- Catholic Charities Community Closet  
  M-F: 1-4  
  265-7025
- Little Lamb’s Compassionate Ministry Center  
  2254 S. Dye Rd.  
  Walk-in  
  T: 10a-2p, W: 6:30p-8p  
  908-6002

## Counseling
- Genesee Health System - mental health services  
  420 W. Fifth Ave.  
  M-F: 8am-5pm  
  257-3740
- Catholic Charities  
  M-Th: 8:30-8; F: 8-4:30  
  232-9950
- Consumer Services  
  237-0799
- Easterseals (children)  
  238-0475
- Hope Network  
  232-2766
- Oakland Psychological Flint  
  732-0560
- Oakland Psychological Grand Blanc  
  695-0055
- TTI (Treatment & Training Innovations)  
  232-6081

## Employment
- GST Michigan Works!  
  M-F: 8-5  
  233-5974
- Job Corps (ages 16-24)  
  M-F: 8-5  
  232-9102
- Mott Comm. College Workforce Education Center  
  232-2555

## Transportation
- Jewish Community Services Highway to Health  
  767-5922
- Mass Transportation Authority  
  767-0100
- Your Ride – call for individual city number (Burton, Clio, Davison, Fenton, Flint East & West, Flushing, Grand Blanc, Mt. Morris, Otisville, Swartz Creek)  
  767-0100
- Rides to Wellness  
  780-8946

## Food Lines
- GCCARD (food distribution-bring bag)  
  M-F: 9-3  
  789-3746
- Crossover Downtown (free food)  
  M-F: 10-2:30  
  234-2479
- Greater Flint Outreach Center (bring your own bag)  
  1938 S. Dort Highway  
  Th: 9-12  
  G5200 Clo Rd. (old James Lumber Bldg.)  
  F: 9-12  
  767-4064
- HELP Centers – free Water Crisis resources and food giveaway  
  FlintCares.com/helpcenters (no eligibility requirements)

## Food: Pantries and Intake Centers
- Food Bank of Eastern Michigan  
  M-F: 8-4:30, Sat 9-12  
  239-4441
- Eastside Mission  
  T, Th: 9:30-12:30  
  767-5312
- Bristol Road Church of Christ  
  Tue: 11am-1pm  
  ONLY serves zip codes 48507, 48519, 48529  
  238-4627
- Greater Flint Outreach Center  
  767-4064
- LOVE Inc. (intake & referral)  
  M, T: 9-4, W: 9-9  
  235-4990
- Outreach East  
  M,W: 10-3; T, Th: 1-6  
  (Davison, Otisville, Goodrich ONLY)  
  653-7711
- St. Mary Catholic Church  
  T: 1-2:30  
  (Serving Parishioners & Neighborhood Residents)  
  232-4012

## Food: Sandwich Program
- Bread of Life 2608 Maplewood  
  M-F: 12-1  
  785-6911
- My Brother’s Keeper  
  M,W, Th,F: 11-12:30  
  234-1163

## Food: Prepared Meals
- Carriage Town Ministries (optional religious service offered at 5pm, dinner at 5:30pm)  
  365 days/year  
  233-8787
- North End Soup Kitchen  
  M-Sat: 4-5, Sun: 1-2  
  785-6911
- Eastside Mission Hot Meal  
  M-Th: 9:30-12:30  
  (neighborhood residents ONLY)  
  767-5312
- First Presbyterian Church  
  Sun: 8am  
  234-8673
- Salvation Army (Prepared Meals)  
  M-F  
  Summer Only: Breakfast: 8:30-9:30; Lunch 11:30-1:30  
  School Year: T-F Dinner: 4-5 (18 and Under)  
  789-4003
- Center for Hope  
  M-Sat: 12-1; Sun 1:30-2:30  
  785-6911
- GCCARD Meals on Wheels  
  235-3567

## Bridge Card
- SNAP Hotline – help applying for a Bridge Card  
  922-1781

## WIC (Women, Infants, Children)
- GCHD McCree Bldg.  
  630 S. Saginaw St. Suite 4  
  257-3612
- GCHD Burton  
  G-3373 S. Saginaw St.  
  742-2255
### HEALTHCARE
- Genesee Community Health Center: 496-5777
- American Red Cross (very limited): 232-1401
- Genesee County Free Clinic: 235-4211
- First Tues of every month 5pm-8pm, closed M & Th. They provide Medical Supplies. No walk-ins!
- GCHD Burton Health Center: M,W,F: 8-4; T: 1-4. Walk-ins only accepted on Thursdays 11am-6pm: 742-2255
- Hamilton Health Network-Dental: M-F: 8-5:30: 406-4246
- Hamilton Health Network-Medical: M-F: 8:30-5:30: 406-4246
- Mott Children’s Health Center: M-F: 8-4:30 by Appt.: 767-5750
- Flint VA Outpatient Clinic Veterans services only: M-F: 7:30am-4pm: 720-2913
- MI Child Health Insurance Program: M-F: 8-7: 888-988-6300
- www.medicare.gov

### HOUSING: HOME REPAIR
- GCCARD Weatherization: 787-0199
- Habitat for Humanity: 766-9089
- Lead Safe Homes: 517-335-9390: 257-3777

### HOUSING: HOMELESS
- Shelter of Flint - One Stop Housing Resource Center: 505 West Cour. Walk-in hours M-F: 9am-2pm: 600-4525

### HOUSING: RAMPS/HOME MODIFICATIONS
- UAW Labor Rep. at United Way (Genesee County): 762-5831
  - uawlaborliaison@unitedwaygenesee.org

### HOUSING: RENT/MORTAGE (FUNDS FOR)
- Catholic Charities: M-F: 9-11:30 & 1-3:30: 232-9950 ext. 380
- Outreach East (Davison, Otisville, Goodrich Only): M,W: 10am-3pm; T, Th: 1-6pm: 653-7711
- Salvation Army Social Services: M-F: 9-12 & 1-4 (No Walk-ins) Utility shut-offs & housing evictions ONLY. If you need assistance call at 12 noon: 232-2196
- Flint Housing Commission (low income housing): 736-3050

### LEGAL SERVICES
- Lawyer Referral Service: 232-6000
- Legal Services of Eastern Michigan: M-F: 9am-5pm: 234-2621

### PRESCRIPTIONS
- Prescriptions for Seniors (VAAA): 239-7671
- www.needymeds.com

### SHELTERS
- Carriage Town Ministries (Men Only): 233-8787
- Carriage Town Family Center (Women & Children): 233-8787
- My Brother’s Keeper of Genesee County: 234-1163
- Shelter of Flint (Women & Children, Fathers with children): 239-5433
- Transitional Living Program (Ages 17-20) (Also known as Traverse Place): 341-6328
- YWCA Safehouse Domestic Violence (Women & Children): 238-7621

### UTILITIES
- Department of Health and Human Services (DHS): State Emergency Relief: M-F: 8-5 125 E. Union St: 760-7300
- City of Flint Water Residential Assistance Program: 1101 South Saginaw St., City Hall Main Bldg. M-F: 8-5: 766-7015
- Center for Hope: 901 Chippewa St. M,W,F: 9-9:30am: 785-6911
- GCCARD (Neighborhood Services): 768-4675
- Salvation Army: 211 W. Kearsley St. M-Th: 9am-4pm: 232-2196

### VETERANS SERVICES
- Regional Veterans Navigator: 966-7809
  - Christy Koons: koons@region10pihp.org
- Genesee County Veterans Navigator: 429-4288
  - Eduardo Calzada: ecalzada@genhs.org

### SUBSTANCE ABUSE
- Genesee Health System for screening & referral: 257-3740
- Flint Odyssey House (Residential Substance Abuse Treatment Program): Admissions: 238-5888  Main Facility: 238-0483: 238-7226
- Life Challenge (18 & up) Men Only (Residential Substance Abuse Treatment Program) Limited to 1 year of services: 424-9039

### 24 HOUR CRISIS LINES
- Genesee Health System – Crisis Services: 24/7: 257-3740
- Crisis Text Line: Text FLINT to 741741: 24/7: 1-800-273-8255

Revised March 10 2020
Send revision suggestions to info@genhs.org

Dial 211 or visit CentralMichigan211.org for a complete list of resources
CLAIMING UNEMPLOYMENT BENEFITS IN MICHIGAN
COVID-19 GUIDE

If you become unemployed, you may qualify for unemployment insurance benefits. These benefits are intended to provide temporary income as you seek new employment. To be eligible for unemployment benefits, you must be unemployed and able to, available for, and actively seeking suitable full-time work.

Filing for and Receiving Benefits
A claim for unemployment benefits begins the week it is filed. Therefore, you should file your claim during your first week of unemployment.

There are two ways to file a new claim or re-open an existing claim:
- **FASTEST AND PREFERRED METHOD:** Online – Visit [www.michigan.gov/uia](http://www.michigan.gov/uia) and sign into MIlogin to access or create an account on the Michigan Web Account Manager (MiWAM).
- Telephone – Call 1-866-500-0017. If you are hearing impaired, TTY service is available at 1-866-366-0004.

Information Needed to File a Claim:
- Your social security card,
- Your state issued driver’s license or ID card number or your MARVIN PIN (if you have one),
- The names and addresses of employers you worked for during the past 18 months along with your quarterly gross earnings,
- The last date of employment with each employer,
- Your most recent employer’s Federal Employer ID number (FEIN) (especially if you have not filed a claim within the last three years or have been employed for less than six months) and Employer Account Number (EAN). Depending on your situation, knowing the account number may speed up the processing of your claim.
- If you are **not** a U.S. citizen or national, you will need your Alien Registration card and the expiration date of your work authorization.

Bi-Weekly Certifications
You must certify your eligibility every two weeks to receive payment. The preferred method of certifying is online, although phone certification is also available.
- Online: Visit [www.michigan.gov/uia](http://www.michigan.gov/uia) and sign into MIlogin to access your MiWAM account. Your online account is accessible seven days a week, 24 hours a day.
- By Phone: Call MARVIN at 1-866-638-3993, Monday through Saturday, 8:00 a.m. to 7:00 p.m.

Register for Work and Work Search
- Register for work and work search are not required at this time.

Two ways to receive benefits, choose either:
- Debit card or
- Direct deposit to your bank account
For more information – including a copy of UIA 1901, *Unemployment Benefits in Michigan* and forms, visit our website at [www.michigan.gov/ui](http://www.michigan.gov/ui). If you have a question or problem with your claim, you can submit an inquiry or chat online through your MiWAM account or call 1-866-500-0017. Customers may schedule an appointment for an in-person visit at 1-866-500-0017.

Employers, direct your questions to the Office of Employer Ombudsman (OEO) through your MiWAM account at [www.michigan.gov/ui](http://www.michigan.gov/ui). If you are hearing impaired, TTY service is available at 1-866-366-0004.

**WHAT YOU NEED TO FILE AN UNEMPLOYMENT CLAIM**

To file a claim, you must first sign into MiLogin to create or access your MiWAM account at [www.michigan.gov/ui](http://www.michigan.gov/ui).

### PERSONAL INFORMATION

<table>
<thead>
<tr>
<th>Social Security Number:</th>
<th></th>
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</thead>
<tbody>
<tr>
<td>Driver license number or State ID number:</td>
<td></td>
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<tr>
<td>Mailing address (where you want information about your claim sent):</td>
<td></td>
</tr>
<tr>
<td>County (where you live):</td>
<td></td>
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<tr>
<td>Telephone number:</td>
<td></td>
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<tr>
<td>Email Address:</td>
<td></td>
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**How do you want to be paid? Select your benefit payment preference:**

- Direct Deposit [ ]
- Debit Card [ ]

**Routing Number:**

**Bank Account:**

If you are not a citizen or national of the United States, give your Alien Registration Number and the expiration date shown on your alien ID or documents:

### EMPLOYMENT INFORMATION

<table>
<thead>
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<th>Your most recent employer (the one you last worked for) and Federal Employer Identification Number and Employer Account Number:</th>
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<tr>
<td>EAN: ________________________________</td>
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**Street Address (use the payroll address if known):**

**City, State and Zip Code:**

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