



**United Way  
of Rockland County**

**R**ockland  
**C**ounty  
**C**ommunity  
**O**rganizations  
**A**ctive in  
**D**isaster

# **COVID-19 Community Resource Guide**

Updated: June 7, 2020

The United Way of Rockland County in collaboration with the County of Rockland coordinates the **RCCOAD**. The **RCCOAD** is a coalition of organizations that collaboratively plan, coordinate and implement disaster/emergency preparedness and response, as well as identify and respond to the unmet needs of people impacted by disasters/emergencies in Rockland County.

The **RCCOAD** is a network for organizations active in disaster/emergencies. Members of the **RCCOAD** are not-for-profit organizations, faith communities, government agencies, businesses, and civic/community groups interested in disaster response and have resources to commit to meet the needs of people in Rockland County affected by disaster without discrimination. Each member organization maintains its own identity and independence while closely collaborating, cooperating, communicating and coordinating with other member organizations.

During times of Disaster or after Emergencies the **RCCOAD** is here to help by:

- Opening the Rockland County Disaster Relief Fund – collect money and work with a committee to disburse the dollars to people affected by the disaster/emergency.
- Collecting and distributing needed items (food, cleaning supplies, clothing, hygiene products, etc.)
- Coordinating volunteer efforts
- Providing information and referral services
- Offering support in accessing resources
- Connecting with counseling services
- Providing disaster/emergency related education

**Members of the **RCCOAD****  
(Noted in Red throughout the Guide)

*All Bright Electric*  
*American Red Cross*  
*Big Brothers Big Sisters of Rockland*  
*Blauvelt Free Library*  
*BRIDGES*  
*CANDLE*  
*Catholic Charities of Rockland*  
*Childcare Resources of Rockland*  
*Concepts of Independence*  
*Cornell Cooperative Extension of Rockland*  
*Grace Episcopal Church*  
*Haverstraw Kings Daughters Library*  
*Headstart of Rockland*  
*Hi-Tor*  
*IBEW Local #363 RC Building Trades*  
*Jawonio*  
*Jewish Family Services of Rockland*  
*Loeb House*  
*Meals on Wheels of Rockland*  
*Mental Health Association of Rockland*  
*Mental Health Association of Westchester*  
*Nyack Hospital*  
*People to People*  
*Rockland Community Foundation*  
*Rockland County Department of Mental Health*  
*Rockland County Department of Health*

*Rockland County Department of Social Services*  
*Rockland County Fire and Emergency Services*  
*Rockland County Office for the Aging*  
*Rockland County Youth Bureau/CERT*  
*Rockland County Paramedic Services*  
*Rockland Teachers Center*  
*Salvation Army*  
*TOUCH*  
*United Hospice*  
*United Way of Rockland*  
*United Way – Hudson Valley 211*  
*VCS*

## Table of Contents

<b>I.</b>	<b>Food Pantries and Feeding Programs</b>	<b>Page 4-7</b>
<b>II.</b>	<b>School Districts Feeding Programs</b>	<b>Page 8-9</b>
<b>III.</b>	<b>Grocery Stores</b>	<b>Page 10-12</b>
<b>IV.</b>	<b>Pharmacies</b>	<b>Page 13-18</b>
<b>V.</b>	<b>Testing Locations</b>	<b>Page 19</b>
<b>VI.</b>	<b>Behavioral Health Support Services</b>	<b>Page 20-21</b>
<b>VII.</b>	<b>Health Insurance and Prescription Assistance</b>	<b>Page 22</b>
<b>VIII.</b>	<b>Unemployment Insurance &amp; Pandemic Unemployment</b>	<b>Page 23-28</b>
<b>IX.</b>	<b>Employment Resources</b>	<b>Page 29</b>
<b>X.</b>	<b>Child Care</b>	<b>Page 30</b>
<b>XI.</b>	<b>Utilities</b>	<b>Page 31</b>
<b>XII.</b>	<b>Housing</b>	<b>Page 32</b>
<b>XIII.</b>	<b>Rental Assistance</b>	<b>Page 33</b>
<b>XIV.</b>	<b>Banking &amp; Student Loans</b>	<b>Page 34</b>
<b>XV.</b>	<b>Reopening</b>	<b>Page 35-36</b>
<b>XVI.</b>	<b>Other Informational Resources</b>	<b>Page 37</b>

## I. Food Pantries and Feeding Programs

The Rockland County Voluntary Organizations Active in Disaster and Rockland Community Against Hunger have partnered to create the following list of feeding programs. For updates visit, [www.rocklandhunger.org](http://www.rocklandhunger.org)

**\*\* All food will be distributed in prepacked bags – No Client Choice \*\***

Northern Rockland Food Pantries	Address / Phone	Mon	Tue	Wed	Thur	Fri	Sat	Sun
<b>Catholic Charities Community Services of Rockland</b>	78 Hudson Ave. Haverstraw (845) 942-5791		12-2pm Prepacked bags	5:30-7:30 pm Prepacked bags			8-10am Prepacked bags	
<b>Fairmont Baptist Church Food Pantry</b>	39 Division St. Haverstraw (845) 429-5835	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST		
<b>Feeding Body &amp; Soul Food Pantry / Faith Christian Assembly of God Church</b>	20 Wayne Ave. W. Haverstraw (845) 429-8359		6-8pm (2 <sup>nd</sup> & 4 <sup>th</sup> Tues.) Prepacked bag					
<b>Haverstraw Pantry Center Call M-F, 10am-4pm</b>	50 W. Broad Street Haverstraw (845) 429-5731					1:30-4:00 pm Side of building		
<b>North Rockland Food Pantry (Trinity United Methodist Church)</b>	49 E. Main St. Stony Point (845) 499-6060	8:30 -11am Prepacked bags brought to your car				Suspended		
<b>Open Bible Church Food Pantry</b>	146 S. Liberty Dr Stony Point (845) 461-9589	<b>12-2pm One at a Time</b>	<b>12-2pm One at a Time</b>	<b>12-2pm One at a Time</b>	<b>12-2pm One at a Time</b>	<b>12-2pm pm One at a Time</b>		<b>12-2pm One at a Time</b>
<b>Immaculate Conception Church</b>	26 John Street Stony Point (845) 786-2742					<b>2:30-5pm</b>		
<b>St. Peter's Food Pantry</b>	115 Broadway Haverstraw (845) 429-2196						<b>9-11am (2<sup>nd</sup> &amp; 4<sup>th</sup> Sat) Outside Distribution</b>	
<b>WestCOP</b>	17 West Broad Haverstraw (845) 728-0688		<b>10am-2pm</b>	<b>10am-2pm</b>	<b>10am-2pm</b>			

Southern Rockland Food Pantries	Address / Phone	Mon	Tue	Wed	Thur	Fri	Sat	Sun
<b>St Aedan's Parish Food Pantry</b>	3 Reld Drive Pearl River (845) 548-7734	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST		

<b>St. Stephen's Episcopal Church Food Cupboard</b>	84 Ehrhardt Rd., Pearl River (845) 735-8888 Email:StStephens FoodCupboard@ gmail.com	By Appt Only Call or Email	By Appt Only Call or Email	By Appt Only Call or Email	By Appt Only Call or Email	By Appt Only Call or Email		
<b>Central Rockland Food Pantries</b>	<b>Address / Phone</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Meals on Wheels</b>	121 West Nyack Rd. West Nyack (845) 624-6325	9am-5pm Delivered Meals for Eligible Clients	9am-5pm Delivered Meals for Eligible Clients	9am-5pm Delivered Meals for Eligible Clients	9am-5pm Delivered Meals for Eligible Clients	9am-5pm Delivered Meals for Eligible Clients		
<b>People to People</b>	121 W. Nyack Rd. Nanuet (845) 623-4900	9:30am– Noon 1:00-4pm Curbside Pickup	9:30am– Noon 1:00-4pm Curbside Pickup	9:30am– Noon 1:00-4pm Curbside Pickup	9:30am– Noon 1:00-4pm Curbside Pickup	9:30am– Noon 1:00-4pm Curbside Pickup		
<b>Rockland County Office for the Aging</b> (staple groceries and home delivered meals for seniors)	50 Sanitorium Rd. Pomona (845) 364-2155 (845) 364-2110	<b>CALL</b>	<b>CALL</b>	<b>CALL</b>	<b>CALL</b>	<b>CALL</b>		
<b>Rhoda Bloom Kosher Food Pantry (Rockland Jewish Family Service)</b>	450 West Nyack Rd., West Nyack (845) 354-2121	Emergency Kosher Prepacked bags - CALL FIRST	Emergency Kosher Prepacked bags - CALL FIRST	Emergency Kosher Prepacked bags - CALL FIRST	Emergency Kosher Prepacked bags - CALL FIRST	Emergency Kosher Prepacked bags - CALL FIRST		
<b>St. Paul's Food Cupboard</b>	St. Paul's School 365 Kings Hwy. Valley Cottage (845) 268-4464						8:45 - 10:15am (1 <sup>st</sup> & 3 <sup>rd</sup> Sat of the month) Curbside Pickup	
<b>TOUCH Together Our Unity Can Heal</b>	209 Rt.9W Congers (845) 268-8023	9am-5pm Eligible Clients CALL FIRST	9am-5pm Eligible Clients CALL FIRST	9am-5pm Eligible Clients CALL FIRST	9am-5pm Eligible Clients CALL FIRST	9am-5pm Eligible Clients CALL FIRST		

<b>Western Rockland Food Pantries</b>	<b>Address / Phone</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat &amp; Sun</b>
<b>Christ Episcopal Church of Ramapo Soup Kitchen Bagged Meals ONLY</b>	65 Washington Ave. Suffern (845) 287-9131 Djames899@aol.com	9:30-Noon Outside bag food pickup only After 4:30 by Appt	9:30-Noon Outside bag food pickup only After 4:30 by Appt	9:30-Noon Outside bag food pickup only After 4:30 by Appt	9:30-Noon Outside bag food pickup only After 4:30 by Appt	9:30-Noon Outside bag food pickup only After 4:30 by Appt	9:30-Noon Outside bag food pickup only
<b>Sloatsburg Food Pantry</b> <i>Clients must live in Tuxedo or within Suffern Central School District</i>	<b>PICKUP (3/24) at Sloatsburg Municipal Building 96 Orange Tpke.</b> <b>Emergency Pickup Only at 93 Orange Tpke, (914) 393-3160</b>		1 - 6pm (2 <sup>nd</sup> & 4 <sup>th</sup> Tues) Outside Drive-thru Pickup only				

<b>Eastern Rockland Food Pantries</b>	<b>Address / Phone</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>Grace's Kitchen @ Grace Episcopal Church</b>	130 1 <sup>st</sup> Ave. Nyack (845) 358-1297				7:00-8:30am Bagged Breakfast only			
<b>Iglesia La Mision</b>	11 Division Ave Nyack (845) 358-1481		10am – Noon CALL FIRST			10am – Noon CALL FIRST		
<b>Living Christ Church Sunday Supper</b>	151 So. Broadway, South Nyack (845) 358-3125							5-6 pm TAKE OUT ONLY
<b>St Ann's Food Cupboard</b>	St. Ann's School 33 Jefferson St. Nyack (845) 268-4464/5						8:00-10:00am Bagged Meals only	
<b>St. John Deliverance Food Pantry</b>	35 Piermont Ave. Nyack (845) 358-3446					9:00am-Noon (4 <sup>th</sup> Fri of the month) Bagged Meals only	9:00am-Noon (4 <sup>th</sup> Sat of the month) Bagged Meals only	
<b>Soup Angels First Reformed Church of Nyack</b>	<b>Burd St. Entrance</b> 18 S. Broadway Nyack (845) 358-5518	5:30-6:30pm Bagged Meals only		5:30-6:30pm Bagged Meals only				
<b>Nyack Food Closet</b>	67 So. Broadway, Nyack (845) 358-6825		10:30am-12:30pm 1 <sup>st</sup> & 2 <sup>nd</sup> Tues Outside Distribution					
<b>Macedonia Baptist Church</b>	405 Piermont Ave Piermont (845) 359-4690		10am-Noon		10am-Noon		10:30am-2:00pm	

<b>Spring Valley Food Pantries</b>	<b>Address / Phone</b>	<b>Mon</b>	<b>Tue</b>	<b>Wed</b>	<b>Thur</b>	<b>Fri</b>	<b>Sat</b>	<b>Sun</b>
<b>French Speaking Baptist Church Food Pantry</b>	80 N. Madison Ave. (845) 425-8676	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST		
<b>Martin Luther King Multipurpose Center Food Pantry</b>	110 Bethune Blvd (845) 425-8910	10:30 am to 1:00 pm Outside Pickup	10:30 am to 1:00 pm Outside Pickup	BY Appointment AFTER 3PM	10:30 am to 1:00 pm Outside Pickup	10:30 am to 1:00 pm Outside Pickup		

Spring Valley Food Pantries	Address / Phone	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Mt. Zion Food Outreach Soup Kitchen	5 Franklin St. (845) 591-2561		2-6pm Bagged meal					
Salvation Army of Spring Valley & Canteen Feeding Program	179 N. Main St. (845) 352-9577				10am Bagged food		Mobile Canteen Suspended	
Spring Valley SDA Food Pantry	18 Paikin Drive (845) 352-0403				9am to 3pm 3 <sup>rd</sup> Thurs of the month			9am to 2pm 1 <sup>st</sup> Sun of the month
Strong Tower Christian Center Centro Cristiano Torreon Fuerte	42 West St (845) 406-1054						12:00pm-1:30pm	
United Methodist Church of Spring Valley	2 S. Madison Ave. (845) 356-0238						8-10am Bagged Breakfast 10:30am-12:30pm Food Pantry	
Upper Room of Worship Food Pantry	118 Bethune Blvd. (845) 638-5607	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST	By Appt Only CALL FIRST		
Rockland Interfaith Breakfast Program (program located in the back of the church)	11 E. Church St. Spring Valley (845) 548-8421	7am to 8am Bagged breakfast & lunch	7am to 8am Bagged breakfast & lunch	7am to 8am Bagged breakfast & lunch	7am to 8am Bagged breakfast & lunch	7am to 8am Bagged breakfast & lunch		
WestCOP	94 N. Main St (845) 262-1987		10am-2pm	10am-2pm	10am-2pm			
West Street Child Care Parent Food Pantry	96 North Street (845) 425-2379			10am-3pm		10am-3pm		

**Pantries & Feeding Programs that have SUSPENDED operation during Coronavirus:**

- **HACSO** – Spring Valley
- **HEADSTART of Rockland** – ALL Locations
- **Hudson Valley Community Services** - Spring Valley
- **New Generation Church of God** – Spring Valley
- **Pilgrim Baptist Church Food Pantry & Soup Kitchen** – Nyack
- **St. Paul's Episcopal Church Community Dinner** – Spring Valley
- **Trinity Church of God** – Spring Valley

## **II. SCHOOL DISTRICT FREE/REDUCED BREAKFAST/LUNCH**

### **East Ramapo School District**

The East Ramapo School District will offer a “Grab and Go” breakfast and lunch between 9:00 a.m. -11:00 am for the District’s students who currently participate in the free and reduced-price lunch program. Breakfast and lunch may be picked up together, one time per day, at any of the below locations. Saturday and Sunday meals will be available to be picked up each Friday. A family member may pick up food and take it home to the student. Any individual picking up food will be required to sign a form. There will be no charge for the food. Anyone who is in self-quarantine may not visit any of the location.

### **Pack and Pickup Locations:**

1. Spring Valley Police Headquarters, parking lot, 200 North Main Street, Spring Valley
2. Martin Luther King Multi-Purpose Center, outside, 110 Bethune Blvd., Spring Valley
3. Ramapo High School, 400 Viola Road, Spring Valley
4. Spring Valley High School, 361 Route 59, Spring Valley
5. Chestnut Ridge Middle School, 892 Route 45, Chestnut Ridge
6. Pomona Middle School, 101 Pomona Road, Suffern
7. Hempstead Elementary School, 80 Brick Church Road, Spring Valley
8. Summit Park Elementary School, 925 Route 45, New City
9. Kakiat STEAM Academy/Early Childhood Center, 465 Viola Road, Spring Valley
10. Early Childhood Center, 465 Viola Road, Spring Valley
11. Eldorado Elementary School, 5 Eldorado Drive, Chestnut Ridge
12. Elmwood Elementary School, 45 Robert Pitt Drive, Monsey
13. Fleetwood Elementary, 22 Fleetwood Ave, Chestnut Ridge
14. Grandview Elementary, 151 Grandview Ave, Monsey
15. Lime Kiln Elementary, 35 Lime Kiln Road, Suffern
16. Marguetts Elementary School, 25 Marguetts Road, Chestnut Ridge

### **Haverstraw Stony Point School District**

The North Rockland Central School District will have four different locations throughout the school community for meal distribution. Families can pick up meals at any of the four designated locations. The buildings for meal distribution are James A. Farley Elementary School (Stony Point), Haverstraw Elementary School (Village of Haverstraw), North Rockland High School (Thiells) and West Haverstraw Elementary School (Village of West Haverstraw). These meal distribution locations will be open Monday (two meals per child), Wednesday (two meals per child) and Friday (three meal per child) between 10:00 a.m. and 11:00 a.m. During these times, bagged meals including lunch for that day and breakfast for the following morning will be available for pickup in the front of the building.



### **Pearl River School District**

Students who currently receive free/reduced lunch can pick up a bagged breakfast and lunch at the Franklin Avenue Elementary School between the hours of 11:30 AM and 12:30 PM, Monday through Friday. If you have any questions about eligibility, please contact [brunnerj@pearlriver.org](mailto:brunnerj@pearlriver.org).

### **Suffern School District**

In an effort to provide our students with meals during the time schools are closed, we are asking all families who qualify for free/reduced lunch to fill out the form at <https://forms.gle/NefH6SjauCRHJwry8> indicating whether you would like to receive meals while the District remains closed. Meals will be delivered on Mondays and Thursdays 10 am - 12 pm. Monday's delivery includes meals for Monday - Wednesday and Thursday's delivery will contain meals for Thursday and Friday. We ask that someone be present during delivery.

For questions contact Janet Ginocchio at 845-357-7783 x11247 or [jginocchio1@sufferncentral.org](mailto:jginocchio1@sufferncentral.org).

### **Nanuet School District**

The Nanuet School District will provide free/reduced breakfast and lunch meals for children during school closure between 12:00 – 2:00 p.m. on Monday (one breakfast and two lunches) and Tuesday (four breakfasts and three lunches) at Nanuet High School drop off in front of the building. For information call (845) 627-9831.

### **Rockland BOCES**

For Rockland BOCES and out-of-district students who regularly receive breakfast and lunch on a typical school day, please visit the website of your *home school district* for specific information on meal access and distribution locations. Rockland BOCES will provide to each district a list of students eligible for free and reduced meals.

### **Nyack School District**

Students who currently receive free/reduced lunch will be able to pick up a bagged breakfast and lunch at the Nyack Center, Monday through Friday from 9:30 a.m. – 1:00 p.m. **or** at Waldron Terrace Parking Lot (via mobile unit on parking lot of housing complex), Monday through Friday from 10:00 – 11:00 a.m., available while school is closed.

### **Clarkstown School District**

The Clarkstown Central School District will be offering free “Grab and Go” bagged meals from 7:00 am to 1:00 pm, Monday through Friday, at the Felix Festa Middle School, we will provide curbside meal pick up at the Student Drop Off lane located at the Parrot Road entrance to the school. On Fridays, we will also provide additional food provisions for the weekend.

### **South Orangetown School District**

The South Orangetown Central School District will provide free “grab-and-go” breakfast and lunch for students, 18 years old or younger. This food service will be available Tuesdays (two days of food) and Thursday (five days of food), 9:00AM-12:00PM. Meals will be distributed via a walk-up kiosk located at the side door of the South Orangetown Middle School Cafeteria, at the rear of the Erie Street parking lot.

Home delivery is available for those unable to travel to the SOMS Cafeteria distribution site. One week's worth of breakfast and lunch will be delivered on Tuesdays only, please call the District Hotline at (845) 680-1025 or email [socsdcares@socsd.org](mailto:socsdcares@socsd.org).

### III. GROCERY STORES

#### Stop & Shop Stores:

- All Stop & Shop stores open 6:00 am – 7:30 am daily for customers age 60 and over as well as those who may have weakened immune systems and are more susceptible to COVID-19.
- Stop & Shop offers an online shopping service called Peapod: <https://www.peapod.com/pages/delivery-specials>
- This program is not run by the store, but at the corporate level.
- There is an app available for cell phones.
- All ordering is done online and payment is via credit card.
- Store pick-up service has been temporarily suspended due to coronavirus.
- Home delivery is currently available and people can request contactless delivery. There are currently long wait times. I tried to reserve a delivery time and they were all booked through 4/8/20.
- Fees are \$9.95 for orders from \$60 - \$100 and \$6.95 for orders over \$100.
- Minimum home delivery order is \$60.
- This service is not available everywhere in Rockland County. Zip codes 10927, 10931, 10980, 10984, 10986 and 10993 are not available for home delivery.
- Peapod Customer Service: 800-573-2763

Stop & Shop of Nanuet  
323 Middletown Road  
Nanuet, NY 10954  
(845) 624-1514

Stop & Shop of West Haverstraw  
7 Samsondale Plaza  
West Haverstraw, NY 10993  
(845) 947-2153

Stop & Shop of Pomona  
1581 US 2020  
Pomona, NY 10970  
(845) 354-9673

Stop & Shop of New City  
180 North Main Street  
New City, NY 10956  
(845) 634-2687

Stop & Shop of Orangeburg  
170 NY 303  
Orangeburg, NY 10962  
(845) 359-0673

#### ShopRite:

- All ShopRite stores open 7:00 am – 8:00 am (Pearl River 6:00 am) on Mondays and Wednesdays for customers age 60 and over, expectant mothers, the disabled, as well as those who may have weakened immune systems and are more susceptible to COVID-19.
- Shoprite offers an online shopping service called ShopRite from Home: <https://shop.shoprite.com/globaldata/banner-pages/shoprite-from-home>
- Customers need to create an online account.
- There is a phone app for this program.
- All ordering is done online and payment is via credit card.
- Home delivery is currently available at Garnerville and Stony Point but there are wait times.

- Delivery fee is \$4.99 plus \$7.95 for a total of \$12.94.

ShopRite of Garnerville  
56 West Ramapo Road  
Garnerville, New York 10923  
(845) 786 – 3006

ShopRite of Tallman  
230 Route 59  
Tallman, NY 10901  
(845) 368-0713

ShopRite of Stony Point  
22 Holt Drive  
Stony Point, New York 10980  
(845) 429 – 0692

Shoprite of Pearl River  
26 North Middletown Road  
Pearl River, NY 10965  
(845) 735-4871

ShopRite of West Nyack  
243 East Route 59  
West Nyack, NY 10994  
(845) 353-7377

Shoprite of New City  
66 North Main Street  
New City, NY 10965  
(845) 638-3218

### **Dr. Davies Farm**

70 Dr. Davies Farm  
Congers, NY 10920  
(845) 268-7020

- Curbside pick-up only, place order on-line at [bookingdaviesfarm@gmail.com](mailto:bookingdaviesfarm@gmail.com).
- Orders placed by noon will be filled the same day.

### **DeCicco Food Market**

180 South Main Street  
New City, NY 10956  
(845) 639-6996

- Store hours are 8:30 am – 4:00 pm Monday – Saturday.
- Open 7:30 am – 8:30 am for seniors and those who may have weakened immune systems and are more susceptible to COVID-19.

### **The Orchards of Concklin**

2 South Mountain Road  
Pomona, NY 10970  
(845) 354-0369

- Store hours are 8:00 am – 6:00 pm daily.
- The Orchards of Concklin is taking orders over the phone with curbside pickup: <http://www.orchardsofconcklin.com/curbside-pickup/>
- Call 845-354-0369 to place an order for curbside pickup.
- This service is available daily from 11:00 am to 4:00 pm
- The website does not list all the items they sell but does provide pictures of their products.

## Instacart:

- Instacart lets you shop from local grocery stores online, then sends a “personal shopper” to fulfill and deliver your order to you the same day: <https://www.instacart.com/help>
- Here is an article describing how it works: <https://www.thekitchn.com/i-had-my-groceriesdelivered-by-instacart-and-heres-how-it-went-214795>
- Due to the coronavirus outbreak there are delays in delivery.
- Stores in Rockland County that participate **are BJ’s, Costco (do not have to be a member), Aldi, Foodtown, CVS, Petco, ShopRite, Target, and Restaurant Depot.**
- Delivery is free for your first order. You do not need to be a member to shop with Instacart. However, if you sign up for Instacart Express (starting at \$99 for the year or \$9.99 if you do it by the month) you’ll get free delivery for orders that are more than \$35. Same-day delivery for non-Express members starts at \$3.99 for orders more than \$35.

BJ’s Wholesale  
1050 Palisades Center Drive  
West Nyack, NY 10994  
(845) 353-9312  
Store Hours: 9:00 am – 9:00 pm

Costco Wholesale  
50 Overlook Blvd.  
Nanuet, NY 10954  
(845) 425-1469  
Store Hours: 10:00 am – 6:00 pm

Aldi of Nanuet  
195 East Route 59  
Nanuet, NY 10954  
(855) 955-2534  
Store Hours 9:00 am – 7:00 pm

Aldi of Stony Point  
156 South Liberty Road  
Stony Point, NY 10980  
(855) 955-2534  
Store Hours: 9:00 am – 7:00 pm

Foodtown of Valley Cottage  
Westmart Shopping Plaza  
14 Lake Ridge Plaza  
Valley Cottage, NY 10989  
(845) 268-9800  
Store Hours: 7:00 am – 9:00 pm

## IV. PHARMACIES

### Town of Clarkstown

#### Bardonia Pharmacy

301 Route 304 # 4  
Nanuet, NY 10954-2146 [Map](#)

(845) 507-0555

Delivery- yes, locally. Call in before 1 pm for same day.

#### COSTCO

50 Overlook Blvd Ste 1  
Nanuet, NY 10954-5292 [Map](#)

(845) 425-1469

Delivery- online mail order only. Cost varies. 2-14 days. Senior shopping hours Tues, Wed, Thurs from 8 am to 9 am.

#### CVS Pharmacy

330 Route 304  
Nanuet, NY 10954-1627 [Map](#)

(845) 623-6232

Delivery- online mail order only. No charge at this time. 1-2 days

#### CVS Pharmacy

280 S Main St  
New City, NY 10956-3327 [Map](#)

(845) 639-8150

Delivery- online mail order only. No charge at this time. 1-2 days

#### Pharmaceutical Consultants

200 E Eckerson Rd  
New City, NY 10956-7153 [Map](#)

(845) 425-1131

Delivery-yes. No charge

#### Redi Pharmacy

250 W Route 59 Ste 5  
Nanuet, NY 10954-2234 [Map](#)

(845) 507-0630

Delivery-yes. \$5 delivery charge

#### ShopRite

243 Route 59  
West Nyack, NY 10994-2036 [Map](#)

(845) 353-4949

Delivery- no

[ShopRite](#)

66 N Main St  
New City, NY 10956-3719 [Map](#)

(845) 639-0050

Delivery- no

[Stop & Shop Pharmacy](#)

32 S Middletown Rd  
Nanuet, NY 10954-2801 [Map](#)

(845) 624-0659

Delivery- mail order UPS 2-3 days. No charge

[Target-CVS](#)

4120 Palisades Center Dr  
West Nyack, NY 10994-6801 [Map](#)

(845) 348-6440

Delivery- online mail order only. No charge at this time. 1-2 days

[Walgreens](#)

180 N Main St  
New City, NY 10956-3716 [Map](#)

(845) 634-3341

Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

**Town of Haverstraw\***

[Cure Pharmacy](#)

45 S Route 9w  
West Haverstraw, NY 10993-1021 [Map](#)

(845) 553-9669

Delivery- yes. One day countywide. No charge

[Millers Drug Store](#)

10 Broadway  
Haverstraw, NY 10927 [Map](#)

(845) 429-2400

Delivery- no

[Schultz Pharmacy](#)

150 West Railroad Avenue  
Garnerville, NY 10923 [Map](#)

(845) 429-5075

Delivery-yes, locally. No charge

[ShopRite](#)

56 W Ramapo Rd  
Garnerville, NY 10923-2011 [Map](#)

(845) 786-3006

Delivery- no

[Stop & Shop Pharmacy](#)

1581 Route 202  
Pomona, NY 10970-2901 [Map](#)

(845) 354-8980

Delivery- mail order UPS 2-3 days. No charge

[TruCare Pharmacy](#)

358 Route 202 North  
Pomona, NY 10970 [Map](#)

(845) 364-5300

Delivery- yes. No charge. Usually the same day.

\*part of Pomona is in the Town of Ramapo

Town of Orangetown

[CVS Pharmacy](#)

1 Old Orangeburg Rd  
Orangeburg, NY 10962-1101 [Map](#)

(845) 359-6100

Delivery- online mail order only. No charge at this time. 1-2 days

[CVS Pharmacy](#)

75 N Middletown Rd  
Pearl River, NY 10965-2659 [Map](#)

(845) 735-8101

Delivery- online mail order only. No charge at this time. 1-2 days

[Koblin's Pharmacy](#)

96 Main St  
Nyack, NY 10960-3110 [Map](#)

(845) 358-0688

Delivery- yes, usually the same day. No charge

[MC Manus Pharmacy & Surgicals](#)

114 Main St  
Nyack, NY 10960-3112 [Map](#)

(845) 358-0205

Delivery- no

[Neighbor X Pharmacy](#)

139 N Middletown Rd  
Pearl River, NY 10965-2029 [Map](#)

(845) 731-7777

Delivery-yes. No charge. Most of Rockland

[Walgreens](#)

16 Route 59  
Nyack, NY 10960-2913 [Map](#)

(845) 358-1589

Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

[Walgreens](#)

81 Route 303  
Tappan, NY 10983-2807 [Map](#)

(845) 792-3006

Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

## Town of Ramapo

### [Carepax LLC](#)

382 Route 59 Ste 276  
Airmont, NY 10952-3422 [Map](#)

(845) 368-2273

Delivery- yes, no charge. UPS delivery. No walk-ins. Prescriptions from doctors' office only.

### [CVS Pharmacy](#)

274 Old Nyack Tpke Ste 10  
Spring Valley, NY 10977-5855 [Map](#)

(845) 371-4671

Delivery- online mail order only. No charge at this time. 1-2 days

### [CVS Pharmacy](#)

5 Indian Rock  
Suffern, NY 10901-4907 [Map](#)

(845) 357-1500

Delivery- online mail order only. No charge at this time. 1-2 days

### [Diabetic & Prescription Center Inc](#)

296 Route 59  
Tallman, NY 10982-8102 [Map](#)

(845) 368-9700

Delivery- yes, usually the same day No charge

### [Drug Mart Suffern](#)

214 Route 59 Ste 3  
Suffern, NY 10901-5200 [Map](#)

(845) 357-5200

Delivery- yes, usually the same day. No charge

### [Eckerson Drugs Health Mart](#)

287 N Main St  
Spring Valley, NY 10977-2914 [Map](#)

(845) 352-1800

Delivery- no

### [Greenbaums Pharmacy](#)

42 Main St  
Monsey, NY 10952-3000 [Map](#)

(845) 356-9300

Delivery-yes, no charge. No walk-in to the store. Text prescriptions

### [Haas Pharmacy](#)

62 Orange Tpke  
Sloatsburg, NY 10974-2317 [Map](#)

(845) 753-9675

Delivery-no



[Maple Monsey Drug Health Mart Pharmacy](#)

59 Route 59  
Monsey, NY 10952-3536 [Map](#) (845) 371-6464  
Delivery- yes. No charge

[Medwiz Pharmacy LLC](#)

240 N Main St  
Spring Valley, NY 10977-4020 [Map](#) (845) 624-5200  
Delivery- no.

[Pharmacy Plus](#)

728 N Main St  
New Square, NY 10977-8916 [Map](#) (845) 354-9322  
Delivery- yes, no charge. No walk-ins.

[Rockland Pharmacy Inc](#)

27 Orchard St Ste 208  
Monsey, NY 10952-3050 [Map](#) (845) 356-3045  
Delivery-yes, no charge.

[Suffern Pharmacy](#)

24 Lafayette Ave  
Suffern, NY 10901-5567 [Map](#) (845) 547-2331  
Delivery- yes, usually the same day. No charge.

[Target-CVS](#)

50 Spring Valley Market Pl  
Spring Valley, NY 10977-5213 [Map](#) (845) 371-5013  
Delivery- online mail order only. No charge at this time. 1-2 days

[Valley Pharmacy Inc](#)

45 Kennedy Dr  
Spring Valley, NY 10977-5319 [Map](#) (845) 414-9966  
Delivery-yes. Same day, locally.

[Walgreens](#)

209 Route 59  
Suffern, NY 10901-5203 [Map](#) (845) 369-1179  
Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

[Walgreens](#)

455 Route 306 Ste L  
Monsey, NY 10952 [Map](#)

(845) 362-8373

Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

[Walgreens](#)

208 E Route 59  
Spring Valley, NY 10977-5268 [Map](#)

(845) 352-7865

Delivery- Sign up online. Fedex mail delivery 1-2 days. No charge

[Walmart](#)

250 Route 59 Ste 101  
Suffern, NY 10901-5304 [Map](#)

(845) 368-4705

Delivery- no. Curbside pickup available.

**Town of Stony Point**

[CVS Pharmacy](#)

20 Filors Lane  
Stony Point, NY 10980-2706 [Map](#)

(845) 786-2504

Delivery- online mail order only. No charge at this time. 1-2 days

[ShopRite](#)

22 Holt Dr  
Stony Point, NY 10980-1922 [Map](#)

(845) 429-0905

Delivery- no

[Stony Point Pharmacy](#)

69 South Liberty Drive  
Stony Point, NY 10980 [Map](#)

(845) 942-1373

Delivery- no. Curbside pickup available

## **V. TESTING LOCATIONS**

**\*\*\*\* For all the testing sites, you must call first\*\*\*\***

### **Free Testing Locations – Must Call for Screening/Appointment**

#### **Anthony Wayne**

Palisades Parkway Northbound Exit 17  
Open: Every Day 7:00 a.m. – 7:00 p.m.  
Call for screening/appointment 1-888-364-3065  
Run by New York State

#### **Hudson River Healthcare**

Municipal Parking Lot: West Broad Street and Partition Street, Haverstraw  
Monday – Friday, 9:00 a.m. – 5:00 p.m.  
Call for screening/appointment 1-888-364-3065

#### **Rite Aid**

133 Route 303, Valley Cottage  
7 days a week, 9:00 a.m. – 5:00 p.m.  
Screening/appointment online: <https://www.projectbaseline.com/study/covid-19/eligibility/>

### **Insurance/Fee Testing Locations – Must Call for Screening/Appointment**

#### **Crystal Run Healthcare**

Testing is for patients of this healthcare system.  
Call for screening (845) 643-3909  
Physician offices now have the ability to test for COVID-19 for patients who meet certain criteria. Please call the hotline FIRST at 845-643-3909, prior to coming to the offices or Urgent Care.

#### **Good Samaritan Hospital**

Current and former patients whose physicians are affiliated with Bon Secours Medical Group/Good Samaritan Hospital should call their physician for a screening/appointment.

#### **Hudson River Healthcare**

84 North Highland Avenue  
Nyack, NY 10960  
Call for a screening (845) 770-9980

#### **Medrite Urgent Care**

175 Route 59  
Spring Valley, NY 10977  
Call for screening (845) 271-6300  
Open: Sunday – Thursday 11:00 a.m. – 5:00 p.m., Friday 11:00 a.m. – 2:00 p.m., closed Saturdays

## **VI. BEHAVIORAL HEALTH SUPPORT SERVICES**

### **New York State COVID-19 Emotional Support Hotline**

(844) 863-9314

The Emotional Support Line provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Help Line is staffed by volunteers, including mental health professionals, who have received training in crisis counseling.

### **Mental Health Association of Rockland – Warm Line**

(845) 589-0671

7:00 am – 7:00 pm

The Warm Line is a confidential telephone service for anyone who is struggling with loneliness, anxiety, substance use or other mental health concerns during the COVID-19 pandemic or just need help with community resources.

Clinical services for individuals with substance use issues and their families, (845) 472-4226. Other mental health programs, (845) 267-2172 ext.296.

### **Rockland County Department of Mental Health – Support Line**

(845) 364-2955

Monday – Friday

9:00 am – 3:00 pm

### **Westchester Medical Center Health – Hotline**

(914) 216-7733

24 hours 7 days a week

A free confidential hotline to support community members facing anxiety, challenges and hardships.

### **Behavioral Health Response Team (BHRT)**

(845) 517-0400 or (844) 255-2478

Mental Health Outreach Services

24 hours 7 days a week

### **VCS – Mental Health Clinic**

(845) 634-5729, [info@vcs-inc.org](mailto:info@vcs-inc.org)

Monday & Thursday 7:00am-9:00pm, Tuesday & Wednesday 8:00am–9:00pm, Friday 8:00am–5:00

VCS is providing psychotherapy and medication management services via telehealth.

### **Suicide Prevention Lifeline**

(800) 273-8255

24 hours 7 days a week

### **Veterans Crisis Line**

(800) 273-8255

24 hours 7 days a week

### **Center for Safety and Change – Domestic Violence Hotline**

(845) 634-3344

24 hours 7 days a week

**Westchester Medical Center – Sexual Assault Abuse and Victim Empowerment Hotline**

(833) 220-2444

24/7/365

Crisis intervention and counseling services for sexual assault and trauma victims.

**Hospice – Bereavement Support**

(845) 634-4974

Bereavement services for individuals/families that have lost loved ones due to COVID-19. Provides hospice services to COVID-19 patients in the home, at the Joe Raso Residence, assisted living facilities and contracted nursing homes.

**Red Cross – Emotional & Spiritual Support**

(855) 957-8187

The virtual Family Assistance Center will link families who have lost loved ones due to COVID-19 to crisis counselors who will provide emotional and spiritual support, as well as information and referrals to help them navigate the challenging process they might be facing as a result of their loved one's death.

For an intake call or go to:

English: [www.redcross.org/NYSCOVIDFamilySupport](http://www.redcross.org/NYSCOVIDFamilySupport)

Spanish: [www.redcross.org/NYSCOVIDApoyoFamiliar](http://www.redcross.org/NYSCOVIDApoyoFamiliar)

## **VII. HEALTH INSURANCE AND PRESCRIPTION ASSISTANCE**

**NYS Health Department – Health Plan Marketplace** (855) 355-5777  
[www.nystateofhealth.ny.gov](http://www.nystateofhealth.ny.gov) Information about different health care coverage.

### **Special Enrollment Period for NY State of Health**

Uninsured New Yorkers can apply for coverage through NYS Health Plan Marketplace or directly to insurers during a special enrollment period that ends May 15, 2020. If you lost employer coverage, you must apply within 60 days of losing that coverage. Because of a loss of income, New Yorkers may also be eligible for Medicaid, the Essential Plan, subsidized Qualified Health Plans or Child Health Plus.

### **Child Health Plus (CHP)** (800) 698-4543

Cost effective health insurance plan for children up to age 19 who are not eligible for Medicaid and do not have insurance. Program is free or low cost. Child must be under the age of 19, a NYS resident, have no other insurance coverage, and meet income eligibility guidelines.

### **Medicaid** (845) 364-3103

A Federal / State health insurance program that helps individuals and families (both working and unemployed) who cannot afford to pay for medical care. Based on income eligibility guidelines and limitations on assets and resources.

### **Rockland County Office for the Aging** (845) 364-2115 (845) 364-2110

Health Insurance Information, Counseling Assistance Program (HIICAP) provides seniors with information, education and counseling about Medicare and other health insurances.

### **Elderly Pharmaceutical Insurance Coverage Program (EPIC)** (845) 364-2118 (800) 332-3742

This is a free NY State program that helps income eligible seniors aged 65+ to supplement their out-of-pocket Medicare Part D drug plan costs.

### **Familywise Prescription Discount Card** (866) 810-3784 [www.familywize.org](http://www.familywize.org)

A free nationwide prescription card that provides discounts on prescription drugs. Discount cards are available for download on the website. For participating pharmacies call (877) 435-7977 or visit the website.

### **Proact Prescription Drug Discount Card** (877) 776-2285 [www.Wellrx.com/proact/ny](http://www.Wellrx.com/proact/ny)

Helps residents save money on their prescription medications any time their prescriptions are not covered by insurance. The card may be used at any participating retail pharmacy. Discount cards are available for download on the ProAct website.

### **GoodRX Prescription Drug Discount Card** (855) 216-5163 [www.goodrx.com](http://www.goodrx.com)

A free prescription card that provides discounts on prescription drugs at participating pharmacies. Discount cards and participating pharmacies can be found on the website.

## **VIII. UNEMPLOYMENT INSURANCE & PANDEMIC UNEMPLOYMENT**

### **Filing for Unemployment Insurance**

\*All information taken from the NYS Department of Labor website

**NYS Department of Labor:** <https://labor.ny.gov/unemploymentassistance.shtm>

### **When to File**

Promptly file your claim, in the first week that you lose your job. You must serve an unpaid “waiting period,” equal to one full week of unemployment benefits, before you receive payments. A delay in filing may cost you benefits. You can estimate your weekly benefit amount by using the [benefit rate calculator](#) on our website. Please note that the tool gives an estimate only. It does not guarantee that you will be eligible for benefits or a specific amount of benefits. You must file an Unemployment Insurance claim to find out if you are eligible and learn your actual benefit amount.

### **Web Service**

It is best to apply for Unemployment Insurance online. If you are filing a new unemployment insurance claim, the day you should apply is based on the first letter of your last name.

A-F file on Monday, 8:00 am to 7:30 pm

G-N file on Tuesday, 8:00 am to 7:30 pm

O-Z file on Wednesday, 8:00 am to 7:30 pm

Missed your day? File on Thursday, Friday, Saturday

Any claim you file will be backdated to the date you became unemployed. If you are eligible, you will be paid for all benefits due.

### **Phone Service**

Call our Telephone Claim Center, toll-free during business hours to file a claim.

1-888-209-8124

### **Things you need to file your claim:**

- Your Social Security number
- Your driver license or Motor Vehicle ID card number (if you have either one)
- Your complete mailing address and zip code
- A phone number where we can reach you from 8 am - 5 pm, Monday –Friday
- Your Alien Registration card number (if you are not a U.S. Citizen and have a card)
- Names and addresses of all your employers for the last 18 months, including those in other states
- Employer Registration number or Federal Employer Identification Number (FEIN) of your most recent employer (FEIN is on your W-2 forms)
- Your copies of forms SF8 and SF50, if you were a federal employee
- Your most recent separation form (DD 214), for military service
- You can file a claim without all of these documents. However, missing information can delay your first payment.
- If you cannot print web pages, have a pen and paper to copy information.
- If you choose direct deposit of your weekly benefits, you need a check that has your bank routing and checking account numbers.

### **Personal Identification Number (PIN)**

If you have never filed a claim for benefits in New York State, you must create a PIN. This is a four-digit number that you must keep confidential.

## Pandemic Unemployment

On March 27, 2020, the President of the United States signed a law that provides additional Unemployment Insurance (“UI”) assistance to workers impacted by COVID-19. This new law provides:

- Pandemic Unemployment Assistance – Extended eligibility for individuals who have traditionally been ineligible for UI benefits (e.g., self-employed workers, independent contractors);
  - Pandemic Unemployment Compensation – An additional \$600 per week, on top of regular benefits, to all UI recipients; and,
  - Pandemic Emergency Unemployment Compensation – An additional 13 weeks of UI benefits, beyond the regular 26 weeks already provided, for a total of 39 weeks of coverage.
- Pandemic Unemployment Assistance (“PUA”) – Extended Eligibility for UI Benefits

## Q&A

### **QUESTION: Who is eligible for PUA?**

ANSWER: Individuals are eligible for PUA if they do not qualify for regular UI benefits (including self-employed workers and independent contractors) and cannot work because they:

- Are diagnosed COVID-19 or have COVID-19 symptoms and are seeking diagnosis;
- Have a member of the household who is diagnosed with COVID-19;
- Are providing care for a family or household member diagnosed with COVID-19;
- Are the primary caregiver for a child whose school or care facility closed, due to COVID-19;
- Are unable to reach their place of employment due to an imposed quarantine, or because advised by medical provider to self-quarantine, due to COVID-19;
- Were scheduled to start new employment and cannot reach the workplace as direct result of COVID-19;
- Became the major breadwinner because the head of household died from COVID-19;
- Quit their job as a direct result of COVID-19;
- Had their place of employment closed as a direct result of COVID-19; or
- Meet any additional criteria specified by U.S. Secretary of Labor.

Individuals are not eligible for PUA if they can telework or are receiving paid sick leave or other paid leave benefits (regardless of meeting a category listed above).

### **QUESTION: How do I apply for PUA?**

ANSWER: You can file a PUA application online at [labor.ny.gov](http://labor.ny.gov). Please note, you cannot apply for PUA until you have been determined ineligible for UI benefits. [You must apply for UI before you apply for PUA.](#)

QUESTION: What is the maximum benefit I can receive from PUA?

ANSWER: Your benefit rate is based on your recent wages. In New York, the current maximum weekly benefit rate is \$504. The minimum PUA benefit rate is 50% of the average weekly benefit amount in New York. For January 27, 2020 - March 31, 2020, the minimum benefit rate is \$172. For April 1, 2020 - June 30, 2020, the minimum benefit rate is \$182.

### **QUESTION: Will I also receive the additional \$600 per week for Pandemic Unemployment Compensation?**

ANSWER: Yes. PUA benefits will include an additional \$600 per week until July 31, 2020.

### **QUESTION: Do I have to wait a week after I became unemployed before I can receive PUA benefits?**

ANSWER: No, there is no weeklong wait period for PUA.

### **QUESTION: How long do benefits from PUA last?**

ANSWER: PUA benefits may cover periods of unemployment up to 39 weeks.



**QUESTION: Are benefits from PUA retroactive?**

ANSWER: Yes, PUA benefits can be paid retroactively for periods of unemployment, beginning on or after January 27, 2020.

**QUESTION: I can work remotely. Am I eligible for PUA?**

ANSWER: No. If you are being paid to work remotely, you are not eligible for PUA benefits.  
Pandemic Unemployment Compensation – Additional \$600/Week of UI Benefits

**QUESTION: I am already receiving UI. What do I have to do to receive this additional \$600 per week?**

ANSWER: Nothing. The additional \$600 per week will be automatically added to all regular UI and PUA benefits.

**QUESTION: Will this additional \$600 per week reduce my regular UI benefits?**

ANSWER: No. The additional \$600 per week benefit will not reduce any UI or PUA benefits.

**QUESTION: How long will I receive this additional UI benefit?**

ANSWER: The additional \$600 per week benefit ends July 31, 2020.

**QUESTION: Will this additional \$600 per week be counted towards my eligibility for other government programs?**

ANSWER: The additional \$600 per week payment will not be counted towards your income eligibility for Medicaid and the Children’s Health Insurance Program (CHIP). Pandemic Emergency Unemployment Compensation – 13 Additional Weeks of UI Eligibility

**QUESTION: I am already receiving UI. How will this program assist me?**

ANSWER: If you exhaust your 26 weeks of regular UI, you will receive an additional 13 weeks of additional benefits.

**QUESTION: I exhausted my 26 weeks of benefits a few weeks ago. Am I still eligible for these 13 weeks of extended UI benefits?**

ANSWER: Yes. Anyone who exhausted UI benefits after July 1, 2019 is eligible to receive 13 additional weeks of benefits.

**QUESTION: Will I also receive the additional \$600 per week during these 13 weeks of UI eligibility?**

ANSWER: Yes. The additional 13 weeks of benefits will include an additional \$600 per week until July 31, 2020.

**General Unemployment Questions**

**QUESTION: What is Unemployment Insurance?**

ANSWER: Unemployment insurance (also known as UI) provides temporary cash benefits to employees who have lost their jobs. If you have worked in New York State within the last 18 months and lost your job, through no fault of your own, you may be eligible for UI.

**QUESTION: What is the maximum benefit I can receive through Unemployment Insurance?**

ANSWER: A person’s benefit rate is based on the recent wages they received from their employer(s). The current maximum weekly benefit rate is \$504.

**QUESTION: How long do Unemployment Insurance benefits last?**

ANSWER: Currently, the limit is 26 weeks per year. The federal government recently created a new program called Pandemic Emergency Unemployment Compensation that would allow claimants who exhaust their regular UI benefits to receive up to 13 additional weeks of benefits.

**QUESTION: How do I apply for Unemployment Insurance?**

ANSWER: You can file a claim by visiting [labor.ny.gov](http://labor.ny.gov). You can also call the Telephone Claim Center at 888-209-8124. Due to larger than normal call volume, we are strongly encouraging individuals wishing to file a claim or visit the website, if possible.

**QUESTION: When should I file my claim?**

ANSWER: You should file your claim in the first week you worked less than four days and earned a gross income of less than \$504. If you worked four or more days or earned more than \$504, you should file the following week.

**QUESTION: I keep getting bumped from the UI call center. Will my claim be processed?**

ANSWER: You will receive all benefits to which you are entitled. Your claim will start on the day you were separated from your employer. There is unprecedented call volume and web traffic. Please be patient and keep trying. It is best to apply online.

**QUESTION: I was unable to file my claim during the week I was separated from my employer because of issues with the DOL website and/or UI call center. Will I still receive that week's benefits?**

ANSWER: Yes, you will receive all benefits to which you are entitled. Your claim will start on the day you were separated from your employer, and DOL will backdate any claims that are not timely processed due to any issues with the DOL website or UI call center.

**QUESTION: What is the waiting week and what does it mean that it was waived?**

ANSWER: Typically, the first full week of a claim is an unpaid waiting week. This means you are not paid but you must still claim weekly benefits and fulfill eligibility requirements. Beginning March 12, 2020, the Governor has suspended the one-week waiting period for individuals impacted by the COVID-19 public health crisis. This means that if you are found eligible for benefits, you will be credited from the first week of your claim (not the second week). It does not mean that you will be paid as soon as you open your claim.

**QUESTION: If I am found eligible for Unemployment Insurance, when can I expect first payment?**

ANSWER: If you are eligible for UI, your first payment will generally be made in two to three weeks from the time you file your claim. In some cases, additional information must be obtained before payment can be made and your first payment may take longer. We use this time to review and process your application for benefits. You will not receive benefits during this period. Continue to claim weekly benefits as long as you are unemployed and meet the eligibility requirements. Also, check your mail and respond to any questionnaires or phone calls from DOL right away, to prevent delays in your payments. If you are found eligible, you will receive any back weeks of benefits owed with your first payment. You will receive your benefits via direct deposit or bank debit card.

**QUESTION: My employer has reduced my hours because of COVID-19. Am I eligible for Unemployment Insurance?**

ANSWER: It depends. If you work less than four days a week and earn \$504/week or less, you may be eligible to receive partial UI benefits.

**QUESTION: I work part-time. Am I eligible for UI?**

ANSWER: If you work less than four days in a week and earn \$504 or less, you may receive partial benefits. Each day, or part of a day, of work causes your weekly benefit rate to drop by one-quarter.

**QUESTION: My employer has temporarily closed. Am I eligible for Unemployment Insurance?**

ANSWER: You should file a claim if you have been laid off from your job. Our goal is to ensure benefits are paid to all people who apply and are legally entitled to receive them.

**QUESTION: I am self-employed or an independent contractor. Am I eligible for Unemployment Insurance?**

ANSWER: Currently, most self-employed individuals and independent contractors working in New York State are not authorized to obtain unemployment insurance benefits. However, self-employed individuals and independent contractors may be eligible for benefits under PUA. PUA is available for individuals who would normally not be eligible for regular unemployment benefits but are unable to work because of COVID-19. PUA is available for periods of unemployment between January 27, 2020 and December 31, 2020. The maximum benefit rate is \$504, the same as the maximum benefit rate for regular unemployment insurance benefits. The minimum PUA rate is calculated by USDOL, quarterly, as 50% of the average weekly benefit amount in each state. For January 1, 2020 – March 31, 2020, the minimum benefit rate is \$172. For April 1, 2020 – June 30, 2020, the minimum benefit rate is \$182.

**QUESTION: I'm a small business owner who has had to shut down due to COVID-19. Am I eligible for UI?**

ANSWER: Self-employed individuals impacted by COVID-19 may apply for PUA benefits.

**QUESTION: I cannot work because my child's school or daycare facility has closed due to COVID-19, and I need to stay home to take care of my child. Am I eligible for Unemployment Insurance?**

ANSWER: While you are only eligible for unemployment insurance benefits if you are able and available to work, under PUA you can receive benefits if you are the primary caregiver for a child whose school or care facility closed due to COVID-19. PUA is available for periods of unemployment between January 27, 2020 and December 31, 2020. The minimum PUA benefit rate is 50% of the average weekly benefit amount in New York. For January 1, 2020 – March 31, 2020, the minimum benefit rate is \$172. For April 1, 2020 – June 30, 2020, the minimum benefit rate is \$182. The maximum benefit rate is \$504, the same as the maximum benefit rate for regular unemployment insurance benefits.

**QUESTION: If I am not able to go to work because a medical professional told me I need to quarantine, am I eligible for Unemployment Insurance benefits?**

ANSWER: Probably not, if you are still employed. However, the Governor recently passed a law that provides job protection and paid leave for individuals who are subject to an order of quarantine or isolation by a governmental entity because of COVID-19.

You can learn more information here: [ny.gov/COVID](https://ny.gov/COVID) paid sick leave. There are also additional protections for workers who are sick or have been directed to quarantine. For more information, please visit the New York State Department of Health's COVID-19 website at: [ny.gov/coronavirus](https://ny.gov/coronavirus).

**QUESTION: The federal government has recently passed laws that provide additional Unemployment Insurance benefits. How do those changes impact New Yorkers?**

ANSWER: The federal government recently created three new programs related to unemployment insurance compensation and COVID-19: Pandemic Unemployment Assistance (“PUA”); Pandemic Unemployment Compensation (additional \$600/week of benefits); and Pandemic Emergency Unemployment Compensation (additional 13 weeks of benefits for claimants who have exhausted benefits). Additional information on these programs is available at: [labor.ny.gov](http://labor.ny.gov).

**QUESTION: I am an older worker and/or am immuno-compromised. I work near a lot of people and am personally uncomfortable going to work due to concerns about my health. Am I eligible for Unemployment Insurance?**

ANSWER: Generally speaking, you are not eligible for unemployment insurance if you voluntarily leave your job. Before leaving work, please consider speaking with your employer for alternatives that may be available such as using sick time or annual leave, requesting a reasonable accommodation such as working remotely, asking your employer for a leave of absence, or seeking temporary disability benefits. If alternative options are not available, you may file a claim for unemployment insurance. You should consider obtaining medical documentation that identifies any work restrictions and submit that with your claim. If you are found ineligible for unemployment insurance benefits, you may be eligible for benefits under PUA.

**QUESTION: I was advised to call a specialist to complete a claim I already started, but I can't get through. What should I do?**

ANSWER: You must continue to contact the Telephone Claims Center at 1-888-209-8124: this is the only way to complete your claim (you cannot complete this portion of your claim online).

**QUESTION: I cannot log in to my NY.GOV ID account to file a claim. What should I do?**

ANSWER: Call 1-888-469-7365. Select language, then press 4.

**QUESTION: I need to reset my PIN. What should I do?**

ANSWER: You must call the Telephone Claims Center at 1-888-209-8124 and speak with an agent. This is the only way to reset your PIN.

**QUESTION: I'm concerned that if I apply for UI that my employer might retaliate against me or not call me back to work after the pandemic ends. What are my rights?**

ANSWER: State law provides all workers with the right to file for unemployment and the labor law provides that an employer cannot retaliate against a worker's engagement in a protected activity.

## **IX. EMPLOYMENT RESOURCES**

### **NY Hire Now**

[Nyhirenow.usnlx.com](http://Nyhirenow.usnlx.com)

### **Workforce Development Board**

[www.rocklandwork.org](http://www.rocklandwork.org)

### **Department of Labor**

[www.labor.ny.gov/jobs/regional.shtm](http://www.labor.ny.gov/jobs/regional.shtm)

## X. CHILD CARE

To locate an open child care facility, contact **Child Care Resources of Rockland** at 845-425-0009.

The YMCA of Rockland County, Child Care Resources of Rockland, Inc., and Rockland BOCES have joined efforts to provide EMERGENCY CHILDCARE for essential employees at Upper Nyack Elementary School & West Haverstraw Elementary School to ensure essential workers have access to school-age care. The childcare is available from 8 a.m. to 6 p.m., Monday through Friday.

Families can register at Child Care Resources of Rockland, [childcarerockland.org](http://childcarerockland.org), by following the COVID-19 link and filling out the child-care needs survey or calling 845-425-0009 extension 0 between 10 a.m. and 2:30 p.m.

For more information:

West Haverstraw Program email - Juliet Allen at [JAllen@rocklandymca.org](mailto:JAllen@rocklandymca.org)

Upper Nyack Program email - Danielle Aspinall at [DAspinall@rocklandymca.org](mailto:DAspinall@rocklandymca.org) or

Lucy Reedy at [LReedy@rocklandymca.org](mailto:LReedy@rocklandymca.org)

## **XI. UTILITIES**

### **Orange and Rockland**

1-877-434-4100

Orange & Rockland has put the following in place to help their customers:

- Service will not be shut off for non-payment.
- New late-payment fees will be waived.
- No-access fees will be suspended if your meter can't be read.
- Most customers can arrange for payment extensions and agreements online through My Account.

All walk-in centers are closed. Call or access your account online, via the website, [www.oru.com](http://www.oru.com).

### **SUEZ**

SUEZ has put the following in place to help their customers:

- No customer will be shut off during this crisis, unless there is an emergency
- All payments should be made online at [www.mysuezwater.com](http://www.mysuezwater.com) or by calling 1-888-608-6690.

## XII. HOUSING

### **Mortgage**

At this time, eviction proceedings have been suspended and no one can be evicted in New York State until at least June 20th. Under the Governor's direction, New York State mortgage servicers are providing:

- 90-day mortgage relief to homeowners impacted by the novel coronavirus
- No negative reporting to credit bureaus
- Grace period for loan modification
- No late payment fees or online payment fees
- Postponing or suspending foreclosures

### **Renters**

At this time, eviction proceedings have been suspended and no one can be evicted in New York State until at least June 20th. While there is a temporary moratorium on evictions, there is currently no moratorium on a tenant's obligation to pay rent or an owner's obligation to provide essential services.

For assistance with housing issues contact:

#### **Legal Aid of Rockland**

(845) 634-3627

[www.legalaidrockland.org](http://www.legalaidrockland.org)

Provides free civil legal services to residents who cannot afford a private attorney.

#### **Legal Services of the Hudson Valley**

(845) 476-3831

[www.lshv.org](http://www.lshv.org)

Provides free non-criminal legal counsel and representation in areas of basic needs for income eligible persons. Civil legal matters including divorce, traffic tickets, foreclosure matters, denial of emergency services

#### **Rockland Housing Action Coalition**

(845) 708-5799 ext. 201

[www.rhachomes.org](http://www.rhachomes.org)

A housing counselor can provide free support/guidance for homeowners and renters struggling to pay their monthly housing payment.



### XIII. Rental Assistance

#### **Rockland Housing Action Coalition**

120 North Main Str., Annex 1st Floor  
New City, NY 10956  
Tel. (845) 708 5797 ext. 203  
Fax (845) 708 5798  
Website: [www.rhachomes.org](http://www.rhachomes.org)

Beginning May 1, 2020 rent assistance will be available for up to 3 months for individuals who are unable to pay their rent due to Covid-19. In order to qualify for a rent subsidy you need to provide evidence of the following:

- If you could not work due to contracting the Coronavirus, provide a letter from your doctor or the Rockland County Department of Health
- If you could not work due to a job loss, provide a letter from your employer stating you are currently unemployed due to Covid-19
- If your employment hours were reduced due to Covid-19, provide a letter from your employer describing the hours you previously worked and the hours you are currently working

Other forms you need to complete:

- The Self Certification of Annual Income By Beneficiary Form which all household members 18 or over have to sign
- Violence against Woman Act Lease Addendum
- A signed agreement from your landlord stating he/she agrees to accept a rent payment(s) from the Rockland Housing Action Coalition. This form will be provided by the Rockland Housing Action Coalition if it is determined you are eligible for a rent subsidy(s)
- Contact information form for landlord

In order to be eligible for a rent subsidy your current household income cannot exceed HUD low income guidelines which is based on the number of people residing in your household. See below:

1 Person	2 Persons	3 Persons	4 Persons	5 Persons	6 Persons	7 Persons	8 Persons
45,180	51,600	58,080	64,500	69,660	74,820	79,980	85,140

PLEASE NOTE: If the building is older than 1978 a lead-based inspection will be required.

An Application for assistance can be found on the website.

## **XIV. BANKING & STUDENT LOANS**

### **Banking**

The NYS Department of Financial Services New York regulated banking organizations to eliminate ATM fees, overdraft fees, and credit card late payment fees for any individual who demonstrates financial hardship as a result of the COVID-19 pandemic.

### **Student Loans**

On April 7, 2020, Governor Cuomo announced an agreement with the largest student loan servicers in New York to obtain relief for student loan borrowers experiencing financial hardship due to COVID-19 who contact their private student loan servicer.

Available relief includes 90 days of deferred monthly payments, waived late fees, no negative reporting to credit agencies, and enrolling eligible borrowers in available long-term assistance program.

## **XV. REOPENING**

### **State Guidelines for Business Reopening**

- 1) Protection/safety for employees/clients/customers**
- 2) Physical Workspace**
- 3) Implement processes that meet the changing public health obligation**

So how do you do this

- 1) Suggested to put a team together (employees/board members) to look at all guidelines for reopening, keep up to date on guidelines (change frequently) and draft a reopening plan, including policies/procedures/guidelines.
  - a. Review and abide by all federal, state and local guidelines (reopening – phases)
  - b. Review and abide by all laws: OSHA, Americans with Disabilities Act, Anti-discrimination, Emergency Paid Sick Leave (COVID 4-1-20 through 12-31-20), Emergency Family Leave Act (COVID)
  - c. When to open and how
  - d. What policies/procedures needed**

### **Safety for Employees/Clients/Customers**

- 1) Considerations
  - a. Where, how and what sources might expose employees to virus
  - b. Employees individual risk factors (older age, chronic medical condition, immune compromised)
  - c. Work remotely vs. in office
  - d. Open in shifts, stagger work hours
  - e. Social distancing
  - f. Require wearing of PPE – proper use/disposing, vary by workplace
  - g. Allow visitors, clients, customers
  - h. COVID-19 exposure/diagnosis in the workplace
  - i. Screenings employees (daily, return to work) – temperature, testing – who does it – confidentiality. Comply with CDC recommendations
  - j. Screening clients, customers that enter workplace
  - k. Employees stay home when sick
  - l. Cleaning/sanitation plan: wash hands regularly, avoid touching face, don't shake hands, social distancing, sneeze/cough into elbow, tissue. Employer provide tissues, soap, sanitizer, etc.)
  - m. Employees not use others phones, computers, etc.
  - n. Employee training on policies/procedures
  - o. Exposure to sick individual (employee, client, customer) – report confirmed cases
    1. Employees self-monitor for signs and symptoms
    2. Employee report when sick or experiencing symptoms
    3. Immediate isolation if employee has signs or symptoms

## **Safety Physical Workspace**

- 1) Considerations
  - a. Move furniture (social distancing)
  - b. Cleaning and sanitation standards – use approved disinfectants
  - c. Common areas – conference room, bathrooms, kitchen
  - d. Common areas in building – hallways, stairwells, elevators
  - e. Need to close again
  - f. Drive – up/through, clear plastic guards
  - g. Replace face-to-face meetings with virtual
  - h. Post Policies/guidelines

## **In accordance with NYS State Guidelines all businesses must put the following safety precautions in place upon reopening**

- 1) Adjust workplace hours and shift design as necessary to reduce density in the workplace
- 2) Enact social distancing protocols
- 3) Restrict non-essential travel for employees
- 4) Require all employees and customers to wear masks if in frequent contact with others
- 5) Implement strict cleaning and sanitation standards

## **Resources**

- 1) NYS Department of Health – Reopening Safety Plan Template  
[https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS\\_BusinessReopeningSafetyPlanTemplate.pdf](https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS_BusinessReopeningSafetyPlanTemplate.pdf)
- 2) NY Forward – Guide to Re-Opening  
<https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYForwardReopeningGuide.pdf>
- 3) OSHA Guidance on Preparing the Workplace for COVID-19  
<https://www.osha.gov/Publications/OSHA3990.pdf>
- 4) Probono Partnership – Getting Back to Work  
<https://www.probonopartner.org/publications/getting-back-to-work-considerations-for-returning-to-the-workplace-after-covid-19-shut-downs/>

## **XVII. OTHER INFORMATIONAL RESOURCES**

### **Rockland County COVID-19 Hotline**

(845) 238-1956, Email: COVIDCallCenter@co.rockland.ny.us  
Monday – Friday, 8:00 a.m. – 5:00 p.m.

### **Rockland County Government**

<https://rocklandgov.com/>

### **Rockland County Department of Health**

<https://rocklandgov.com/departments/health/coronavirus-covid-19/>

### **New York State Governor**

<https://www.governor.ny.gov/>

### **New York State Department of Health**

<https://coronavirus.health.ny.gov/home>

### **Center for Disease Control (CDC)**

<https://www.cdc.gov/>

### **Substance Abuse and Mental Health Services Administration (SAMHSA)**

<https://www.samhsa.gov/coronavirus>

### **World Health Organization (WHO)**

<https://www.who.int/>

### **Hudson Valley 211**

Call 211, or <http://www.hudson211.org/cms/>

### **United Way of Rockland**

[www.uwrc.org](http://www.uwrc.org)