



NORTHERN MANHATTAN  
COALITION FOR  
IMMIGRANT RIGHTS  

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(212)781-0355 nmcir.org

## **Resources for the Immigrant Community in NYC during COVID-19**

Para ver la guía en Español, haz clic aquí: → [Guía en Español](#)

This guide is to share resources and information for the immigrant community in New York City during the outbreak of COVID-19 (known as the “coronavirus”) and will be updated regularly. To add a resource please email: [info@nmcir.org](mailto:info@nmcir.org)

To donate to **NMCIR’s Immigrant Emergency Relief Fund** for immigrant families who cannot benefit from federal relief programs please visit: <https://nmcir.org/relief/>

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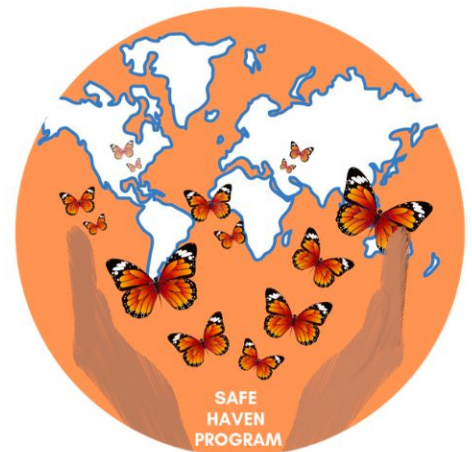
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## **STAY INFORMED**



Use credible sources of information about the disease outbreak to stay up-to-date on what is happening, guidance, and how to best protect yourself.

Get the latest updates, guidance, and health tips for your area:

- [NYC Official Website](#): most up-to-date information, tips, and latest guidance for New York City
  - Get regular updates on the latest developments. Text “COVID” for English, or “COVIDESP” for Spanish, to 692-692.

- [New York State Website](#):
  - Most recent updates for New York State
- [CDC Official Website](#):
  - Information and nation-wide updates about COVID-19
- [NYC Help Now](#): Volunteer through [Give Help](#), or find resources through [Get Help](#)

## HEALTH AND MEDICAL RESOURCES:

★ Seek care without fear!

**Everyone has a right to medical treatment, regardless of their immigration status, medical insurance, or ability to pay. It is important to seek medical care, including mental health care, without fear of immigration consequences.**



If you feel sick, stay home. Most people have mild illness and are able to recover at home within 3-4 days. Keep track of your symptoms. If you have an emergency warning sign (including trouble breathing), get medical attention right away.

- Testing is free to all eligible New Yorkers as ordered by a health care provider or by calling the NYS COVID-19 hotline at 1-888-364-3065.
- **Testing and treatment of COVID-19 is now covered under NY Emergency Medicaid**
- **Receiving medical care will NOT impact your immigration status or future immigration options**
- Seeking testing, treatment or preventative care related to COVID-19 **will NOT be considered under the Public Charge rule**, even if the services are Medicaid-funded
  - [More information](#) about the Public Charge Rule from the Legal Aid Society

**Many clinics offer free or low-cost services:**

- [Find a NYC Public Hospital](#):
  - ALL people can get medical care at **NYC Health + Hospitals**, regardless of immigrant status or ability to pay. This includes emergency care, doctor's visits, medication, long-term care, and hospital stays.
  - NYC Health + Hospital employees CANNOT give your information to anyone else (including other government agencies) without authorization by the patient or without being required to do so by law. [Seek care without fear](#).
- **Emergency Medicaid and COVID-19**:
  - NY State will cover the costs for the testing, evaluation, and/or treatment of COVID-19 including physician, clinic and emergency visits.
    - **Applying for or getting Emergency Medicaid will NOT affect your ability to apply for legal status and is NOT reported to ICE or USCIS**
- [NY State of Health Marketplace](#): Check now if you qualify for Medicaid or other free and low cost health insurance
  - **All children and pregnant women can get health insurance, even if they do not have legal status.**
  - Call 311 or 1-855-355-5777

- [Healthcare and Public Charge for Immigrants:](#)
  - U.S. Citizenship and Immigration Services has stated that seeking testing, treatment or preventative care related to COVID-19 **will NOT be considered under the Public Charge rule**, even if the services are Medicaid-funded.
  - **Seek care without fear of immigration consequences:**
    - Reminder: under the Public Charge Rule, the use of public benefits will **not** impact you if you are a green card holder (permanent resident), U.S. Citizen, refugee, asylum seeker, VAWA, U-Visa holder, TPS holder, or T-Visa holder.
    - If you have questions, speak to an immigration attorney. Call the Office of New Americans Hotline, **1-800-566-7636**
- [Free Clinic Directory:](#) Search for a free clinic by zip code
- [Find your closest Community Health Center:](#) from the Health Resources & Services Administration (HRSA)
- [Find a Family Health Center near you:](#) The Institute for Family Health
- [Public Health Solutions: Find Services information](#)
  - WIC office locations and hours
  - Health Insurance enrollment services: Call (646) 619-6541 for assistance
  - SNAP Assistance
  - Maternal and Child Health Programs
  - Sexual and Reproductive Health Centers

## Mental Health Resources:



The outbreak of COVID-19 may be stressful for people and can manifest itself in different ways. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children.

- ★ It is important to seek help, be aware of your mental health and of any new or worsening conditions.

- [NYC Health + Hospitals:](#) provides mental health treatment at many of their hospitals and health centers
- [CDC Mental Health Resource:](#) Information and resources about stress and coping
- NYC Health: [Coping with Stress and Social Distancing](#)
- [NYC Well:](#) Call 1-888-692-9355, Text “Well” to 65173
  - Free, confidential mental health and substance use support. Speak to a counselor by phone, text, or chat in more than 200 languages
- [Trans Lifeline:](#) Hotline 877-565-8860
- [NYC COVID Worker Care Network:](#) Mental Health for Front Line Workers/COVID-19 Workers, [get help or volunteer to help](#)
- NY State COVID-19 Emotional Support Mental Health Hotline: [Info](#) or Call 1-844-863-9314
- Find a counselor, substance abuse treatment, or other mental health programs that speak your language: Search [HITE](#) and the [ACS Preventive Search Engine](#) by language and zip code.
- National Suicide Hotline: 1-800-273-8255

- [Red de Psicologxs Feministas](#): Mental Health Resource from the Feminist Psychologist Network
- [Disaster Distress Helpline](#): 1-800-985-5990, Press “2” for Spanish. Text “TalkWithUs” for English or “Hablanos” for Spanish to 66746
- [National Domestic Violence Hotline](#): 1-800-799-7233, Text “LOVEIS” to 22522
  - Confidential help for anyone experiencing domestic violence, seeking resources or information, or questioning unhealthy aspects of their relationship
  - [Staying Safe During COVID-19](#): An abuser may take advantage of an already stressful situation. Resource on how to create a safety plan, practice self-care, and reach out for help.
- [NYC Domestic Violence and Sexual Assault Hotline](#) and [Family Justice Centers](#): 800-621-4673, Call 311 to be connected to a Center near you.

## KNOW YOUR RIGHTS!

★ We all have certain rights *no matter your immigration status*



During this crisis many New Yorkers are following the advice of medical professionals to stay at home to prevent exposure and spreading of the virus. We want to encourage everyone to try to stay home as much as possible and feel that their homes are safe. Unfortunately, ICE continues to be active in the community but it is important to remember **we all have certain rights no matter your immigration status.**

- **Remember:** seeking medical attention will not impact your immigration status.
- **Seek help without fear**

- [Know Your Rights Immigration Handout](#)
- Safety in the home:
  - **ICE cannot enter your home** without a signed warrant by a judge. If they say they have a warrant, you can ask that they slide it under the door.
  - **You do not have to open the door:** If someone knocks on your door, ask who is at the door before opening it. If they say it is the “Police” or you see agents with jackets that say “Police” on it, [they could actually be ICE agents.](#)
    - ICE agents often lie to get inside a home, make an arrest, or to get information about the person they want to arrest.
    - They may say that they are “conducting an investigation” “investigating a crime”, they may claim that you or someone you know is the victim of identity theft.
- **To report an ICE Raid in NYC:** call the Immigrant Defense Project at (212) 725-6422
- What to do if you are detained by ICE:
  - Stay calm, be polite, do NOT lie, do not run.
  - You have the right to remain silent and the right to speak to an attorney!
    - You do NOT have to share any information about where you were born, your immigration status, or your criminal record
  - Do NOT sign anything without speaking to an attorney first
- [Call the Office of New American Hotline: 1-800-566-7636](#)

- Confidential and anonymous hotline for immigration information, referrals, and report immigration assistance fraud or scams.
- To locate someone who has been arrested by ICE: use [online locator tool](#) or [find the phone number for a particular facility](#)
  - To learn about filing a complaint about a loved one's medical needs in ICE detention: contact the National Immigration Detention Hotline at (209) 757-3733

## IMMIGRATION CASES

### If you have an upcoming Immigration Court Hearing:

- [NYC Immigration Court](#): All non-detained hearings scheduled before **June 26, 2020** are postponed.
  - All Migrant Protection Protocols (MPP) master calendar and merit hearings previously scheduled through May 15th have been rescheduled.
  - The automated phone line (1-800-898-7180) may not have the most up to date information about your next court date.
- [Immigration Court HelpDesk \(ICH\)](#): Vera Institute
  - Questions about the immigration court process? If you are in immigration court proceedings, are not detained, do not currently have an attorney, and need a consultation over the phone: **Call ICH Hotline: (315) 690-4831**
  - Limited remote services and assistance available



### U.S. Citizenship and Immigration Services Offices (USCIS):

- [USCIS offices in New York City](#) are currently closed to the public (including fingerprints, asylum interviews, and naturalization oaths)

### If you have an upcoming check-in with ICE:

- [ICE: Contact your local office](#) to find out if you need to appear for a check-in
  - NYC ICE offices have cancelled check-ins

### Find Immigration Services:

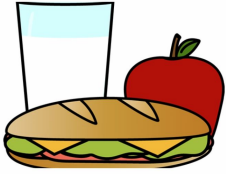
- Although NMCIR's physical office is closed but we are continuing to [work remotely](#)
- **For a legal consultation by phone: Call or Text: 212-781-0355, or email [info@nmcir.org](mailto:info@nmcir.org)**
- [Office of New Americans Hotline: 1-800-566-7636](#)
  - Confidential and anonymous hotline to obtain information about immigration, referrals to immigration attorneys, and to report immigration fraud or scams

### DACA and the Supreme Court:

- The June 18, 2020 decision by the Supreme Court means that the DACA program can continue:
  - [Information about eligibility for DACA](#) from the Legal Aid Society

# ACCESS TO FOOD

★ Find places to pick up free food in NYC!



There are many places throughout NYC where you can receive free food or you may be eligible for free home food delivery!

- **ANYONE can pick up food from a NYC “Meal Hub” from the NY Department of Education**
  - Find a [Meal Hub Near Me](#)
  - No registration or ID required!
- **Pick Up Free Meals: [NYC Public Schools](#):**
  - Meals from Meal Hub:
    - Children and families: can pick up from 7:30 am to 11:30 am, Monday - Friday
      - Parents and guardians can pick up meals without the children present
    - Adults: can pick up from 11:30 am to 1:30 pm, Monday - Friday
  - **No one will be turned away at any time**
  - All adults and children can pick up multiple meals at one time
  - Vegetarian and halal options available at all sites
  - Requirements:
    - No registration, Student ID, or Documentation required
    - Parents and guardians can pick up meals without the children present
    - NYC residency is NOT required
- [Washington Heights/Inwood Food Resource Guide](#):
  - Food Pantries and Soup Kitchen:
    - Catholic Charities Archdiocese: 4111 Broadway, (212) 795-6860
    - Centro Evangelistico MMM Food Pantry Program: 148 Post Ave., (646) 545-7696
    - Jewish Community Council: 121 Bennett Ave., (212) 568-5450
    - Love Kitchen Inc.: 401 W. 205th St., (212) 942-4204
    - Alliance for Positive Change/CASA Washington Heights: 2036 Amsterdam Ave., (212) 645-0875
    - Church of the Good Shepherd: 104 Cooper Street, (212) 567-1300
    - Community League of the Heights: 511 W. 157th St., (212) 795-4779
- **Emergency Food Hotline: 866-888-8777**
- [NYC Human Resources Administration](#):
  - [Check if you are eligible for benefits](#): Qualifying immigrants may qualify for SNAP (food stamps), Cash Assistance, or housing assistance
  - [Shop for Groceries online with SNAP Benefits](#): If you currently receive SNAP (food stamps) the following stores now accept SNAP benefits for online orders and will deliver. Use your EBT card to shop at [Amazon](#), [ShopRite](#), and [Walmart](#).
- **Senior Residents:**

- Seniors 60 years and older who have disabilities or functional needs, [NYC Department for the Aging](#) provides home-delivered meals:
  - For a phone assessment call 311 or (212) 244-6469.
- [NYC Senior Centers](#) are providing grab-and-go meals: Select “Senior Center” in the site finder tool to search by location
- [Archdiocese of NY Helpline](#): 1-888-744-7900, food resources and support for seniors
- [CityMeals on Wheels](#): delivers meals to seniors who qualify, Call (212) 687-1234
- [NYC Food Delivery Assistance](#):
  - For individuals and families who cannot go out and get food, do not have neighbors or family members who can go out and get food, do not receive meal assistance from other providers, and you are unable to afford meal delivery or grocery delivery.
  - Create an account on [NYC Food Delivery Assistance Portal](#) to request services.
- [God’s Love We Deliver](#):
  - Meals delivered for eligible New Yorkers who are too sick to cook or shop for themselves. Requires a medical provider to sign the application for services
- [NYC Food Pantries and Soup Kitchen](#): Select “Food Provider” in the site finder tool to search by location
- [Food Bank NYC](#): Interactive map to search for soup kitchen, food pantry, senior center, or SNAP enrollment site by location
- [Hunger Free America](#): Free food and assistance guide by borough of NYC
  - List of Resources [in English for Upper Manhattan](#), [in Spanish](#)
- [FoodHelp NYC](#): Interactive map to search for food pantries and community kitchens throughout NYC
- [World Central Kitchen](#): individually-packed meals available for pickup in the Bronx, Queens and Harlem
- [Invisible Hands](#): free no-contact delivery by volunteer cyclists available for anyone
- [Sylvia Rivera Food Pantry Grocery Delivery](#): for individuals unable to leave their homes, call (212) 629-7440
- [Food Resource Tables at NYC Health + Hospitals](#): Call 1-800-410-0766
  - Information on local food pantries and soup kitchens
  - Diabetes self-management education groups and nutrition counseling
  - Information about home delivered meals, WIC Benefits, and On-Site SNAP (food stamp) enrollment

## **HOUSING AND TENANTS RIGHTS**

★ ALL tenants have rights, NO MATTER your immigration status or health conditions



**All tenants have rights, NO MATTER your immigration status or health.**  
 Your landlord cannot evict you, kick you out, or change the locks of your apartment for ANY reason during the pandemic.

**All housing court cases have been stopped and landlords cannot start new cases:**

- **This means:** you CANNOT be evicted for anything (including your health) during the pandemic.
- You are legally able to stay in your home even if you are behind in rent or had a housing court case!
- **Housing Court and Evictions:**
  - As of March 16th, NY State Courts have temporarily stopped all eviction proceedings until further notice. No new cases may be started during the pandemic
  - Mashall's Eviction Notices:
    - All previous sheriff's or marshal's lockout notice or warrants have been suspended and you cannot be evicted
    - To report a city marshal attempting to execute a warrant: **NYC Department of Investigation at (212) 825-5953**
  - If you had a Housing Court Case:
    - All court dates for eviction cases are postponed and you will receive a notice by mail with the new court date. You do not have to go to court during this time and you cannot be penalized for not showing.
  - More information: [Eviction and COVID-19 frequently asked questions](#)
  - **Rent:** you are still obligated to pay rent but landlords cannot sue you (try to evict you) for being behind in rent at this time
    - If you are having trouble paying your rent due to COVID-19, don't be afraid to ask your landlord for an extension or payment plan options.
- **Housing Court Questions?**
  - Call the [Housing Court Answers Hotline](#) at (212) 962-4795
  - Interactive website to search information about the NYC Housing Court process
  - [Frequently Asked Questions](#) about Housing Court and eviction proceedings

### Tenant's Rights:

- **Need Repairs in your Rented Apartment or House?**
  - **Repairs:** even if you are behind in rent you still have a right to report needed repairs by calling 311 or [using the online form](#)
- **Questions about your rights as a tenant?**
  - Call the [Tenants' Rights Hotline: 212-979-0611](#)
  - Free and open to any tenant in NYC
- [NYC Tenants' Rights during COVID-19:](#) Up-to-date resource if you are a tenant in NYC
  - If you have questions related to paying rent during quarantine or hospitalization:
    - [Contact Form for the Mayor's Office to Protect Tenants](#)
- **Tenants' Rights against Discrimination:**
  - [Tenant Rights to Fair Housing:](#) information about tenants' rights against discrimination by landlords
  - Report discrimination and harassment by your landlord:



- Call Infoline at (718) 722-3131 or Call 311
  - [Submit form to NYC Commission on Human Rights](#)
- [10 NYC Tenants' Rights](#):
  - Information on right to housing repairs, rent freeze programs, and rent-stabilization.
- [NYCHA Residents](#):
  - If you have suffered a loss of income due to COVID-19 you may qualify for a rent reduction or NYCHA's Zero Income Policy
  - Request a "Interim Recertification" through the NYCHA Self-Service Portal or by requesting a paper form at their Management Office or call the Customer Contact Center at (718) 707-7771.
- [Section 8 vouchers](#): the city will automatically extend any Section 8 voucher that is set to expire, any residents facing difficulty paying rent should contact HPD at (917) 286-4300 or NYCHA
- [Mortgages](#):
  - NY State residents who can demonstrate financial hardship due to COVID-19 may qualify for 90-days of extra time on residential mortgages

**Find Shelter in NYC:** [Coalition for the Homeless](#), [Project STAY](#), [ShelterList](#)

- [Department of Homeless Services](#) hotline: (212) 361-0584
- [PATH Office](#): (917) 521-3900
- [Homelessness Prevention- Homebase](#): NYC Human Resources Administration
  - If you are at risk of becoming homeless, [Call the Homebase office in your zip-code](#)
- [Services for Homeless Youth](#): NYC Department of Youth and Community Development (DYCD)

## FINANCIAL ASSISTANCE

If you think you may have difficulty paying bills such as utilities, credit cards, or student loans, **contact the company directly, they may be offering assistance such as:** payment plan options, waiving late fees, or payment extensions.



- [Many companies](#) are offering free Wi-Fi and exceptions for late payments
- Spectrum and Optimum are providing **free broadband internet and Wi-Fi for 60 days** for families with students:
  - Contact Spectrum: (844) 488-8395, Optimum: (866) 200-9522
- [ConEdison](#): Will not cut off your power even if you can't pay your bill now, waiving late-payment fees, most customers can arrange for payment extensions or agreements.
  - Beware of scams! If someone claims to be from ConEdison, call 1-800-75-CONED (1-800-752-6633) to check the employee's name and ID number.
- [Protect your finances](#): Consumer Financial Protection Bureau. Tips to avoid scams, dealing with debt, student loans, and protecting your credit
  - [Consumer Protection Tips for Immigrants](#): available in 11 languages

**Find FREE Financial Counseling:** at a local [NYC Financial Empowerment Center](#)

- Worried about money, bills, or future financial plans? Make a one-on-one appointment online for financial counseling

### **Filing your Taxes:**

- **Free Tax Preparation from NYC:**
  - [NYC Free Tax Prep](#)
  - See a [list of documents](#) that you will need to file your taxes
- Information from [NY State](#) on filing taxes
- Tax prep from the [IRS \(Internal Revenue Services\)](#)
- [Information from the IRS on ITIN Numbers](#)
- [Your rights when you file taxes with any preparer!](#)

## **WORKERS' RIGHTS**

★ ALL WORKERS have rights no matter your immigration status!



**ALL WORKERS, even undocumented workers, have rights and are protected by wage and labor laws. This means that you still have a right to minimum wage, breaks, tips, and other forms of wages, as well as sick time.**

- **Workers Rights in NYC:** [Download the NYC Workers Bill of Rights](#)

- [Workers' Rights during COVID-19:](#) Frequently Asked Questions from Legal Aid at Work
- Workers' Rights:
  - **Health and safety laws protect all employees regardless of your immigration status!**
    - File health and safety complaints with the Department of Consumer Affairs (DCA) by calling 311, by email at [OLPS@dca.nyc.gov](mailto:OLPS@dca.nyc.gov) or visit [www.nyc.gov/dca](http://www.nyc.gov/dca)
    - [U.S. Department of Labor:](#) (866) 487-9243
    - U.S. Department of Labor Division Office in NYC: (212) 264-8185
  - [Right to Organize:](#) to make a complaint call the National Labor Relations Board, (866) 667-6572
  - [Right to Minimum Wage:](#) to make a complaint NY State Department of Labor (888) 469-7365
  - Overtime: if you work more than 40 hours in a week, your employer must pay at least 1.5 times your regular rate of pay, to file a complaint: NY State Department of Labor (888) 469-7365
  - [Anti-discrimination laws:](#) under Federal and State anti-discrimination laws, employers cannot illegally discriminate against any worker, including undocumented workers.
    - File a complaint with the [U.S. Equal Employment Opportunity Commission](#) (800) 669-4000, [NYC Commission on Human Rights](#), Call 311 or (718) 722-3131, [NY State Division of Human Rights](#) (888) 392-3644
  - **Safe Workplace:** you have a right to a safe and healthy workplace and to receive information and training about job hazards.
    - To file a complaint with [Occupational Safety and Health Administration \(OSHA\)](#) at (800) 321-6742.
      - Manhattan Area Office: (212) 620-3200



You may be eligible for unemployment insurance benefits if you lost your job due to COVID-19, you are quarantined or had to leave work due to risk of exposure or to care for a family member.

At this time individuals who do not have a valid work permit are not eligible for unemployment benefits.

Information on Unemployment:

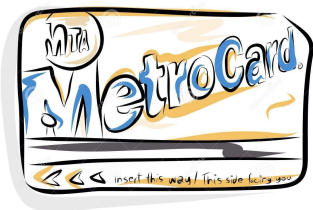
- [Frequently Asked Questions](#) for Unemployment Insurance During COVID-19
- [Apply for Unemployment Benefits](#) online with the NY State Department of Labor or Call 1-888-209-8124
  - [Guidance on application process](#)
  - Must have worked with valid work permit

## SCHOOLS AND EDUCATION

- [NYC Department of Education](#):
  - As of March 23, all public school students transitioned to remote learning.
    - To facilitate this, the Department of Education is **loaning iPads to students**. Families should fill out the [online form](#) to request an iPad.
  - [Learn at Home](#) Resource: activity packets, learning tools and support
  - [Remote Learning Portal](#): links to online learning tools such as Google Classroom, Microsoft Teams, and Actively Learn
    - Students should sign-in with their [Department of Education Student Accounts](#)



## TRANSPORTATION



- [MTA updates and protocols](#)
- Access-A-Ride: is no longer conducting shared rides. You can still travel with a personal care attendant or guest.
- [NYC Taxi & Limousine Information](#)

## EMERGENCY FUNDS

★ List of various emergency funds that you may be eligible for!

- Restaurant Workers Emergency Fund: [Application for Financial Assistance](#)
- Bartender Emergency Assistance Program: [Application for Financial Assistance](#)
- [One Fair Wage Campaign- Emergency Fund for Service workers](#): fill out the form to request financial assistance

- [Black, Brown, and Indigenous Arts and Culture Leaders of Color Emergency Fund](#)
- [National Domestic Workers Alliance](#): Apply for Domestic Workers Coronavirus Care Fund
- [NYC Dancers Relief Fund](#): for freelance dancers
- [Service Workers Emergency Fund](#): for restaurant workers, car service drivers, delivery workers, personal service workers
- [Undocumented families and individuals](#): Fill out online form or Call (360) 524-3664
- [Undocu Workers Fund](#):
  - Mini-grants of \$200. Eligible workers must be undocumented, work in the food service industry in Manhattan or Brooklyn, have been unable to work at this time due to COVID-19 related mandates, have a Venmo account or access to an account through someone you trust.
  - Email [undocuworkersfund@gmail.com](mailto:undocuworkersfund@gmail.com) to apply

## **ADDITIONAL RESOURCES**

- [Resource Guide from the Mayor's Office for Immigrant Affairs \(MOIA\)](#)
- [Nation-wide Resource Guide](#)
- [Senator Ramos COVID Resource Guide](#)
- [Immigrant Accompaniment Networks & COVID-19](#)
- [Alianza Americas: Building Solidarity Through Organizing and Advocacy in the Times of COVID-19](#)
- [Detention Watch Network #LiberenAToxs: Kit de Herramientas para Apoyar Demandas Locales para la Liberación Masiva de Personas bajo Custodia de ICE](#)
- [Coronavirus Resource Kit](#)
- [Informed Immigrant: Resources for Immigrants during the Coronavirus Crisis](#)
- [Cabrini Immigrant Services COVID-19 Community Resources and Information](#)
- [New York Immigration Coalition: Guia de Recursos para la Comunidad](#)
- [Mixteca Organization, Inc: Recursos en Español para Inmigrantes en NY](#)
- [NY State Youth Leadership Council Resource Guide](#)
- [Make the Road NY: Updates, Resources, and Know Your Rights Information](#)
- [Immigrant Defense Project \(IDP\): ICE Know Your Rights](#)