



**CHERELLE L. PARKER**

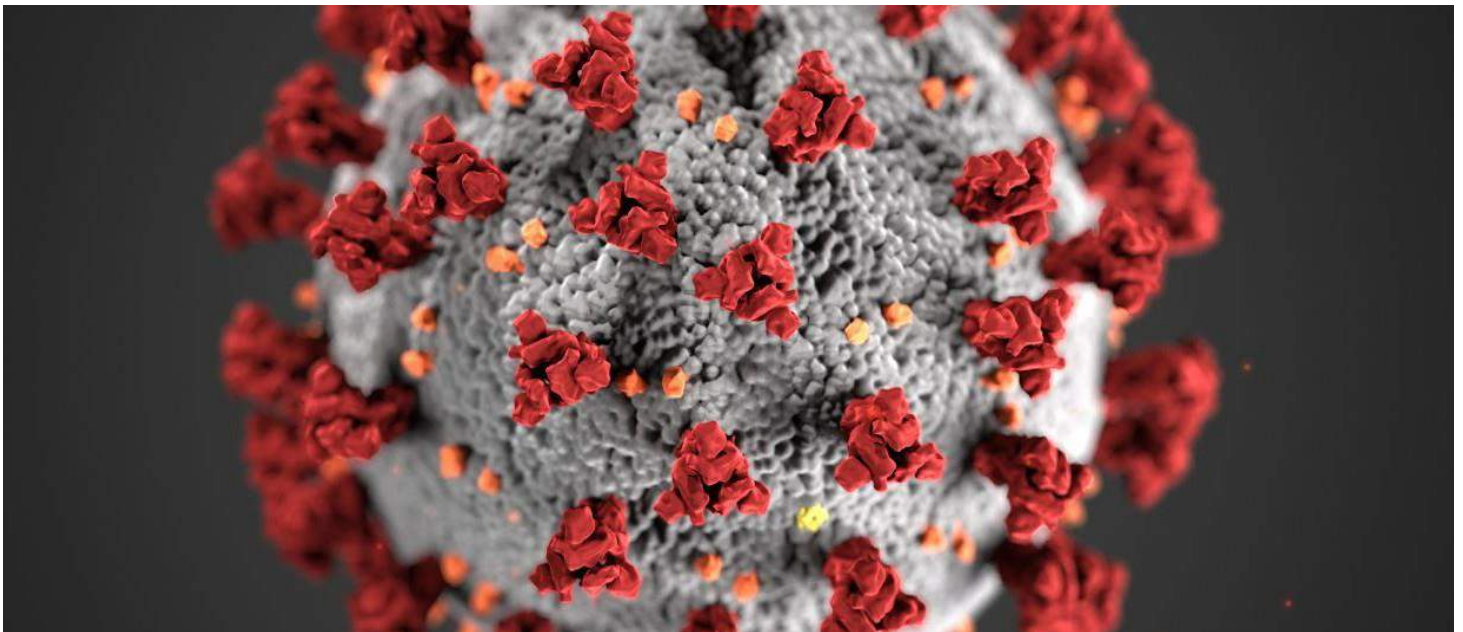
9TH DISTRICT COUNCILMEMBER, MAJORITY LEADER



City  
Council  
PHILADELPHIA  
PHLCouncil.com

# 9th Council District COVID-19 Resource Guide

April 9, 2020 (\*Last updated on 4/27/20.)



*Stay Home, Stay Informed, Stay Healthy!*

**“The ultimate measure of a man is not  
where he stands in moments of comfort and convenience,  
but where he stands at times of challenge and controversy.”**

**~ Martin Luther King, Jr.**

Office of Cherelle Parker, 9<sup>TH</sup> District Councilmember | City Hall Room 577 | (215) 686-3455

District Office: 1538 E. Wadsworth Ave., Philadelphia, PA 19150 | (215) 686-3454



@CouncilwomanCherelleLParker



@CherelleParker9



@CherelleParker9



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Dear Friends and Neighbors,

As you know, information related to the Coronavirus Disease 2019 (COVID-19) is rapidly changing as federal, state and local governments do their best to respond and reduce the spread of this virus. To that end, my office has compiled the important information contained in this guide as a resource for our families, workers, small business owners, neighbors and community. This guide will be updated regularly to reflect the latest information available.

I encourage all residents to sign-up for free real-time alerts from the Philadelphia Department of Public Health by texting COVIDPHL to 888-777. New information is also available on the [Department's webpage](#) as well as the [Commonwealth of Pennsylvania's website](#), which is regularly updated.



Councilwoman Cherelle L. Parker

Residents with questions can also call the Greater Philadelphia Coronavirus Helpline at 1-800-722-7112. The Helpline, free and available 24/7, is staffed by trained healthcare providers. This helpline is intended for anyone in the Greater Philadelphia area with questions about the COVID-19 coronavirus.

While these are challenging times, help is on the way and I am confident that, together, we can overcome this crisis. City Council offices are temporarily closed, but you can always get in touch with me or my staff by calling 215-686-3454 or 215-686-3455 (leave a message and we will return your call) or via e-mail at the addresses listed below.

Councilwoman Cherelle Parker  
Heather Pierce, Chief of Staff  
Rachel Meadows, Director of Policy & Legislation  
Kyasha Tyson, Dir. of Community & Economic Development  
Hilary Emerson, Chief Legal, Housing & Zoning Counsel  
Solomon Leach, Director of Research & Communications  
Michele Smart, Senior Constituent Services Rep  
Tascha Chalmers, Director of Community Engagement  
Gabrielle Cook-Frazier, Constituent Services Rep  
Karla Colon, Constituent Services Rep  
William Bailey, Administrative Assistant

[councilwomanparker@phila.gov](mailto:councilwomanparker@phila.gov)  
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[kyasha.tyson@phila.gov](mailto:kyasha.tyson@phila.gov)  
[hilary.emerson@phila.gov](mailto:hilary.emerson@phila.gov)  
[solomon.leach@phila.gov](mailto:solomon.leach@phila.gov)  
[michele.smart@phila.gov](mailto:michele.smart@phila.gov)  
[tascha.chalmers@phila.gov](mailto:tascha.chalmers@phila.gov)  
[gabrielle.cook-frazier@phila.gov](mailto:gabrielle.cook-frazier@phila.gov)  
[karla.colon@phila.gov](mailto:karla.colon@phila.gov)  
[william.m.bailey@phila.gov](mailto:william.m.bailey@phila.gov)

In closing, I want to thank my staff and other stakeholders for compiling this document, and for their continued hard work and dedication. We remain committed to addressing your needs. Please remember to stay home, stay informed and stay healthy.

Sincerely,

Cherelle L. Parker  
City Council of Philadelphia  
9th District/Majority Leader

# City Council Members



Council President/5<sup>th</sup> District  
Darrell Clarke  
City Hall, Room 313  
215-686-3442, -3443



Majority Leader/9<sup>th</sup> District  
Cherelle Parker  
City Hall, Room 577  
215-686-3454, -3455



Majority Whip/4<sup>th</sup> District  
Curtis Jones  
City Hall, Room 404  
215-686-3416, -3417



Deputy Majority Whip/1<sup>st</sup> District  
Mark Squilla  
City Hall, Room 332  
215-686-3458, -3459



2<sup>nd</sup> District  
Kenyatta Johnson  
City Hall, Room 580  
215-686-3412, -3413



3<sup>rd</sup> District  
Jamie Gauthier  
City Hall, Room 586  
215-686-0459, -0460



6<sup>th</sup> District  
Bobby Henon  
City Hall, Room 484  
215-686-3444, -3445



7<sup>th</sup> District  
Maria D. Quiñones-Sánchez  
City Hall, Room 508  
215-686-3448, -3449



8<sup>th</sup> District  
Cindy Bass  
City Hall, Room 312  
215-686-3424, -3425



10<sup>th</sup> District  
Brian O'Neill  
City Hall, Room 562  
215-686-3422, -3423



## At-Large Council Members



David Oh  
City Hall, Room 319  
215-686-3452, -3453



Helen Gym  
City Hall, Room 592  
215-686-3420, -3421



Derek Green  
City Hall, Room 594  
215-686-3450, -3451



Allan Domb  
City Hall, Room 316  
215-686-3414, -3415



Katherine Gilmore Richardson  
City Hall, Room 581  
215-686-0454, -0455



Kendra Brooks  
City Hall, Room 408  
215-686-0461, -0462



Isaiah Thomas  
City Hall, Room 330  
215-686-3446, -3447

## **Philadelphia Delegation – Pennsylvania Senate**



Christine Tartaglione  
2 • Philadelphia



Vincent Hughes  
7 • Montgomery/Philadelphia



Anthony Williams  
8 • Delaware/Philadelphia



John Sabatina, Jr.  
5 • Philadelphia



Larry Farnese  
1 • Philadelphia



Art Haywood  
4 • Montgomery/Philadelphia



Sharif Street  
3 • Philadelphia

**Find Your State Senator [Here](#)**

## **Philadelphia Delegation – Pennsylvania House of Representatives**



Jason Dawkins  
Chair  
179 • Philadelphia



Malcolm Kenyatta  
Vice-Chair  
181 • Philadelphia



Elizabeth Fiedler  
Secretary  
184 • Philadelphia



Kevin J. Boyle  
172 • Montgomery/  
Philadelphia



Donna Bullock  
195 • Philadelphia



Danilo Burgos  
197 • Philadelphia



Morgan Cephas  
192 • Philadelphia



Angel Cruz  
180 • Philadelphia



Pamela A. DeLissio  
194 • Montgomery/  
Philadelphia



Maria P. Donatucci  
185 • Philadelphia/  
Delaware



Michael J. Driscoll  
173 • Philadelphia



Isabella Fitzgerald  
203 • Philadelphia



G. Roni Green  
190 • Philadelphia



Jordan A. Harris  
186 • Philadelphia



Joe Hohenstein  
177 • Philadelphia



Mary Isaacson  
175 • Philadelphia



Stephen Kinsey  
201 • Philadelphia



Thomas Murt  
152 • Montgomery/  
Philadelphia



Joanna E. McClinton  
191 • Philadelphia/  
Delaware



Ed Neilson  
174 • Philadelphia



Chris Rabb  
200 • Philadelphia



James R. Roebuck, Jr.  
188 • Philadelphia



Brian Sims  
182 • Philadelphia



Jared G. Solomon  
202 • Philadelphia



Martina White  
170 • Philadelphia



Rosita C. Youngblood  
198 • Philadelphia

**Find Your State Representative [Here](#)**

## **Pennsylvania Delegation – U.S. Senate**



U.S. Senator Bob Casey  
Philadelphia Office  
2000 Market Street, Suite 610  
215-405-9660  
[Website](#)



U.S. Senator Pat Toomey  
Philadelphia Office  
200 Chestnut Street, Suite 600  
215-241-1090  
[Website](#)



## **Philadelphia Delegation – U.S. House of Representatives**



U.S. Rep. Brendan Boyle - 2nd District  
District Office  
One & Olney Shopping Center  
5675 N. Front Street, Suite 180 (19120)  
267-335-5643  
[Website](#)



U.S. Rep. Dwight Evans - 3rd District  
Philadelphia District Office  
7174 Ogontz Avenue (19138)  
215-276-0340  
[Website](#)



U.S. Rep. Mary Gay Scanlon - 5th District  
East Lansdowne District Office  
927 East Baltimore Avenue  
East Lansdowne, PA 19050  
610-626-2020  
[Website](#)



## **Executive Branch**

### **Local Government**



Mayor Jim Kenney  
City Hall, Office 215  
215-686-2181  
[Website](#)

### **State Government**



Gov. Tom Wolf  
Regional Office  
110 N. 8th Street, Suite 505  
Philadelphia, PA 19107  
215-560-2640  
[Website](#)



Lt. Gov. John Fetterman  
Regional Office  
110 N. 8th Street, Suite 505  
Philadelphia, PA 19107  
717-727-3061  
[Website](#)

### **Stay at Home Order from Mayor James F. Kenney**

As you know, in an effort to contain the spread of COVID-19, the City of Philadelphia is restricting certain business and personal activities. The City issued a [Business Activity and Stay at Home Order](#) detailing restrictions on business activity, personal activity, and congregation in Philadelphia in light of the ongoing COVID-19 pandemic. These latest restrictions took effect Monday, March 23, 2020, at 8 a.m. and remain in effect until further notice.

In addition, on March 25th, the City released **voluntary self-quarantine guidelines** for individuals who have recently traveled to parts of New York and New Jersey. The City is asking individuals who have traveled to New York City, Nassau, Westchester, and Suffolk counties in New York State, and Bergen County in New Jersey to self-quarantine for 14 days after their last visit to these areas. Information on how to effectively self-quarantine is available [here](#).

### **Stay at Home Order from Gov. Tom Wolf**

All 67 Pennsylvania counties are now under a Stay at Home order until May 8.

All individuals in counties subject to this policy must STAY AT HOME except for certain essential activities and work to provide life-sustaining business and government services.

See [Governor Wolf's order](#) and the [Secretary of Health's order](#).

Gov. Wolf also announced that Pennsylvania will utilize a three-phase matrix to determine when counties and/or regions are ready to begin easing some restrictions on work, congregate settings, and social interactions. [See the full plan for reopening Pennsylvania.](#)

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**NOTE:** If you find information in this guide that needs to be corrected/updated or have information that should be included, please email us at [solomon.leach@phila.gov](mailto:solomon.leach@phila.gov).

# Important Contacts

**Non-Emergency City Services or to report a business in violation of current restrictions:** 311

**Greater Philadelphia Coronavirus Helpline:** 1-800-722-7112

*Pennsylvania's Support Helpline:* 855-284-2494

**Philadelphia Domestic Violence Hotline (24/7):** 866-723-3014

**National Domestic Violence Hotline (24/7):** 800-799-7233

**Housing Hotline for Tenants:** 267-443-2500

**Save Your Home Philly Hotline:** 215-334-4663

**Mental Health Crisis (24/7):** 215-685-6440

**Social Security Administration:** 877-541-5846 (for card assistance); 866-495-0255 (other services)

**Philadelphia Water Department (PWD):** 215-685-6300

**Philadelphia Gas Works (PGW):** 215-235-1000

**PECO:** 1-800-494-4000

**PA Attorney General's Consumer Protection Unit:** 570-904-2663

*Veterans Assistance:* 800-273-8255

**Child Abuse Hotline:** 215-683-6100

## Other Resources

[Centers for Disease Control and Prevention \(CDC\)](#)

[Pennsylvania Department of Health](#)

[Philadelphia Department of Public Health](#)

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# Business

## **Limited Business Activity Information**

In an effort to contain the spread of COVID-19, the City of Philadelphia is restricting certain business activities. The City issued a [Business Activity and Stay at Home Order](#), effective March 23, 2020, detailing restrictions on business activity, personal activity, and congregation in Philadelphia in light of the pandemic.



## **Examples of Essential Businesses:**

The following is a list of examples of businesses that can operate during this period:

- Supermarkets, grocery stores, farmers' markets, convenience stores, and mini markets
- Restaurants that provide food through delivery or pickup, drive-through, and online or phone ordering. **Walk-in ordering and dine-in services are prohibited.**
- Gas stations, auto repair shops, and bicycle repair shops
- Hardware stores (lawn and garden stores are excluded)
- Pharmacies
- Stores supplying life-sustaining electrical, plumbing, heating, automotive parts, and other life-sustaining materials
- Home healthcare services
- Post offices and package delivery services
- Laundromats and dry cleaners
- Banks and credit unions using drive-through, ATM, and limited lobby services
- Veterinary clinics and pet stores
- Hotels
- Emergency home/commercial building repairs

- Any business that is operating virtually or remotely without physical contact with the public or other workers

**Important note regarding essential business operations:**

- Walk-in takeout orders at restaurants are now **prohibited**. Food can be picked up at a drive through. Food may also be pre-ordered via telephone or internet and either picked up or delivered.
- Grocery stores and other essential businesses should discourage leisure or idle conduct by customers and manage store occupancy to allow for social distancing.

**Examples of Non-Essential Businesses:**

The following is a list of examples of businesses that cannot open during this period:

- |                                      |                             |
|--------------------------------------|-----------------------------|
| • Movie theaters                     | • Fitness clubs             |
| • Bars                               | • Car dealerships           |
| • Food trucks                        | • Art and music venues      |
| • Amusement facilities               | • Furniture stores          |
| • Ice cream trucks                   | • Night clubs               |
| • Event halls                        | • Shopping mall             |
| • Clothing stores                    | • <i>Short-term rentals</i> |
| • Personal care salons (hair, nails) | <i>(Airbnb)</i>             |

For a complete list of business activity restrictions issued by the City of Philadelphia and the Commonwealth of Pennsylvania, visit the [City's COVID-19 website](#).

**Business owners or managers** who have questions about restrictions should email the Philadelphia Commerce Department at [vbeoc@phila.gov](mailto:vbeoc@phila.gov).

**Residents or employees** who believe a business is in violation of current restrictions are urged to contact 311.

**The process to request a waiver from the Commonwealth to keep your location open is no longer available. If you have already submitted your request, all decisions will be communicated by email and will balance public health, safety, and the security of our industry supply chains supporting life-sustaining businesses.**

### **Philadelphia COVID-19 Small Business Relief Fund - Grants and Loan Program**

*Due to the extraordinary demand and limited resources available, the Philadelphia Department of Commerce and PIDC are no longer accepting applications.*

*All applications submitted are currently under review. A representative from the Department of Commerce will contact applicants directly.*

*If you have questions regarding the Relief Fund, please contact the Commerce Department at 215-683-2100 or via email at [business@phila.gov](mailto:business@phila.gov).*

### **COVID-19 Working Capital Access (CWCA) - Loan Program**

Due to an overwhelming response, as of 7 p.m. on March 31st, the Pennsylvania Department of Community and Economic Development (DCED) is no longer accepting applications for this program. Pennsylvania Industrial Development Authority (PIDA) staff is in the process of reviewing submitted applications for approval.

### **U.S. Small Business Administration (SBA)**

The federal SBA is also providing financial and other resources for businesses and nonprofit organizations, including faith-based organizations, impacted by the COVID-19 pandemic. More information can be found [here](#).

**Contact:** SBA Disaster Assistance Customer Service Center, 800-659-2955,  
[disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).

**Website:** <https://www.sba.gov>

#### **Local District Office:**

**Address:** Eastern Pennsylvania District Office,

660 American Avenue, Suite 301, King of Prussia, PA  
**Phone:** 610-382-3062  
**Email:** [phila\\_do@sba.gov](mailto:phila_do@sba.gov)

### **Philadelphia Emergency Fund for Stabilization of Early Education (PEFSEE)**

The Philadelphia Emergency Fund for Stabilization of Early Education (PEFSEE) aims to ensure that Philadelphia's early learning sector can weather the COVID-19 crisis. PEFSEE will provide grant funds to minimize the loss of capacity and expertise in the sector so that children and families continue to have access to high quality early learning opportunities once this crisis has passed.

Tiered grant awards of up to \$20,000 will be made available to provide immediate relief to eligible organizations with operations located in the city of Philadelphia.

Applications are now being accepted [here](#).

For general questions, please email: [PEFSEE@reinvestment.com](mailto:PEFSEE@reinvestment.com)

### **Verizon Small Business Recovery Fund**

Local Initiatives Support Corporation (LISC) and Verizon have partnered to issue grants to help small businesses fill urgent financial gaps until they can resume normal operations or until other more permanent financing becomes available. The application period for Round 1 is now closed.

Please click [here](#) to register for the next round beginning mid-April.

### **Small Business Loan Fund (Nonprofit Organizations also Eligible)**

The City of Philadelphia, in partnership with Goldman Sachs and Lendistry, is providing \$10 million in potentially forgivable SBA Paycheck Protection Program loans to help Philadelphia small businesses, including non-profit organizations, weather the economic impact of COVID-19. Building upon its *10,000 Small Businesses* initiative, Goldman Sachs has committed the funding for loans for small businesses in the Philadelphia region, with a focus on urban marginalized communities, in a partnership with Lendistry, a leading community development financial institution (CDFI). Lendistry will offer loans directly to small business owners. The loans can be used for: payroll costs; interest on mortgages, rent, and utilities. Applicants can [apply here](#).



## **Grant Opportunities for Nonprofit, Art, & Music Organization**

### **COVID-19 Arts Aid PHL Fund**

*The City of Philadelphia's Office of Arts, Culture and the Creative Economy (OACCE), the Greater Philadelphia Cultural Alliance (GPCA), and the Philadelphia Cultural Fund (PCF) have partnered to create the COVID-19 Arts Aid PHL, a new emergency support fund focused on the arts and culture sector in the Philadelphia region. COVID-19 Arts Aid PHL will support individual artists as well as small arts and culture organizations (annual budgets no greater than \$250,000) and mid-sized organizations (annual budgets of \$250,000 – \$15M) whose operations, work and livelihood have been deeply affected by the COVID-19 pandemic.*

**Website:** <https://creativephl.org/artsaidphl/>

### **United Way's PHL COVID-19 Fund**

*The PHL COVID-19 Fund provides grants to nonprofits throughout the Greater Philadelphia region that have a demonstrated track record of serving those most at-risk during this crisis, such as seniors, people with disabilities, and those who are experiencing homelessness or who are economically disadvantaged. Grants will be used to continue community safety nets including food pantries and health services; help with preparedness and protection needs such as hygiene supplies; and ensure access to accurate, up-to-date information and available services. The first round is closed but continue to check back for additional rounds.*

**Website:** <https://phlcovid19fund.org/covid-19/>

## **Pennsylvania Manufacturing Call to Action Portal**

*The Pennsylvania Department of Community & Economic Development (DCED) – in collaboration with strategic partners – wants to mobilize manufacturers that can produce critical medical supplies and products in response to the COVID-19 pandemic.*

*If you are a current manufacturer of supplies and products or can pivot your existing manufacturing capabilities to meet the necessary demand, DCED wants to hear from you.*

*The Pennsylvania Manufacturing Call to Action Portal allows us to:*

- **Match** manufacturers and distributors to fill specific supply chain needs to meet increasing demands for medical supplies and related products.

- *Assist manufacturers that have workforce needs or gaps and aid them in identifying skilled workers.*
- *Identify manufacturers that can pivot or innovate to fulfill the demand for medical supplies and related products.*

For more information and eligibility requirements, visit

<https://spportal.dot.pa.gov/ppeinventory/pages/mschain.aspx>.

### **Philadelphia Association of Community Development Corporations (PACDC)**

PACDC has compiled a [Resource Directory](#) for its members and Philadelphia residents to help them navigate the current crisis. PACDC's office is currently closed, but staff are working remotely.

**Contact:** Zakya Hall, [zhall@pacdc.org](mailto:zhall@pacdc.org)

**Website:** <http://pacdc.org>

### **The Chamber of Commerce for Greater Philadelphia**

The Chamber has set up a [COVID-19 Information Hub](#) that includes crisis support resources for businesses.

**Contact:** [memberengagement@chamberphl.com](mailto:memberengagement@chamberphl.com)

**Website:** <https://chamberphl.com>

### **Temple Small Business Development Center (SBDC)**

The Temple SBDC is continuing to operate but conducting all activities remotely. There are no in-person training events or walk-in assistance until further notice. Business operations will continue as usual during normal workweek hours.

**Phone:** 215-204-7282, Monday-Friday, 9 a.m.-5 p.m.

**Email:** [sbdc@temple.edu](mailto:sbdc@temple.edu)

**Website:** <https://www.fox.temple.edu/institutes-and-centers/small-business-development-center/>

### **Professional Licensing**

If you are a professional licensed by the Commonwealth of PA, the Bureau of Professional and

Occupational Affairs (PA Department of State) has been granted permission by Governor Wolf to extend renewal deadlines and temporarily waive certain fees, regulations and requirements due to the current public health crisis. Examples of affected occupations include health care professionals, notaries, cosmetologists/barbers, and court reporters. Certain regulations are also being waived for retired health care professionals so that they can more readily provide assistance during this time. More information is available [here](#).

**Contact:** The Bureau can only be contacted via email at this time. To reach the appropriate Board or Commission for your profession, please select the relevant email from [this list](#).

**Website:** <https://www.dos.pa.gov/ProfessionalLicensing/Pages/default.aspx>

The **Professional Beauty Association** has information and resources available for beauty professionals, including a relief fund. More information is available [here](#).

## City Council of Philadelphia

Following consultations with the Philadelphia Department of Public Health and members of Council, City Council President Darrell L. Clarke announced that all legislative decisions, meetings and public hearings of City Council will be postponed, subject to updated information from public health authorities on the spread of the Coronavirus and its impact on the City of Philadelphia.

As with all Council hearings and meetings, any sessions will be broadcast live on the city's public access channels Xfinity 64 and Verizon 40, as well as livestreamed at [www.phlcouncil.com/watch](http://www.phlcouncil.com/watch).

Council staff are continuing to explore technology that may allow Council members to participate remotely in future hearings and meetings during this ongoing emergency. Any future procedural and schedule changes will be announced by the City Council President's office.

*City Council will hold a Meeting remotely on May 1st to receive a revised FY2021 city budget proposal from Mayor Kenney and his administration. The Stated Meeting on May 1st will take place at 11 a.m. The meeting will be held remotely using Microsoft Teams, a technology available to*

*Council through its information technology office. This remote meeting can be viewed on Xfinity Ch. 64, Verizon Ch. 40 or live-streamed at [www.PHLCouncil.com/watch](http://www.PHLCouncil.com/watch).*

*Also on May 1, City Council's Committee of the Whole will meet remotely at 9:30 a.m. The agenda of the Committee of the Whole includes resolutions regarding the Mayor's nominees to the Philadelphia Board of Education, which require Council approval. That committee hearing can also be viewed on Channels 64 or 40 and live-streamed at [www.PHLCouncil.com/watch](http://www.PHLCouncil.com/watch).*

*Because of the ongoing pandemic, public comment for the May 1st Stated Meeting has been adjusted to meet with social distancing recommendations from the Health Department, while still allowing the public to weigh in on matters printed on the meeting agenda.*

*For agenda details, go to <https://phila.legistar.com/Calendar.aspx>.*

*Speakers interested in making public comment at the Stated Meeting must call 215-686-3406 by 5 p.m. on Thursday, April 30, and submit their name, a call-back number, and state whether they are for or against any specific bill or resolution on the agenda. Speakers who submit this information by April 30th will be called during the session and invited to the remote meeting. They will have up to three minutes to speak.*

## **Construction**

*Beginning May 1, 2020, all businesses in the construction industry in the Commonwealth are permitted to maintain in-person operations pursuant to the Governor's and Secretary of Health's April 20, 2020 amendments to the Business Closure Orders so long as their activities strictly adhere to this guidance. Construction projects previously granted an exemption to continue in-person operations may continue operations but must adhere to this guidance.*

*Prior to May 1st, all businesses in the construction industry should continue to follow existing Administration orders and guidance and may continue to maintain in-person operations to the extent authorized by any existing exemptions.*

**Website:** <https://www.governor.pa.gov/wp-content/uploads/2020/04/20200423-Construction-Industry-Guidance.pdf>



# Consumer Protection

As the Coronavirus continues to spread across the world, scammers are taking advantage of consumer fear and confusion to steal their private or financial data. Click the links below to see known phishing and other scams related to Coronavirus and some tips on how to identify them and protect yourself.

- <https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>
- <https://uspirgedfund.org/feature/usp/identifying-coronavirus-phishing-scams>

## **ALERTS!!!!**

- The City has received reports that some people are knocking on doors pretending to be Census takers and asking for donations. Please be aware that official Census workers will not be knocking on doors until after May 7, 2020, and they will never ask for donations.
- Scam emails about COVID-19 that impersonate organizations, like health or charity organizations, are becoming more frequent. These scam emails mimic or hide their identities so they can steal your login and password to infect your computer and network with malware. Use caution when opening attachments or links in emails unless you double check that they are from a trusted source.
- The PA Department of Revenue and PA Department of Banking and Securities has provided information about new scams to steal personal information related to the issuance of the Economic Impact Payments. For more information about how to protect yourself from these scams, click [here](#).
- The First Judicial District of Pennsylvania (Philadelphia Courts) is advising the public to be on alert for a phone scam that spoofs or fakes the Philadelphia Court's name and telephone number on the recipient's voicemail and/or caller ID. Callers claim to be representatives of the Court, demanding monies or personal information such as social security numbers or credit card numbers. Please be advised that the Court never requests personal identifiers such as social security numbers by telephone call. The Court does not request or accept credit card information by telephone. Credit card payments should only be made through secure online applications, such as PAePAY or through the Court's electronic filing systems.

The Court does not call private citizens to threaten or demand money. The public is cautioned to never give out personal information to unknown callers.

If you have received one of these calls, it is recommended that you contact the [Federal Trade Commission](#). If you are a victim of one of these calls, please contact your local police department or visit the Court's website [here](#).

### **“PA CARE Package” - PA Office of Attorney General Consumer Relief Initiative**

This Pennsylvania program will implement and expand on the recently passed CARES Act to protect Pennsylvania consumers. Under the initiative, banks and financial institutions will be working with the Pennsylvania Office of Attorney General's Bureau of Consumer Protection to offer additional important protections for consumers affected by the COVID-19 pandemic.

To commit to the “PA CARE Package” initiative, financial institutions and banks must offer additional assistance to Pennsylvanians facing financial hardship due to impacts of the COVID-19 pandemic.

- Expansion of small and medium business loan availability
  - 90-day grace period for mortgages (at least)
  - 90-day grace period for other consumer loans such as auto loans
  - 90-day window for relief from fees and charges such as late, overdraft fees
  - Foreclosure, eviction, or motor vehicle repossession moratorium for 60 days
  - No adverse credit reporting for accessing relief on consumer loans
- 
- A list of participating financial institutions is available [here](#).
  - Information about the assistance required under the federal CARES Act is available [here](#).
  - If you have any questions or concerns about the assistance offered by your mortgage lender, you should speak with a housing counselor. A list of all housing counseling agencies in Philadelphia can be found [here](#).

*The Pennsylvania Attorney General has created a [Rights and Resource Guide](#).*

### **Price Gouging and Other Issues**

If you notice price gouging during this crisis, please contact the PA Office of Attorney General. The

Office can also assist with fraud and scams as well as health insurance issues.

- **Price Gouging**
  - **Email:** [pricegouging@attorneygeneral.gov](mailto:pricegouging@attorneygeneral.gov)
  - Please provide the name and price of the product as well as the name and location of the business selling it. Photos are welcome.
  - **Website:** <https://www.attorneygeneral.gov/covid19/>
- **Fraud/Scams**
  - **Phone:** 570-904-2663
  - **Email:** [scam@attorneygeneral.gov](mailto:scam@attorneygeneral.gov)
  - **Online:** <https://www.attorneygeneral.gov/submit-a-complaint/scams-complaint/>
- **Health Insurance** (Health Care Section)
  - **Phone:** 877-888-4877
  - **Email:** [healthcare@attorneygeneral.gov](mailto:healthcare@attorneygeneral.gov)

## Courts/Legal Aid

### Courts

*All courts, civil and criminal, in Philadelphia are closed through May 29<sup>th</sup>. Jurors do NOT need to report for jury duty;* however, the following matters are still being handled:

- Juvenile Detention Hearings and shelter care hearings
- Emergency and Temporary Protection From Abuse (PFA) requests
- Certain criminal hearings
- **Website:** <https://www.courts.phila.gov/covid-19/>

*Note: All paperwork related to court cases can still be electronically filed, including for Orphans' Court matters.*

### Domestic Violence

- Obtaining an Emergency or Temporary Protection From Abuse (PFA) order
  - To file during business hours:

- **Telephone** - 215-686-6311, ext. 19217, Monday-Friday, 8:30 a.m. to 11:30 a.m. (use this option if you need assistance preparing and filing your petition)
- **Email** - [TempPFA@courts.phila.gov](mailto:TempPFA@courts.phila.gov), Monday-Friday, 8 a.m. to 4 p.m. (*use this option to file prepared petitions ONLY*)
- **For either option, you must be prepared to provide a valid email address and phone number.**
- **Hearings will be held electronically Monday-Friday, between 11 a.m. and 4 p.m.**
- To file during non-business hours/weekend:
  - **In-Person** - Stout Criminal Justice Center, 13th & Filbert Street, Room B-03
- For more information, click [here](#).
- **Philadelphia Domestic Violence Hotline (24/7):** 866-723-3014
- **National Domestic Violence Hotline (24/7):** 800-799-7233 or <https://www.thehotline.org>

### Legal Assistance for Domestic Violence

- **Women Against Abuse Legal Center**
  - **Phone:** 215-686-7082 (leave a message, calls will be returned during regular business hours)
  - **PFA Resource Guide** [here](#).
  - **Website:** <https://www.womenagainstabuse.org/media-library/news/a-message-from-our-executive-director-and-president-dr-jeannine-l-lisitski-regarding-covid-19>
- **Philadelphia Legal Assistance**
  - **Family Law Intake Line:** 215-981-3838, Monday-Thursday, 9:30 a.m. - Noon
    - Speakers of languages other than English and Spanish may leave a message with the Immigrant Women's Legal Assistance Hotline by calling 215-981-3838 at any time.
  - **Online:** <https://philalegal.org/apply>
  - **Website:** <https://philalegal.org/PFA>



## **Tax/Mortgage Foreclosures**

- All hearings and conferences related to mortgage or property tax foreclosures have been suspended, postponed, or cancelled. **For questions about the status of your case, please contact the Save Your Home Philly Hotline at 215-334-4663, Monday-Friday, 9 a.m. to 5 p.m.**
- *The **Mortgage Foreclosure** sheriff sales scheduled for June 2nd have been postponed until September 1st. Click [here](#) to find more.*
- *The **Tax Foreclosure** sheriff sales scheduled for June have been postponed until September. Click [here](#) to find more.*
- The **Mortgage Foreclosure** sheriff sales currently scheduled for May 5, 2020 have been postponed until July 7, 2020. Click [here](#) to find more.
- The **Tax Foreclosure** sheriff sales currently scheduled for May 2020 have been postponed until July 2020. Click [here](#) to find more.

## **Evictions**

- *There will be no eviction filings, hearings or lockouts through May 29th. If you have an eviction hearing currently scheduled from March 17th through May 29th, it will be postponed. Check your mail for a notice of the new date.*
- Effective April 1, 2020, PHA has suspended all eviction filings for 120 days. PHA will postpone all court appointments where residents have failed to pay rent. **Residents are still required to pay rent.** PHA is scheduled to reopen May 11<sup>th</sup>.
- Under the federal CARES Act, landlords with federal funding are prohibited from filing new evictions cases, charging late fees or sending eviction notices until July 25th, 2020. For more information, click [here](#).
- *Virtual Landlord-Tenant Mediation is available through the Good Shepherd Mediation Program (GSMP). Please have the contact information for both parties (landlord and tenant) available before speaking with the intake staff.*
  - *Phone: 215-843-5413, ext. 228*
  - *Email: [intake@phillymediators.org](mailto:intake@phillymediators.org)*
  - *Website: <https://www.phillymediators.org/contact-us/>*

## **Prison Visits**

All inmate visits are canceled for all **jails in Philadelphia County** until further notice. However, the Philadelphia Department of Prisons (PDP) is providing additional free calling time to support family contact. *For information on other measures PDP is taking to respond to COVID-19, click [here](#).*

All visits at **state prisons** are currently suspended until further notice. However, the Department of Corrections has made video visitation available. Information and instructions are [here](#). *For information on other measures the DOC is taking to respond to COVID-19, click [here](#).*

- **NOTE:** Noelle, Customer Service Associate at the PA Prison Society, is available to help individuals navigate the new service.
  - **Phone:** 215-910-4571
  - **Email:** [customerservice@prisonsociety.org](mailto:customerservice@prisonsociety.org)

Resources and information for family members of incarcerated individuals are available from the Pennsylvania Prison Society.

- *All visitor buses from the Prison Society are suspended until further notice.*
- *If you are concerned about the health status of a loved one, please email the Prison Monitoring Director at [jalvarez@prisonsociety.org](mailto:jalvarez@prisonsociety.org).*
- **Phone:** 215-564-4775
- **Email:** [info@prisonsociety.org](mailto:info@prisonsociety.org)
- **Website:** <https://www.prisonsociety.org/covid-19>

## **Reentry Assistance**

- **PA Prison Society**
  - Joe Robinson, Mentoring Associate, [jrobinson@prisonsociety.org](mailto:jrobinson@prisonsociety.org)
- **Philadelphia Reentry Coalition**
  - For a list of currently available resources, click [here](#).

## **Legal Services Agencies**

- **Community Legal Services (CLS)** is conducting intake over the phone for all types of cases that it handles. Please call **215-981-3700**, leave a message, and someone will return your call.

- Landlord/tenant - **Housing Hotline:** 267-443-2500 (press 4 to leave a message for CLS, your call will be returned in 1-2 business days)
- Homeownership issues, including mortgage and tax foreclosures - **Save Your Home Philly Hotline:** 215-334-4663, Monday-Friday, 9 a.m. to 5 p.m.
- Parent dealing with a DHS-involved case - **Family Advocacy Hotline:** 215-981-3765
- Expungement – In addition to calling the intake line, you can always visit <https://mycleanslatepa.com> to find out if you are eligible for criminal record sealing and to get assistance with your record.
- **Website:** <https://clsphila.org/coronavirus/>
- **Philadelphia Legal Assistance** has closed walk-in intake until April 30th, but telephone and online intake is still available.
  - **Online:** <https://philalegal.org/apply>
  - **Family Law Intake:** 215-981-3838, Monday-Thursday, 9:30 a.m. to Noon
    - **Website:** <https://philalegal.org/familylawcovid19>
  - **Homeownership issues, including mortgage and tax foreclosures - Save Your Home Philly Hotline:** 215-334-4663, Monday-Friday, 9 a.m. to 5 p.m.
  - **All other issues:** 215-981-3800, Monday-Thursday, 9:30 a.m. to Noon (unemployment compensation, probate, bankruptcy, lawsuit defense, public benefits, homeownership issues, income tax disputes)
- **SeniorLAW Center** is providing assistance over the phone only. Walk-in intake for emergencies and community clinics are cancelled.
  - **Intake Number for Philadelphia:** 215-988-1242
  - **Website:** <http://seniorlawcenter.org/2020/03/coronavirus-and-older-adults-resources-and-information/>
- **Defender Association** is currently closed but is assisting clients and their families remotely. To request assistance, *you may call the number below* or complete this [form](#).
  - In addition, all scheduled public expungement clinics have been cancelled until further notice.
  - **FAQ's & Other Resources:** <https://www.philadefender.org/defender-covid-questions/>

- *If you know someone in prison with serious health concerns, please email the Defender Association right away at [contact@philadefender.org](mailto:contact@philadefender.org). Be sure to include the person's name, date of birth, PP# and any important details, so the Prison Services Unit can look up their case.*
- **Phone:** 215-568-3190
- **Philly VIP** is currently closed but staff are working remotely.
  - **Phone:** 215-523-9550
  - **Staff Emails:** <https://www.phillyvip.org/about-us/staff/>
- **Philadelphia Bar Association** is currently closed but staff are working remotely. If you need a referral for a private attorney, you can still call the Bar Association or apply online.
  - **Phone:** 215-238-6333, Monday-Friday, 9 a.m. to 5 p.m.
  - **Website:** <https://iris.philadelphiabar.org>
- **Resources for immigrants**
  - *Nationalities Service Center*
    - *ESL classes and in-person appointments are suspended until further notice. Clients can contact their case manager by phone.*
    - **Phone:** 215-893-8400
    - **Website:** <https://nscphila.org>
  - *HIAS Pennsylvania*
    - **Resources:** <https://hiaspa.org/how-covid-19-may-affect-you/>
    - **Phone:** 215-832-0900
    - **Website:** <https://hiaspa.org>
  - *The Welcoming Center – The Center is temporarily closed until further notice.*
    - **Resources:** <https://welcomingcenter.org/covid-19/>
  - *Office of Immigrant Affairs*
    - **Website:** <https://www.phila.gov/departments/office-of-immigrant-affairs/>
- **Reporting Hate Crimes or Bias Incidents Related to Fear of COVID-19**
  - If you are the victim of a hate crime, call 911. In addition, seek any needed medical attention and victims' services.
  - For non-emergency hate crimes or bias incidents, contact the Philadelphia

Commission on Human Relations (PCHR) at 215-686-4670 or [pchr@phila.gov](mailto:pchr@phila.gov).

Incidents can be reported in any language. Complaints can also be left anonymously at 215-686-2856.

- **Websites:**

- <https://www.phila.gov/2020-03-24-hate-crimes-based-on-ethnicity-and-fear-of-coronavirus-are-illegal/>
- <https://www.phila.gov/humanrelations/pages/default.aspx>

- *Pennsylvania Human Relations Commission (to report discrimination in housing, employment, commercial property, public accommodations and educational institutions)*
  - **COVID-19 Hotline:** 717-787-9780 (M-F, 9 a.m. to 5 p.m.)
  - **Complaint Form:** <https://www.phrc.pa.gov/File-A-Complaint/ComplaintForms/Pages/default.aspx>
  - **Email:** [phrc@pa.gov](mailto:phrc@pa.gov) (to submit a complaint form)
  - **Website:** <https://www.phrc.pa.gov/biasandhate/Pages/Covid-19-Guidance.aspx>

### **Other Government Offices**

**As of March 17th, all government buildings are closed to the public and all non-essential governmental operations have halted.**

- The **Department of Licenses & Inspections (L&I)** is continuing to provide services at this time. As of March 16th, permitting services and inspection scheduling are available through [eCLIPSE](#). Licensing services were already available through this system. You can check permit status or schedule inspections by calling 215-255-4040, L&I's new [Interactive Voice Response \(IVR\) phone system](#). For more information about accessing L&I's services during this time, please visit this [page](#).
- **Philly311** is still open! Residents can call 3-1-1- or 215-686-8686, Sunday-Saturday, 8 a.m. to 8 p.m. Requests and complaints can also be submitted [online](#).
- The **Department of Records** is not currently providing mail or walk-in service. However, documents can still be recorded electronically. More information can be found [here](#).
- The **Register of Wills and all its divisions (Orphans' Court, Marriage Services)** are closed until further notice.

- *Emergency Guardianship Petitions should be e-filed with the Clerk of Orphans' Court through OCEFS. However, you must contact Maryanne Huha Finigan, Esquire, Director Orphans' Court Administration ([Maryanne.finigan@courts.phila.gov](mailto:Maryanne.finigan@courts.phila.gov)), within 24 hours to advise an emergency petition has been filed electronically. She will contact the OC Emergency Judge on duty. Any Decrees and/or Orders entered shall be docketed by the Clerk of Orphans' Court, or if unavailable, the Office of Judicial Records (OJR), pending further order.*
- Beginning April 6th, Probate and Marriage License services are available virtually on an emergency basis ONLY.
- Virtual Probate Information (must be represented by an attorney): <https://rows-public-assets.s3.amazonaws.com/Virtual+Probate.pdf>
- Virtual Marriage License Information (one applicant must be a Philadelphia resident): <https://rows-public-assets.s3.amazonaws.com/Virtual+Marriage+License.pdf>
- **For questions:** [rowonline@phila.gov](mailto:rowonline@phila.gov)
- **Phone:** 484-278-1370 (for emergencies)
- **Website:** <http://secureprod.phila.gov/wills/>
- **Philadelphia Sheriff's Office** - The offices and non-essential functions are closed until at least April 30th.
  - **Website:** <https://www.officeofphiladelphiaSheriff.com>
- **Tax Review Board** (appeals of tax and water bills)
  - The Tax Review Board (TRB) is extending filing deadlines, including initial appeal petitions and appeals from hearing decisions. All filing deadlines from March 13th onward are extended indefinitely, until further notice. Changes affecting these extensions will be announced on the TRB website. Please note that TRB hearings through the end of May have been postponed. TRB petitions can be emailed to [tax.reviewboard@phila.gov](mailto:tax.reviewboard@phila.gov); however, please allow time for processing during the office shutdown.
  - **Website:** <https://www.phila.gov/departments/tax-review-board/>



- All **Free Library of Philadelphia** locations will remain closed to the public until further notice. The Free Library will reevaluate when safety concerns have subsided. *Most programs and events scheduled through the end of May will be cancelled or postponed.*
  - All loan periods and holds for physical materials will be extended until the Free Library reopens. Please note that book drops will remain closed during this period, and the library will be unable to accept new holds.
  - Finally, the Free Library will be fully refunding any paid tickets for Free Library and Rosenbach events previously scheduled to occur during this period.
  - **Website:** <https://libwww.freelibrary.org/about/president/a-message-from-the-president/>
- The in-person locations for the state **Division of Vital Records** are currently closed. However, records can still be requested through the online, phone, and mail processes.
  - Birth Certificates can be requested [here](#).
  - Death Certificates can be requested [here](#).
- **PennDOT**
  - All Driver License Centers and Photo License Centers are closed beginning March 16th until further notice. Customers may complete various transactions and access multiple resources 24/7 via its website:  
<https://www.penndot.gov/pages/default.aspx>.
  - Driver licenses, photo ID cards and learner's permits scheduled to expire between March 16, 2020 through April 30, 2020, the expiration date is now extended until May 31, 2020.
  - The Department of Homeland Security has postponed enforcement of **REAL ID** from October 1, 2020 to October 1, 2021. PennDOT is pausing REAL ID issuance in the Commonwealth while Driver License Centers and Photo License Centers are closed.
  - **REMINDER:** If a customer received their FIRST Pennsylvania driver's license, learner's permit or photo ID card after September 2003, your REAL ID documentation may already be on file with PennDOT. If you fall into this category and would like PennDOT to verify that your required REAL ID documentation is on file, visit their website and [apply for REAL ID pre-verification](#). If the

documents are on file, you may obtain your REAL ID online and do not need to visit a driver license center at all.

- Vehicle registrations, safety inspections and emissions inspections scheduled to expire from March 16 through April 30, 2020, the expiration date is now extended until May 31, 2020.
- All driver license exams scheduled at PennDOT Driver License Centers on or before April 30, 2020, are canceled. Customers may reschedule via the website upon the reopening of our Driver Licensing Centers.
- Persons with Disabilities Parking Placards scheduled to expire from March 16 through April 30, 2020, the expiration date is now extended until May 31, 2020.
- **Website:** <https://www.penndot.gov/Pages/Coronavirus.aspx>
- **Social Security**
  - Local offices are closed. Limited, critical services are available via mail, phone, and online.
    - **Online:** <https://www.ssa.gov/online/services/>
    - **Phone:** 877-541-5846 (local office for card assistance); 866-495-0255 (local office for other services)
    - **Website:** <https://www.ssa.gov/coronavirus/>
- **Veterans Affairs**
  - **Frequently Asked Questions (FAQs) for Veterans** can be found [here](#).
  - **Veterans Administration's Public Health Response** can be found [here](#).
  - **Key Contacts:** [https://iris.custhelp.va.gov/app/answers/detail/a\\_id/1703/related/1](https://iris.custhelp.va.gov/app/answers/detail/a_id/1703/related/1)
  - **Online Inquiry:** <https://iris.custhelp.va.gov/app/ask>

# Education

## School District of Philadelphia

- *The School District of Philadelphia will be closed for the remainder of the school year.*
- *Although school buildings remain closed at this time, teaching and learning will continue for students using digital means. Review and enrichment with teachers began on Monday, April 20th. Planned instruction for the District will resume on May 4th and end June 12th. As the District moves to digital learning, we know parents and guardians are being asked to engage in new roles in their student's learning. To help ease you into this work, guidance and suggestions are offered [here](#).*
- *The District will loan a Chromebook to every District K-12 student who needs one, to ensure all students have access to digital learning opportunities while schools remain closed long-term due to COVID-19 response efforts. It will also make digital content available to help students retain, learn and apply skills and strategies with the support of a teacher. The loaner program is free; however, all devices must be returned once schools reopen.*
- *Starting Monday April 20th, if your District-issued Chromebook computer needs repair or service, you can drop it off at one of the two Parent & Family Technology Support Centers listed below.*
- *Still need to pick up a Chromebook? The School District of Philadelphia (SDP) remains fully committed to loaning a Chromebook to every District K-12 student who needs one for learning at home — and doing so safely. Click [here](#) for what you need to know.*
- **Parent & Family Technology Support Centers:**
  - *Both centers will open Monday April 20 and operate Mon-Fri from 9:00 a.m. – 4 p.m., excluding holidays.*
  - *Education Center, Philadelphia School District, 440 N. Broad Street, 1st Floor Lobby, Philadelphia, PA 19130*



- *Fitzpatrick Annex Building (rear of Fitzpatrick Elementary School), 4101 Chalfont Drive, Philadelphia PA 19154*

- *The District also now offers a dedicated telephone support line (215-400-4444) and email ([FamilyTechSupport@philasd.org](mailto:FamilyTechSupport@philasd.org)) exclusively for parents and students to help you get your District-issued devices up and running, and to address more basic technical issues with broken or malfunctioning computers.*
- K-12 Learning Guides will continue to be available electronically on the District's [website](#) and in paper form at all 49 meal sites.
- For Learning Guide support or general questions, please email [covid19info@philasd.org](mailto:covid19info@philasd.org) or call 215-400-5300.

- Below is a list of the SDP Hotlines for other languages:

Albanian: 215-400-8480

Portuguese: 215-400-8474

Arabic: 215-400-8481

Russian: 215-400-8485

Chinese: 215-400-8482

Spanish: 215-400-8489

Khmer: 215-400-8484

Vietnamese: 215-400-8486

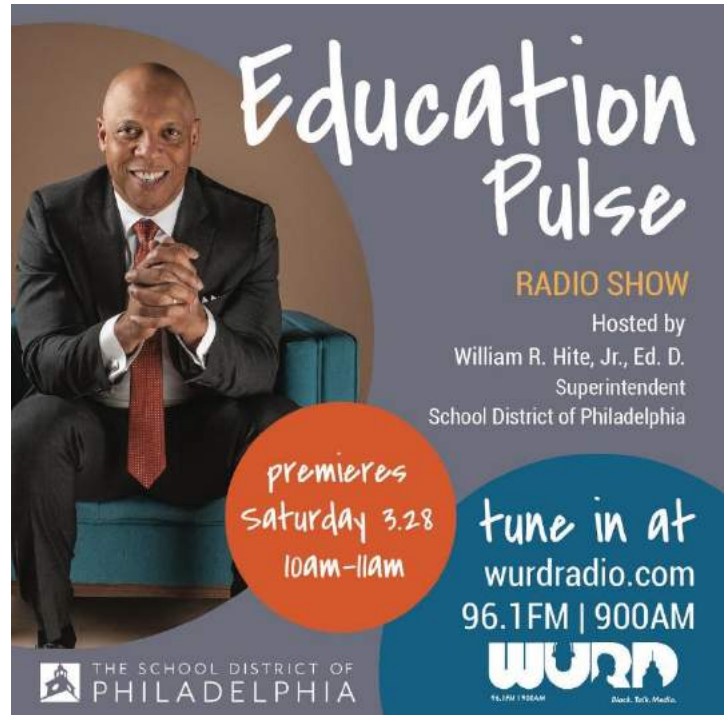
French: 215-400-8483

- In addition to providing the devices, the District continues to work with the City to create a comprehensive list of low-cost Internet options or access to free Wi-Fi mobile hotspots across the City. To find internet access options for families, click [here](#)

- You can hear more about the District's coronavirus response and how it will affect students and families on "Education Pulse," a new radio show hosted by Superintendent William Hite on Saturdays on **WURD Radio 96.1 FM or 900 AM**.

### **Federal Student Aid**

- *As part of the CARES Act recently signed into law, **your payments will automatically stop from March 13, 2020, through Sept. 30, 2020.***
- *To provide relief to student loan borrowers during the COVID-19 national emergency, federal student loan borrowers are automatically being placed in an administrative forbearance, which allows you to temporarily stop making your monthly loan payment. This suspension of payments will last until Sept. 30, 2020, but you can still make payments if you choose. Read the [borrower Q&As](#) to learn more.*
- *All borrowers with federally held student loans will automatically have their interest rates set to 0% from March 13, 2020 through Sept. 30, 2020.*
- *To see if you have federal student loans and what types of loans you have, you can check the [Federal Student Aid website](#). Please note that this website won't tell you if you have any private loans, or if your federal loans qualify for the 6-month forbearance. To find out if your loans are eligible, you should contact your loan servicer. If you are unable to contact your servicer, please reach out to the PA Attorney General's [Bureau of Consumer Protection](#).*
- **Website:** <https://studentaid.gov/announcements-events/coronavirus>



# Employment

## **Essential Businesses Hiring in the Philadelphia Area**

There are many area businesses, many of whom have been deemed essential to continue their operations, that have announced they are hiring workers. Click [here](#) to see which employers are hiring.

## **PA CareerLink**

The local PA CareerLink Centers are closed. However, remote assistance is available by contacting 1-833-750-5627 or [info@pacareerlinkphl.org](mailto:info@pacareerlinkphl.org). Current job postings are also available [here](#).

## **Workers' Rights**

- *Helpful information about workers' rights is available from Community Legal Services.*
  - [Health & safety in the workplace](#)
  - [Immigrant workers](#)
  - [Gig workers, independent contractors, and self-employed individuals](#)
- *Philadelphia Legal Assistance*
  - [UC and COVID-19](#)
  - [Immigrants and UC](#)

## **Unemployment Compensation**

***If you have lost your job due to the current public health crisis, apply for unemployment ASAP!***

*You may be able to receive benefits your first week. The Work Search and Work Registration requirements have been temporarily waived as well. You also do not need to register with PA CareerLink.*

- *You may be **eligible** if:*
  - *Your employer temporarily closes or goes out of business because of COVID-19*
  - *Your employer reduces your hours because of COVID-19*
  - *You have been told not to work because your employer feels you might get or spread COVID-19*
  - *You have been told to quarantine or self-isolate, or live/work in a county under government-recommended mitigation efforts*
- *The quickest way to apply is online.*



- *Due to large call volumes, you can also get assistance through:*
  - **Email:** [uchelp@pa.gov](mailto:uchelp@pa.gov)
  - **Live Chat:** <https://www.uc.pa.gov/Chat/index.aspx>
- **IMPORTANT NOTES:**
  - *Keep filing bi-weekly claims (every two weeks) even if you have not yet been approved for benefits!*
  - *Your first benefit payment should arrive within approximately 4 weeks of filing.*
  - **New Claims**
    - *You will receive a claim confirmation letter with your PIN by mail within approximately 7-10 business days of applying. If you do not receive your PIN in time to file your biweekly claim, you will be able to file for recent or missed weeks once your PIN arrives.*
    - *Your notice of determination letter typically arrives in 10-15 business days, but due to the large volume of filings, it may be longer.*
  - **Reopened Claims**
    - *Please see instructions under “Important Claimant Updates” on this page: <https://www.uc.pa.gov/Pages/covid19.aspx>.*
- *More information can be found at:*
  - *Employee Information:* <https://www.uc.pa.gov/Pages/covid19.aspx>
  - *COVID-19 Guidance and Resources:* <https://www.uc.pa.gov/COVID-19/Pages/default.aspx>
  - **Phone:** 888-313-7284, Monday-Friday, 8 a.m. to 4 p.m.

### **Federal CARES Act**

- **Benefits:**
  - *An additional \$600/week from April 5 to July 31, 2020*
  - *An additional 13 weeks of UC benefits if you are still unemployed after 26 weeks*
  - *26 weeks of UC benefits for previously ineligible workers*
- *If you are already approved for UC benefits, you do not need to do anything to access the benefits under the CARES Act. Keep filing your bi-weekly claims.*
- *If you are eligible for UC benefits, but have not filed a claim, file your claim ASAP. You*

will automatically be assessed for the CARES Act benefits.

- ***If you are a gig worker, self-employed, or an independent contractor, do NOT apply through the regular UC system. For information on how you should apply for benefits, click [here](#).***
- ***If you have exhausted your 26 weeks of UC benefits, Labor & Industry will be providing information on accessing the additional 13 weeks of benefits as well as the additional \$600/week under the CARES Act once it has received direction from the U.S. Department of Labor.***
- ***More Information:***
  - <https://www.uc.pa.gov/COVID-19/CARES-Act/Pages/default.aspx>

**Legal Assistance** with unemployment compensation is available from Philadelphia Legal Assistance (PLA).

- ***Phone Intake:*** 215-981-3800, Monday-Thursday, 9:30 a.m. to Noon
- ***Online:*** <https://philalegal.org/apply>
- ***Other information:*** <https://philalegal.org/unemploymentcovid19>
- ***For Immigrants:***  
[https://philalegal.org/sites/default/files/Immigration%20FAQ%20English\\_%20UC%20COVID-19%20Posters.png](https://philalegal.org/sites/default/files/Immigration%20FAQ%20English_%20UC%20COVID-19%20Posters.png)
- ***In addition, PLA has launched a free unemployment compensation hotline to help individuals file their applications. If you require language assistance, you will receive a return call within a day. If there are long waits due to heavy call volume, please try back later.***
  - ***Phone:*** 215-999-6910
  - ***Hours:*** Monday 9am-1pm, Tuesday 1pm-5pm, Wednesday/Thursday 3pm-7pm, Friday 10am-2pm

### **Using Sick Leave**

The City's "[Promoting Healthy Families and Workplaces Act](#)," otherwise known as the sick leave law, has been further defined so that covered workers can use their paid sick leave for COVID-19 related preventative care without fear of retaliation. During the COVID-19 risk, covered employees can use accrued paid sick time for the following:

- Mandated business closures
- Caring for children during school or childcare closures
- Official quarantine and self-quarantine

- Illness and treatment of an illness for yourself or a family member

Employees are not required to provide a note from a medical professional in order to use consecutive paid sick leave during the COVID-19 health risk.

The emergency regulations which provide further definition are posted on the [City's regulations website](#) and are effective immediately.

### **Workers' Compensation**

There are two filing options. If you believe you may have been exposed to COVID-19 in your workplace, you may be eligible for Workers' Compensation by either:

- Notifying your employer to file a typical "disease-as-injury" Workers' Compensation claim, which requires you to provide medical evidence that you were exposed to COVID-19 in the workplace.
- Notifying your employer to file an "occupational disease" Workers' Compensation claim, which requires you to show that COVID-19 is occurring more in your occupation/industry than in the general population.

Learn more about [Workers' Compensation](#).

### **Child Care for Essential Workers**

If families of essential/emergency services need childcare, you can contact the Early Learning Resource Center (ELRC) at 215-382-4762 for additional information. They will share what sites are currently open and the daily rates being charged at this time.

## **Financial Assistance/Benefits**

*The PA Department of Human Services (DHS) County Assistance Offices (CAO) are currently closed to the public. However, individuals can still apply for benefits online via COMPASS (<https://www.compass.state.pa.us/compass.web/Public/CMPHome>).*

- DHS [FAQ's](#)
- DHS [Resources](#)
- Contact Information: <https://www.dhs.pa.gov/providers/Providers/Pages/Coronavirus-DHS->

[Online.aspx](#)

- *Helpful information from Community Legal Services:*

- *Diversion Payments:* <https://clsphila.org/wp-content/uploads/2020/04/Diversion-flyer.pdf>
- *SNAP Supplement:* <https://clsphila.org/coronavirus/snap-supplement-coronavirus/>
- *New CAO Rules:* <https://clsphila.org/wp-content/uploads/2020/04/CAO-New-Rules.pdf>
- *FAQ:* <https://clsphila.org/wp-content/uploads/2020/04/Accessing-Benefits-FAQ.pdf>

**BenePhilly**, a partnership between the City and Benefits Data Trust, is open for business through their Call Center (844-848-4376). This service can help you learn which of 19 public benefits (federal, state, and local) you are eligible for and assist you with the application. **Please note that BenePhilly does NOT assist with unemployment compensation.**

**Website:** [http://www.sharedprosperityphila.org/our-initiatives/benephilly/?mc\\_cid=3b132ac0e1&mc](http://www.sharedprosperityphila.org/our-initiatives/benephilly/?mc_cid=3b132ac0e1&mc)

### **Financial Counseling**

The City partners with [Clarifi](#) to provide one-on-one financial counseling that can help you:

- Develop an emergency financial plan.
- Help you to talk with their lenders, landlords, and credit card companies.
- Find additional resources that might be available.

Call 1-855-FIN-PHIL (346-7445) to schedule an appointment. **A list of all housing counseling agencies in Philadelphia can be found [here](#).**

### **Economic Impact Payments**

- The recently passed **Federal CARES Act** provides for direct payments to individuals making up to \$75,000 annually (\$150,000 for a married couple), plus an additional \$500 per child.
- Individuals earning over the income cap will see payments decrease and eventually phase out.
- The IRS will begin sending payments in April. For security reasons, the IRS plans to mail a letter about the economic impact payment to the taxpayer's last known address within 15 days after the payment is paid. The letter will provide information on how the payment was made and how to report any failure to receive the payment.
- *If you typically do not file a tax return, you can securely provide your information to the IRS through [this website](#) to receive your payment.*

- **NOTE:** Recipients of Social Security, Railroad Retirement, and Social Security Disability Insurance (SSDI) do NOT need to provide information through this website. They will receive their economic impact payment the same way that they receive their regular check. **However, Social Security, Railroad Retirees and Survivors, and SSDI who have qualifying children must use this website to receive \$500 per qualifying child.**
- Address changes for Economic Impact Payments ONLY
  - **If you have not filed your 2019 tax return**, when you file and the IRS processes your return, they will update their records with your address on the return.
  - **If you already filed your 2019 tax return** and you were owed a refund and did not provide direct deposit information to receive it, or if you owed the IRS, your payment will be mailed to the address you provided on this return or as updated through the U.S. Postal Service.
  - **Website:** <https://www.irs.gov/taxtopics/tc157>
- **NOTES**
  - Economic impact payments are NOT subject to the PA personal income tax.
  - Economic impact payments are NOT considered income for the applicants of the Property Tax/Rent Rebate Program.
- Eligible individuals include retirees and recipients of Social Security, Railroad Retirement, disability or veterans' benefits as well as taxpayers who do not make enough money to normally have to file a tax return. Also eligible are those who have no income, as well as those whose income comes entirely from certain benefit programs, such as Supplemental Security Income benefits.
- **Website:** <https://www.irs.gov/coronavirus/economic-impact-payment-information-center>

### **Public Citizens for Children and Youth (PCCY)**

- The PCCY Child HealthWatch Helpline can assist you applying for Medicaid and CHIP, find a healthcare provider (including behavioral health) and resolving insurance problems. More information: <https://www.pccy.org/wp-content/uploads/2014/08/Helpline-Flyer-2016-Color.pdf>.
- **Phone:** 215-563-5848, ext. 17 (English) - assistance is available in any language
- **Email:** [helpline@pccy.org](mailto:helpline@pccy.org)

- **Website:** <https://www.pccy.org/issues/child-health/>

## Food Access

Many Philadelphians need access to food due to school closures, loss of income or other difficulties caused by the coronavirus outbreak. In response to this need, the City and its partners have developed two ways for residents to find free food:

- Food sites where any resident can pick up free food for their household
- Student meal sites where any child can pick up free meals



Residents can pick up a box of food (one box per household) on Mondays and Thursdays between 10 a.m. and noon at the sites below. Boxes contain non-perishable items on Mondays and fresh produce on Thursdays. No ID or proof of income is required.

*Please review the entire list as new locations have been recently added. **Those in or near the 9th Council District are highlighted.***

People's Emergency Center 3750 Lancaster Ave. (19104)	Keep the Faith Ministries 1906 Harrison St. (19124)
<b>Upper Room Baptist Church 7236 Ogontz Ave. (19138)</b>	Parkside Association 1719 N. 52 <sup>nd</sup> St. (19131)
Opportunity, Inc. 5900 Lansdowne Ave. (19151)	Young Chances 2703 Tasker St. (19145)
Christ Church South Philly 229 Moore St. (19148)	Triumph Baptist Church 1648 W. Hunting Park Ave. (19140)
Mitchell Elementary School 5500 Kingsessing Ave. (19143)	Giving Heart Ministries 6506 Elmwood Ave. (19142)



Resurgence Church 1738 W. Atlantic St. (19140)	SEAMAAC 1711 S. Broad St. (19148)
West Kensington Ministry 2140 N. Hancock St. (19122)	Village of Arts and Humanities 2544 Germantown Ave. (19133)
Dare to Imagine Church 6610 Anderson St. (19119)	Iglesia Cristiana Avivamiento 5500 Tabor Road (19120)
Shekinah SDA 531 Chew Ave. (19120)	Mizpah SDA 4355 Paul St. (19124)
Association of Former Gang Members 1631 W. Susquehanna Ave. (19121)	Christian Compassion CDC 6150 Cedar Ave. (19143)
Philadelphia Citadel 5830 Rising Sun Ave. (19120)	Philadelphia Temple 1340 Brown St. (19123)
Roxborough Church 8232 Ridge Ave. (19128)	Delaware Valley Fairness Project 2646 Kensington Ave. (19125)
Philadelphia Tabernacle 3150 N. Mascher St. (19133)	Salvation Army, Philadelphia West 5452 Arch St. (19139)
Feast of Justice 3101 Tyson Ave. (19149)	Miles Mack Recreation Center 732 N. 34 <sup>th</sup> St. (19104)
Hank Gathers Recreation Center 2501 W. Diamond St. (19121)	Cohocksink Recreation Center 2901 Cedar St. (19134)
Hunting Park Recreation Center 1101 W. Hunting Park (19140)	Christy Recreation Center 728 S. 55 <sup>th</sup> St. (19143)
Happy Hollow Recreation Center 4800 Wayne Ave. (19144)	Wharton Square Playground 2300 Wharton St. (19146)
Murphy Recreation Center 300 W. Shunk St. (19148)	East Passyunk Community Rec Center 1025 Mifflin St. (19148)
Pelbano Recreation Center 8101 Bustleton Ave. (19152)	Palmer Recreation Center 3035 Comly Rd. (19154)

Mitzvah Food Program – KleinLife 10100 Jamison Ave. (19116)	Holy Spirit UMC 1441 E. Hunting Park Ave. (19124)
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To ensure that students can still have nutritious meals while all schools are closed, the School District of Philadelphia, several charter schools, and the Philadelphia Housing Authority are coordinating with the City’s Office of Children and Families to provide grab-and-go meals for children and youth throughout the city.

Families can pick up meals at the 80 locations listed below. ***Schools located in or near the 9th Council District are highlighted.***

- 49 School District schools are open from 9 a.m. – noon on Thursdays. Each child will receive ten meals (five breakfasts, five lunches).
- Six Philadelphia Housing Authority community centers are open from 9 a.m. – noon every weekday. Each child will receive breakfast and lunch.
- Several charter schools are also distributing meals. Times and days vary.
- Two Parks & Recreation sites distribute meals from 9 a.m. – noon on Mondays and Thursdays.
- Any child is eligible at any site. No ID is required.

**District Schools open Thursdays, 9 a.m. to 12 noon**

SCHOOL	ADDRESS	SCHOOL	ADDRESS
Baldi Middle School	8801 Verree Road (19115)	Juniata Park Academy	801 E. Hunting Park Ave. (19124)
Barry, John Elementary School	5900 Race St. (19139)	Kelly, John B. School	5116 Pulaski Ave. (19144)
Barton School	4600 Rosehill St. (19120)	Kensington CAPA	1901 N. Front St. (19122)
Bartram, John High School	2401 67 <sup>th</sup> St. (19142)	King, Martin Luther High School	6100 Stenton Ave. (19138)
Bethune, Mary McLeod School	3301 Old York Road (19140)	Lawton, Henry W. School	6101 Jackson St. (19135)
CAPA (High School for Creative and Performing Arts)	901 S. Broad St. (19147)	Lincoln, Abraham High School	3201 Ryan Ave. (19136)

Clemente, Roberto Middle School	122 W. Erie Ave. (19140)	Loesche, William H. School	595 Tomlinson Rd. (19116)
Comegys, Benjamin B. School	5100 Greenway Ave. (19143)	Marshall, Thurgood School	5120 N. 6 <sup>th</sup> St. (19120)
Conwell, Russell Middle School	1849 E. Clearfield St. (19134)	Mayfair School	3001 Princeton St. (19149)
Cooke, Jay Elementary School	1300 W. Loudon (19141)	Munoz Marin, Hon. Luis School	3300 N. 3 <sup>rd</sup> St. (19140)
Cramp, William School	3449 N. Mascher St. (19140)	Northeast High School	1601 Cottman Ave. (19111)
De Burgos, J. Elementary School	401 W. Lehigh Ave. (19133)	One Bright Ray Mansion	3133 Ridge Ave. (19132)
Decatur, Stephen School	3500 Academy Road (19154)	Overbrook Educational Center	6722 Lansdowne Ave. (19151)
Duckrey, Tanner School	1501 W. Diamond St. (19121)	Philadelphia Learning Academy South	4300 Westminster Ave. (19104)
Edison, Thomas A. High School	151 W. Luzerne St. (19140)	Rhodes Elementary School	2900 W. Clearfield St. (19132)
Fels, Samuel High School	5500 Langdon St. (19124)	Roosevelt Elementary School	430 E. Washington Ln. (19144)
Finletter, Thomas K. School	6100 N. Front St. (19120)	Roxborough High School	6498 Ridge Ave. (19128)
Fitzpatrick, A.L. School	11061 Knights Rd. (19154)	Sayre, William L. High School	5800 Walnut St. (19139)
Frankford High School	5000 Oxford Ave. (19124)	South Philadelphia High School	2101 S. Broad St. (19148)
Franklin Learning Center	616 N. 15 <sup>th</sup> St. (19130)	Wagner, Gen. Louis Middle School	1701 Cheltenham Ave. (19126)
Franklin, Benjamin School	5737 Rising Sun Ave. (19120)	Washington, Grover Jr. Middle School	201 E. Olney Ave. (19120)

Furness, Horace High School	1900 S. 3 <sup>rd</sup> St. (19148)	Webster, John H. School	3400 Frankford Ave. (19134)
Hackett, Horatio B. School	2161 E. York St. (19125)	West Philadelphia High School	4901 Chestnut St. (19139)
Harding, Warren G. Middle School	2000 Wakeling St. (19124)	Ziegler, William H. School	5935 Saul St. (19149)
Hunter, William H. School	2400 N. Front St. (19133)		

**The following locations open on varying days from 9 a.m. to noon only (contact school or PHA site for info). Facilities located in the 9th Council District are highlighted.**

Aspira Charter - Stetson 3200 B St. (19134) 215-291-4720	Mastery Charter - Shoemaker 5301 Media St. (19131) 267-296-7111
Aspira Olney Charter High 100 W. Duncannon Ave. (19120) 215-456-3014	Mastery Charter - Smedley 1790 Bridge St. (19124) 215-537-2523
Lindley Academy Charter - Birney 900 Lindley Ave. (19120) 215-456-3000	Mastery Charter - Thomas Campus 927 Johnston St. (19148) 267-296-7000
Mastery Charter - Cleveland 3701 N. 19th St. (19140) 215-227-5042	Mastery Charter - Wister 67 E. Brighthurst St. (19144) 215-951-4003
Mastery Charter - Clymer 1201 W. Rush St. (19133) 215-223-2243	Mastery Prep Elementary Charter 1801 W. Pike St. (19140) 215-866-0067
Mastery Charter - Gratz High 1798 W. Hunting Park Ave. (19140) 215-227-4408	Philadelphia Montessori Charter 2227 Island Ave. (19142) 215-365-4011
Mastery Charter - Hardy Williams 5400 Warrington Ave. (19143) 215-724-2343	Richard Allen Prep 2601 S. 58th Ave. (19143) 215-878-1544

Mastery Charter- Harrity 5601 Christian St. (19143) 215-471-2908	Universal Audenried Charter 3301 Tasker St. (19145) 215-952-4801
Mastery Charter – Lenfest Campus 35 S. 4 <sup>th</sup> St. (19106) 215-922-1902	Universal Charter – Bluford 5720 Media St. (19131) 215-581-5502
Mastery Charter - Mann 5376 W. Berks St. (19131) 215-581-5616	Universal Charter - Daroff 5630 Vine St. (19139) 215-471-2905
Mastery Charter - Pastorius 5650 Sprague St. (19138) 215-951-5689	Universal Creighton Charter 5401 Tabor Ave. (19120) 215-537-2531
Mastery Charter - Pickett 5700 Wayne Ave. (19144) 215-866-9000	Universal Vare Charter 2100 S. 24th St. (19145) 215-952-8611
Mariana Bracetti Academy 1840 Torresdale Ave. (19124) 215-291-4436	

**The Philadelphia Housing Authority has six community centers open for “grab-and-go” meals for breakfast and lunch from Monday through Friday, 9 a.m. to noon.**

Abbottsford Homes 3226 McMichael St. (19129) 215-684-3300	Raymond Rosen Homes 2301 W. Edgley St. (19121) 215-684-4700
Bartram Village 5404 Gibson Drive (19143) 215-684-4973	Westpark Apartments 300 N. Busti St. (19104) 215-684-4950
John F. Street Center 1100 Poplar St. (19123) 215-684-4000	Wilson Park 2500 Jackson St. (19145) 215-684-4808

***Two Philadelphia Parks & Recreation sites offer grab-and-go meals on Monday and Thursday from 9 a.m. to noon, with support from the Ed Snider Youth Hockey Foundation and Nutritional Development Services of the Archdiocese of Philadelphia.***

Scanlon Ice Rink and Playground 1099 E. Venango St. (19134)	Tarken Playground 6250 Frontenac (19111)
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## **Food Pantries**

Below are some of the food pantries in or near the 9th Council District that are still open. None of these food pantries offer delivery service.

### **Kitchen of Love**

8500 Pickering Avenue  
Philadelphia, PA 19150  
Hours: Thursday 9 a.m.-10 a.m. & Friday 7 a.m.-11 a.m.  
Phone: 215-868-0625  
\*No appointment needed\*

### **KleinLife**

10100 Jamison Road  
Philadelphia, PA 19116  
Phone: 215-832-0625  
\*By appointment only, must call to schedule a time\*

### **The Food Cupboard at The Church of the Annunciation**

324 Carpenter Lane  
Philadelphia, PA 19119  
Phone: 215-948-3520  
Hours: Tuesday ~ 11 a.m.-2 p.m.  
\*Only service people in 19138, 19119, 19118, and 19150. First-time visitors must have ID, income and social security. \*

### **Masjudullah Center for Excellence**

7401 Limekiln Pike  
Philadelphia, PA 19138  
Phone: 215-621-7800  
Hours: Monday and Tuesday ~ 2 p.m.-3 p.m.

### **Living Vine Apostolic Faith**

1520 Belfield Avenue  
Philadelphia, PA 19141  
Phone: 215-939-1338  
Hours: Every 3rd and 4th Saturday 12 p.m.-2 p.m.

**NOTE:** For a list of facilities specifically serving seniors, please click [here](#).



# Government Response/Legislation

Legislation to address the COVID-19 pandemic has been adopted at the federal, state, and local levels, with more legislation likely to come.

## **FEDERAL LEGISLATION**

At the federal level, there have been four packages adopted so far:

1. The Coronavirus Preparedness and Response Supplemental Appropriations Act, 2020, enacted March 6, 2020. This legislation provided emergency supplemental appropriations of \$8.3 billion in fiscal year 2020 to combat the spread of coronavirus disease 2019 (COVID-19) and counter the 2019–20 coronavirus pandemic.
2. The Families First Coronavirus Response Act, enacted March 18, 2020. This legislation provides funding for free coronavirus testing, 14-day paid leave for American workers affected by the pandemic, and increased funding for food stamps.
3. The Coronavirus Aid, Relief, and Economic Security (CARES) Act, enacted March 27, 2020. The bill, as passed, includes the following:
  - Stimulus Checks
    - Direct payments of \$1,200 to most individuals making up to \$75,000, or \$2,400 for couples making up to \$150,000
      - The amount decreases for individuals with incomes above \$75,000, and payments cut off for those above \$99,000.
      - \$500 additional benefit per child
  - Unemployment Insurance
    - \$260 billion in relief
    - Boost the maximum benefit by up to \$600 per week (100% of wages)
    - Extending the benefit period by 13 weeks
    - Eliminates waiting periods to receive benefits
    - Includes coverage for “gig workers”, furloughed employees, and freelancers
  - Small Business Relief

- \$350 billion in loans for small businesses, if workers remain employed
- \$10 billion in emergency Small Business Administration (SBA) grants
- \$17 billion to cover six months of payments for existing SBA loans
- Local Government Support
  - \$150 billion in State, Local Government and tribal assistance (response to coronavirus)
- Hospital and Health System Support
  - \$150 billion for hospitals and health systems
    - Includes infrastructure and equipment investments
- Student Loan Relief
  - Encourages employer fund student loan repayment plans
    - Non-taxable up to \$5,250 annually
- Industry Loans
  - \$500 billion in loans for larger industries
    - Creation of an oversight board and inspector general to oversee loans to large companies
    - Administered by the Federal Reserve
    - Prohibition on stock buybacks during loan period and for a year following loan payback
    - Measure prohibiting companies owned by President Trump and his family from receiving federal relief

For more information on how the Federal CARES Act will affect you, click [here](#).

4. On April 24<sup>th</sup>, President Trump signed the [Paycheck Protection Program and Health Care Enhancement Act](#), also known as the “Phase 3.5” COVID-19 relief package.

*This bill, which increases relief spending by approximately \$484 billion, includes the following:*

- *Expansion of Small Business Relief (information on relief programs can be found [here](#))*
  - *\$321 billion expansion of the Paycheck Protection Program*
    - *\$60 billion set aside for community lenders*

- *\$50 billion expansion of the Economic Injury Disaster Loan program*
- *\$10 billion expansion of Emergency EIDL Grants*
- *Funding to increase staffing in the Small Business Administration*
- *\$75 billion to Health Care Providers*
  - *This funding will be used to reimburse hospitals and other providers for COVID-19 related expenses, or attributable revenue losses.*
- *\$25 billion to Expand Testing Capacity*
  - *Funds will be distributed to local governments, health systems, and government agencies.*
  - *Expenses will be used to research, develop, validate, manufacture, purchase, administer, and expand capacity for COVID-19 tests.*

*Notably, this package does not include funding for state or local governments. Funding for states and municipalities is expected to be part of future legislative discussions.*

## **STATE LEGISLATION**

At the state level, Governor Wolf signed four bills into law on March 27, 2020:

### [House Bill 1232](#) - Healthcare Legislation

- \$50 million for the Wolf administration to purchase medical equipment and supplies for hospitals, nursing facilities and emergency medical services.

### [Senate Bill 751](#) - Education Legislation

- Waives the requirement for schools to be in session for at least 180 days.
- Provides for continuity of education plans.
- Ensures school employees are paid during School closures.
- Provides the Secretary of Education with authority to waive student teacher and standardized assessments.

### [Senate Bill 422](#) - Election Legislation

- Reschedules the 2020 primary election from April 28 to June 2.
- Allows counties to begin processing and tabulating mail ballots beginning at 7 a.m. on election day, rather than after the polls close at 8 p.m.
- Allows counties to temporarily consolidate polling places without court approval and eases other rules regarding location and staffing of polling places for the primary.

### [House Bill 68](#) - Unemployment/Business Relief

- Makes applying for unemployment compensation easier for workers affected by the COVID-19 pandemic.
- Waives the one-week waiting period and job search and work registration requirements for claimants under the disaster emergency.
- Provides automatic relief from benefit charges for employers whose account would otherwise be charged during the disaster emergency.
- Increases timeframes and allows for interest-free payment plans.
- Provides the secretary with the ability to adopt temporary regulations to ensure compliance with federal law

### **LOCAL LEGISLATION**

At the local level, City Council passed an emergency \$85.4 million appropriation on April 2, 2020. The breakdown of the funding is shown below:

Nearly all the money goes to the Managing Director's Office, with the breakdown below:

- \$25 million for Class 100 - Personal Services (includes employee salaries, health and medical benefits, defined benefit contributions, overtime pay, part-time/seasonal pay, etc.). Much of this will be for overtime pay.
- \$25 million for Class 200 - Purchase of Services (contracts with external for-profit and non-profit organizations)
- \$25 million for Class 300 and 400 - Materials & Supplies, and Equipment
- \$10 million for Class 500 - Contributions, Indemnities and Taxes (indemnities include payments resulting from lawsuits)
- \$400,000 will go to City Council for ways to do direct outreach to constituents via mailers, robocalls, billboards, etc.
  - The primary purpose of this outreach will be to educate constituents about the virus, ways their constituents can receive assistance, and how to avoid the new scams.

# Health

According to the Centers for Disease Control and Prevention (CDC), older adults and people who have severe underlying medical conditions like heart or lung disease or diabetes seem to be at higher risk for developing more serious complications from COVID-19 illness. More information on [Are you at higher risk for serious illness?](#)

## How does it spread?

- There is currently no vaccine to prevent coronavirus disease 2019 (COVID-19).
- The best way to prevent illness is to avoid being exposed to this virus.
- The virus is thought to spread mainly from person-to-person.
- Between people who are in close contact with one another (within about 6 feet).
- Through respiratory droplets produced when an infected person coughs or sneezes.
- These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.

## How can I protect myself?

### Clean your hands often

- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

### Avoid close contact

- Avoid close contact with people who are sick.
- Put distance between yourself and other people if COVID-19 is spreading in your community. This is especially important for people who are at higher risk of getting very sick.

### Cover your mouth and nose with a cloth face cover when around others

- You could spread COVID-19 to others even if you do not feel sick.
- Everyone should wear a cloth face cover when they must go out in public, for

example to the grocery store or to pick up other necessities.

- Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated or otherwise unable to remove the mask without assistance.
- The cloth face cover is meant to protect other people in case you are infected.
- Do NOT use a facemask meant for a healthcare worker.
- Continue to keep about 6 feet between yourself and others. The cloth face cover is not a substitute for social distancing.

### **How can I protect others?**

Stay home if you're sick

- Stay home if you are sick, except to get medical care. Learn [what to do if you are sick](#).

Cover coughs and sneezes

- Cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Clean and disinfect

- Clean AND disinfect frequently touched surfaces daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
- If surfaces are dirty, clean them: Use detergent or soap and water prior to disinfection.

### **What are the symptoms of COVID-19?**

[According to the CDC](#), the following symptoms may appear 2-14 days after exposure.

- Fever
- Cough
- Shortness of breath

In people with underlying health problems such as lung disease or who are immunocompromised (such

as AIDS, cancer, diabetes, asthma, etc.), infection may lead to a more severe illness. The elderly appear to be the most susceptible to severe consequences of infection, including death.

If you develop emergency warning signs for COVID-19, get medical attention immediately.

Emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or inability to arouse
- Bluish lips or face

### ***Who should get tested for COVID-19?***

*The Health Department recommends testing for people with fever and cough or shortness of breath if symptoms are severe or worsening, and for those with symptoms who:*

- *Are over age 50.*
- *Have medical conditions that might increase the severity of the infection, including diabetes, heart disease, lung disease, kidney disease or immunocompromising conditions.*
- *Live in a facility with other people (nursing home, college dormitory, prison, shelter).*
- *Are healthcare workers.*

### ***Where can someone get tested in the City of Philadelphia?***

*If you think you should be tested for COVID-19:*

- *Start with your regular medical provider or the hospital system where you last received medical care. Call or contact them over the internet so that a medical professional can evaluate whether testing is appropriate for you.*
  - *Penn Medicine: call COVID-19 Hotline at 267-785-8585 or go to their [website](#).*
  - *Jefferson: use [JeffConnect](#) for a virtual doctor's visit and testing referral if indicated or go to their [website](#).*
  - *Temple Patient Triage Hotline: 215-707-6999 or go to their [website](#).*
  - *Einstein Hospital: 800-346-7834 or go to their [website](#).*
  - *Children's Hospital of Philadelphia: 800-879-2467 or go to their [website](#).*
  - *Mercy Health COVID-19 Hotline: 215-748-9204.*
  - *Mainline Health Contact Center: 866-225-5654 or go to their [website](#).*



- PHMC: 855-887-9229 or go to their [website](#).
- City Health Center patients can call 215-685-2933.
- Many Federally Qualified Health Centers and other clinics also offer testing. Call before going to the clinic.
- If you are not able to get tested through your medical provider, you can be tested at a public testing site:
  - **Health Department Walk-Up Site**
    - Hours: Daily from 9 a.m. to 5 p.m.
    - To be tested here, you must be a healthcare worker or first responder, OR have symptoms of a fever and new onset of cough and be over 50.
    - This site is available by appointment ONLY. Call 267-491-5870 for a referral.
    - Bring your driver's license or PHL City ID and insurance card (if you have one). Persons will NOT be turned away due to lack of insurance or documentation, and the test will be done at no cost.
  - Rite Aid, 7401 Ogontz Ave., 19138
    - Hours: Daily from 9 a.m. to 5 p.m.
    - To be tested here, you must be a healthcare worker or a first responder AND have symptoms consistent with COVID-19.
    - Before getting tested here, you must register at [www.riteaid.com](http://www.riteaid.com). Click on the red COVID-19 testing banner at the top of the page to register.
  - American Family Care (AFC) Urgent Care, 180 W. Girard Ave., 19123 (below Acme at 2nd & Girard)

and

American Family Care (AFC) Urgent Care, 2401 W. Cheltenham Ave., 19095 (near Chick-fil-A, Chipotle, and Panda Express)

- Walk-up testing, Monday-Friday
- To be tested here, you must be screened via TeleCare in advance. Visit [www.afcurgentcarenolib.com](http://www.afcurgentcarenolib.com) OR [www.afcurgentcarecheltenham.com](http://www.afcurgentcarecheltenham.com) and click "Book a Virtual Visit Online" to be seen by an AFC provider from your device in the comfort of your home.

- *Note that these sites ONLY perform testing. If you have a worsening cough, shortness of breath, or fever over 101 for more than three days, please seek medical attention from your primary care provider, an urgent care clinic, or a hospital emergency department (call in advance to tell them you have symptoms so they can prepare and wear a mask if possible).*
- *When traveling to a testing site, wear a surgical mask over your nose and mouth. If you do not have a surgical mask, wear a scarf over your nose and mouth.*

**NOTE: The Health Department has expanded the definition of health care workers who are eligible to be tested for COVID-19 coronavirus at City-run testing sites. “Health care worker”** now refers to the following:

- Clinicians
- EMS providers
- Nursing home workers
- Home care workers
- Non-clinical staff who have direct patient contact
- Behavioral health workers
- Persons who work in congregate settings, including homeless shelters and prisons

### **A note about medications**

While some western, traditional, or home remedies (such as pain relievers, fever reducers, and cough medicines) may provide comfort and alleviate symptoms of COVID-19, there is no evidence that current medicine can prevent or cure the disease. The World Health Organization (WHO) does not recommend self-medication with any medicines, including antibiotics, as a prevention or cure for COVID-19. However, there are several ongoing clinical trials that include both western and traditional medicines. WHO will continue to provide updated information as soon as clinical findings are available.

As always, before taking any medications, check with a healthcare provider first. Some medications can cause serious issues, including death, particularly if you have underlying health conditions or are already taking certain medicines.

## Mental Health

### What can I do to support my mental health during this health crisis and time of social distancing?

[According to the CDC](#), the outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children, but coping with stress will make you, the people you care about, and your community stronger.

The City of Philadelphia also has a [blog post](#) about how to take care of your mental health during the coronavirus outbreak. Their suggestions include:

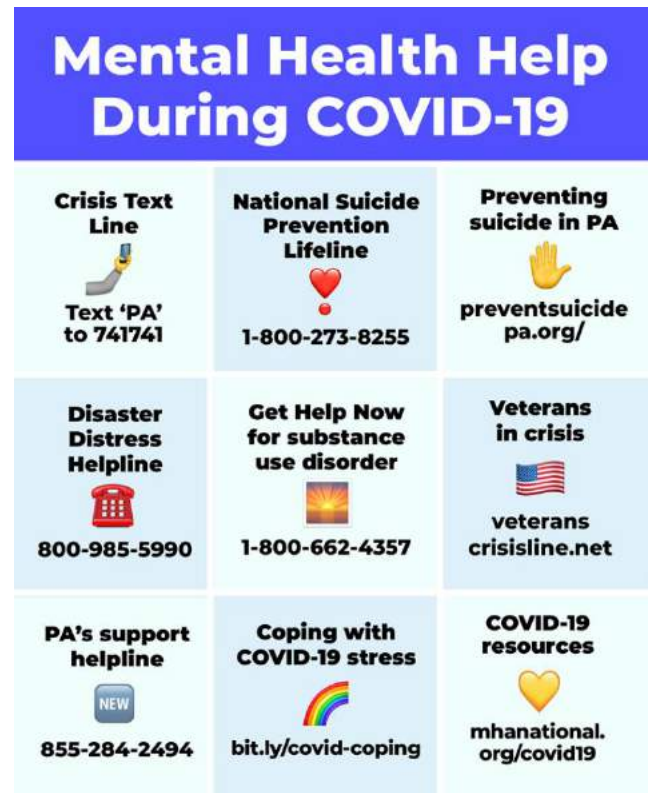
1. Connect with people - connecting may be different in this new reality of social distancing, but it can still occur, particularly via technology
2. Find ways to relax
3. Get outside in nature - if you are able
4. Do not ignore your health; talk to your doctor
5. Stay informed using credible sources
6. Consider limiting media exposure

Your mental health is just as important as your physical health. Please be reminded to give yourself the break needed to refresh your mind and reduce your stress levels. If you need to speak with a professional, do not hesitate to contact your primary care physician or the city's Department of Behavioral Health & Intellectual disAbility Services (DBHIDS).

Many businesses are temporarily closing around Philadelphia as the city ramps up its efforts to contain and eliminate COVID-19 – but immediate need for services related to mental health, intellectual disability and addiction services cannot take any such break.

DBHIDS is open for you! If you find yourself in need, please use the following resources:

- **For mental health and addiction services**, contact the Community Behavioral Health



24/7 hotline at 888-545-2600.

- **For mental health crises**, call the crisis hotline 24/7 at 215-685-6440.
- **For individuals in need of immediate opioid treatment support**, contact the NET Access Point at 844-533-8200 or 215-408-4987 or visit [netcenters.org](https://netcenters.org).
- **For behavioral health screening and resources**, visit [HealthyMindsPhilly.org](https://HealthyMindsPhilly.org).
- **For intellectual disability services**, call 215-685-5900

## Housing

### Evictions

- *There will be no eviction filings, hearings or lockouts through May 29th. If you have an eviction hearing currently scheduled from March 17th through May 29th, it will be postponed. Check your mail for a notice of the new date.*
- Effective April 1, 2020, PHA has suspended all eviction filings for 120 days. PHA will postpone all court appointments where residents have failed to pay rent. **Residents are still required to pay rent.** In addition, effective April 1, 2020, PHA will waive all late rent payment fees until June 2020.
- *PHA offices are currently scheduled to reopen on Monday, May 11th.* More information for residents (including Housing Choice Voucher (HCV) participants) and employees about the steps PHA is taking during this crisis is available [here](#).
- For tenants in public housing or the HCV program, please contact your manager immediately to discuss your situation and use the [Hardship Waiver form](#).
- The Fair Housing Commission has postponed hearings until further notice. However, you can still complete and submit the intake questionnaire via email at [fairhousingcomm@phila.gov](mailto:fairhousingcomm@phila.gov). The Commission is also available by phone at 215-686-4670.
- Under the federal CARES Act, landlords with federal funding are prohibited from filing new evictions cases, charging late fees or sending eviction notices until July 25th, 2020. For more information, click [here](#).

## **Resources for Tenants**

- ***While evictions cannot take place, please note that rental contracts remain valid and payments are still due to your landlord. If you cannot pay your rent, contact your landlord first (For tenants in public housing or the HCV program, please contact your manager immediately to discuss your situation and use the [Hardship Waiver form](#)). If your landlord tries to evict you or take other action against you during this time, seek help immediately.***
  - **Housing Hotline:** 267-443-2500 (Please leave a message and your call will be returned in 24 hours. To leave a message for Community Legal Services, press 4.)
  - *You may file a complaint with the Office of Attorney General's Bureau of Consumer Protection using their [online form](#).*
  - *Virtual Landlord-Tenant Mediation is available through the Good Shepherd Mediation Program (GSMP). Please have the contact information for both parties (landlord and tenant) available before speaking with the intake staff.*
    - **Phone:** 215-843-5413, ext. 228
    - **Email:** [intake@phillymediators.org](mailto:intake@phillymediators.org)
    - **Website:** <https://www.phillymediators.org/contact-us/>.
- ***UESF may be able to assist financially with housing and/or utilities issues resulting from the current public health crisis. UESF can be contacted via phone or email.***
  - **Phone:** 888-798-2683 (Please provide your name, telephone number and detailed message of your need due to COVID-19.)
  - **Email:** [covid@uesfacts.org](mailto:covid@uesfacts.org)
  - **Website:** <https://uesfacts.org>
- ***Germantown Avenue Crisis Ministry (GACM) is currently conducting intake for its social services programs via telephone ONLY. Please note GACM only assists residents living in Northwest Philadelphia.***
  - **Phone:** 215-843-2340, Monday through Wednesday, 9 a.m. to 2 p.m.
  - **Website:** <https://www.crisisministry.org>

## **Resources for Landlords**

- PA Apartment Association
  - **Information:** <https://www.paahq.com/cvresources.html>
  - **Contact:** Leah Sailhamer ([lsailhamer@paahq.com](mailto:lsailhamer@paahq.com)) or Marlynn Orlando ([morlando@paahq.com](mailto:morlando@paahq.com))
- ***Philadelphia Bar Association** is currently closed but staff are working remotely. If you need a referral for a private attorney, you can still call the Bar Association or apply online.*
  - **Phone:** 215-238-6333, Monday-Friday, 9 a.m. to 5 p.m.
  - **Website:** <https://iris.philadelphiabar.org>

## **Tax/Mortgage Foreclosures**

- All hearings and conferences related to mortgage or property tax foreclosures have been suspended, postponed, or cancelled. **For questions about the status of your case, please contact the Save Your Home Philly Hotline at 215-334-4663, Monday-Friday, 9 a.m. to 5 p.m.**
- *The **Mortgage Foreclosure** sheriff sales scheduled for June 2nd have been postponed until September 1st. Click [here](#) to learn more.*
- *The **Tax Foreclosure** sheriff sales scheduled for June have been postponed until September. Click [here](#) to learn more.*
- The **Mortgage Foreclosure** sheriff sales currently scheduled for May 5, 2020 have been postponed until July 7, 2020. Click [here](#) to learn more.
- The **Tax Foreclosure** sheriff sales currently scheduled for May 2020 have been postponed until July 2020. Click [here](#) to learn more.

## **Emergency Housing**

If you are in need of emergency housing, the [intake centers](#) for the Office of Homeless Services remain open.

## **Home Repair Programs**

- Applications for the City's grant programs (**Basic Systems Repair, Adaptive Modifications and Weatherization Assistance**) are not being accepted while the

Philadelphia Housing Development Corporation (PHDC) is closed.

- Homeowners can still begin the process of applying for **Restore, Repair, Renew**, the city's new low-interest loan program.
- **Website:** <https://www.phila.gov/2020-03-20-help-with-housing-during-covid-19/>

## Immigrant Affairs

*If you are an immigrant or refugee, you may face different challenges when accessing medical care. Still, you are entitled to treatment regardless of your immigration status or ability to speak English. Federal law protects your personal information, and you can ask for an interpreter at health clinics and hospitals. We encourage you to seek treatment if you are feeling sick.*

*Please visit the [Mayor's Office of Immigrant Affairs](#) for more information about your ability to access medical attention, resources, and language assistance.*

*If you or someone you know needs language access assistance, please visit:*

<https://www.phila.gov/programs/language-access-philly/>

*We are one community!*

### Legal Aid

- *Nationalities Service Center*
  - *ESL classes and in-person appointments are suspended until further notice. Clients can contact their case manager by phone.*
  - **Phone:** 215-893-8400
  - **Website:** <https://nscphila.org>
- *HIAS Pennsylvania*
  - **Resources:** <https://hiaspa.org/how-covid-19-may-affect-you/>
  - **Phone:** 215-832-0900
  - **Website:** <https://hiaspa.org>
- *The Welcoming Center – The Center is temporarily closed until further notice.*
  - **Resources:** <https://welcomingcenter.org/covid-19/>



# Parking

**Office Closures:** In accordance with the directives of the Governor and the Mayor, the Bureau of Administrative Adjudication, the Parking Violations Branch and Philadelphia Parking Authority (PPA) administrative offices will be closed starting March 17th and will remain closed until further notice.



**Parking Enforcement:** The Philadelphia Parking Authority will place a special emphasis on enforcing safety violations, including blatant violations that pose a threat to public order and safety such as double-parking, loading zone violations and blocking entranceways or crosswalks. It is essential that motorists park legally during this health crisis so as not to impede traffic flow or block emergency vehicle access. Additionally, meters, kiosks and residential parking time limits **will not** be enforced.

**Scheduled Hearings:** If you had a scheduled hearing with the Bureau of Administrative Adjudication between March 17th and April 30th, you will receive a new hearing date by mail.

**Booted or Towed Vehicles:** To retrieve a vehicle, you will have to pay only those tickets on the impounded vehicle's license plate. If tickets are eligible for a hearing and paid during this time of administrative office closure, you will still be eligible to contest those tickets when the Bureau of Administrative Adjudication resumes normal operations. In order to claim your vehicle, you must present a driver's license, vehicle registration and proof of insurance.

## Payment options for impounded vehicles:

1. **Online:** [philapark.org/violations](http://philapark.org/violations)
2. **In-person: 2501 South Weccacoe Avenue** (the impoundment lot) during the following hours:  
Monday – Thursday 7 a.m. to 9:30 p.m.  
Friday – Saturday 9 a.m. to 11 p.m.  
Sunday Noon to 6 p.m.
3. **In-person: Philadelphia Municipal Court, Traffic Division at 800**

**Spring Garden Street** during the following hours:  
Monday, Wednesday and Friday 9 a.m. to 2:30 p.m.

**Parking ticket payments (for vehicles not booted or towed):**

- **Online:** [philapark.org/violations](http://philapark.org/violations)
- **By phone:** 1-888-591-3636 (Automated messaging)

**NOTE:** Beginning Tuesday, March 17<sup>th</sup>, there will be no convenience fees for online payments.

**Red Light Camera Violations: Payment of red light camera violations can be made:**

- **Online:** [philapark.org/violations](http://philapark.org/violations)
- **By mail:** Red Light Camera Program, P.O. Box 597, Baltimore, MD 21203-0597.
  - If the payment envelope is postmarked within 30 days of issuance, penalties will not accrue.

**Parking Garages:** Philadelphia Parking Authority lots and garages throughout the city as well as airport parking facilities will remain open, excluding the Economy lot at the airport, which will be closed to new parkers. There will be no charge for vehicles exiting the airport parking facilities during the emergency declaration period.

## Public Safety

Maintaining public safety is extremely important to us, especially during these challenging times. Please use the numbers below to report a crime.

**Tips: Dial 215-686-TIPS (8477)**

**Emergency: 911**

**Non-emergency: 311**

**To file a police report, dial 911 or visit your district headquarters.**



**2nd District Police Department**  
**Harbison Avenue and Levick Street**  
**Philadelphia, PA 19149**  
**215-686-3020**

Captain Matthew Deacon

[Matthew.Deacon@Phila.gov](mailto:Matthew.Deacon@Phila.gov)

Community Relations, Officer Marc Mroz

[Marc.Mroz@Phila.gov](mailto:Marc.Mroz@Phila.gov)

**14th District Police Department**  
**43 W. Haines Street**  
**Philadelphia, PA 19144**  
**215-686-3140**

Captain Nicholas Smith

[Nicholas.Smith@Phila.gov](mailto:Nicholas.Smith@Phila.gov)

Community Relations, Officer Dennis Smith

[Dennis.Smith@Phila.gov](mailto:Dennis.Smith@Phila.gov)

**35th District Police Department**  
**North Broad Street & Champlost Street**  
**Philadelphia, PA 19141**  
**215-686-3350**

Captain Michael Zimmerman

[Michael.Zimmerman@Phila.gov](mailto:Michael.Zimmerman@Phila.gov)

Community Relations, Officer Robert Hoppe

[Robert.Hoppe@Phila.gov](mailto:Robert.Hoppe@Phila.gov)

**This statement was issued by Police Commissioner Danielle Outlaw regarding arrests and public safety:**

“To be clear, the Philadelphia Police Department is not turning a blind eye to crime. Persons who commit certain non-violent offenses will be arrested at the scene. Once their identity has been confirmed, they will be released and processed via arrest warrant. This is similar to the ‘summons process’ that is utilized in many other counties throughout the Commonwealth. An officer still has the authority to utilize discretion and take an offender into physical custody for immediate processing, if the officer and supervisor believe the individual poses a threat to public safety.

“In order to balance this approach, personnel from several plain-clothes units have been reassigned to patrol duties to increase police presence and deter crime twenty-four hours a day.

“This temporary response model was implemented to protect our officers, and the communities we serve, from becoming infected or spreading COVID-19. Additionally, these protocols allow us to adjust to the changing availability of resources within other areas of the criminal justice system. To reiterate, criminal offenders will be held accountable for the crimes they commit.”

### **District Attorney’s Office**

District Attorney Larry Krasner issued guidance to the District Attorney’s Office (DAO) unit supervisors and assistant district attorneys (ADAs) for minimizing exposure and transmission of COVID-19 in the criminal legal system. The directives can be found [here](#) and on the District Attorney's website.

**Website:** <https://www.phila.gov/districtattorney/pages/default.aspx>

# Recreation

Philadelphia Parks and Recreation has suspended all activities. All buildings, playgrounds, athletic courts, and restrooms are closed. This includes all recreation centers and older adult centers. Also, all meals services at recreation centers have ended as of Friday, March 20th. These facilities will remain closed until further notice.



**If you need to take a brief walk, parks, athletic fields and trails remain open. We urge you to follow the social distancing order issued by Health Commissioner Thomas Farley, Mayor Jim Kenney, and Governor Wolf.**

**Website:** <https://www.phila.gov/2020-03-20-whats-open-closed-or-canceled-at-parks-rec-sites/>

## **Broad Street Run**

The 2020 Blue Cross Broad Street Run has been postponed to October 4, 2020. Participants who are not able to make the new date have the option to transfer their bib or defer registration until 2021. The normal \$15 transfer fee will be waived. Members of the public with questions should visit the [Broad Street Run's FAQ page](#) or email [info@broadstreetrun.com](mailto:info@broadstreetrun.com).

# Sanitation

As the City continues to address the unprecedented COVID-19 pandemic world crisis, the Streets Department has been challenged with maintaining trash and recycling collection on a consistent schedule.

- As such, residents should expect collection delays as the health crisis is beginning to have an impact on employees' attendance. While the Department has received no reports of employees testing presumed positive for the coronavirus, it recognizes maintaining collection service levels will be hampered during the height of the health crisis due to staffing issues.
- While delivering on-time collections services remains an essential core service, residents are asked for their patience and cooperation while we work to deliver service. The Streets Department thanks its employees for their dedication and commitment during these unprecedented times.
- **Beginning April 6, 2020, recycling collections will be picked up every other week.** Residents should hold their recycling materials from April 6-11. Recycling collections will resume during the week of April 13 with every other week collections through May 15 or further.
- Sanitation Convenience Centers are currently open Tuesday through Saturday from 8am to 8pm.
- **Website:** <https://www.philadelphiastreet.com/>

# SEPTA

## General Service Announcement

- *Beginning on Sunday, April 26, SEPTA bus and trolley routes currently operating Lifeline Service will shift to headway-based schedules. Headway-based scheduling gives SEPTA greater operating flexibility to respond to service demands, especially during peak periods, while providing customers with minimum service frequency information to plan their travel.*
- *The level of service on those routes will not change but will now be based on how frequently buses and trolleys operate rather than exact timetables.*
- *Bus Routes Running Every 15 Minutes or Less: 18, 23, 52, 66*



- *Bus and Trolley Routes Running Every 30 Minutes or Less: 3, 6, 7, 10, 11, 13, 14, 15, 16, 17, 21, 25, 26, 36, 40, 42, 46, 47, 55, 56, 58, 60, 64, 65, 70, 75, 108, 109, 113, 117, G, K, L, R*
- *Bus Routes Running More than 30 Minutes: 16, 22, 27, 68, 84, 93, 96, 97, 101, 104, 110, 114, 124, 129, 132, J, 204, 310, 311*
- *Service on the Market-Frankford Line, Broad Street Line, Norristown High Speed Line and Regional Rail will continue to operate on their current Lifeline Service schedules.*
- *Service has been suspended on several bus routes and Regional Rail lines until further notice. Check the [System Status](#) page for details.*
- Shuttle buses are replacing Route 101 trolleys and Route 102 service is suspended until further notice.
- **Bus, Norristown High Speed Line, and trolley service boards through the rear door. Front door boarding will continue for riders with disabilities and Senior Citizens requiring boarding assistance.**
- The SEPTA Key Senior & Reduced Fare Card processing programs at 1234 Market Street, Concourse Level and the Accessible Travel Center at Suburban Station are closed.
- If you have questions about how to get refunds for unused Passes on your Key Card and Monthly Regional Rail Parking Permits, please review the Credit Policy for SEPTA Transportation Passes for detailed information about your Key Card products or call the SEPTA Key Customer Call Center. As a friendly reminder, if you use autoload, you should turn it off if your upcoming travel needs are uncertain. Autoload settings can be accessed by going to your account profile at <http://SEPTAKey.org> or by calling the SEPTA Key Customer Call Center. When you resume regular travel autoload can easily be reinstated by going to your online Key Card account.
- **SEPTA Key Customer Call Center: 1-855-567-3782**

### **Customized Community Transportation (CCT)**

Registered CCT Customers (ADA/Shared Ride) may make same-day reservations to/from medical facilities, pharmacies, supermarkets, and food distribution centers. These trips will be provided on a space available basis until further notice. To make a same-day trip, you may contact the CCT Control Center at 215-580-7720 or 215-580-7145 then press #2. Standard fares will apply.

**Website:** [www.septa.org](http://www.septa.org)



# Seniors

The offices of the [Philadelphia Corporation for the Aging \(PCA\)](#) are temporarily closed. Also, online referrals and requests for assistance are unavailable currently. If you are experiencing a medical emergency, please call 911. If you are calling to report an older adult in need of protective services, please call 215-765-9040 and select option 1.



## **Food Resources for Seniors**

PCA has committed to continuing its home-delivered meals program for income-eligible consumers throughout the COVID-19 pandemic. In addition, PCA is working with senior centers throughout the city to provide Grab and Go lunch options at the locations below.

*Please review the entire list as new sites have been added.*

Center in the Park 5818 Germantown Ave. (19144) 215-848-7722	Firehouse Active Adult Center 5331 Haverford Ave. (19139) 215-472-6188
Northeast Older Adult Center 8101 Bustleton Ave. (19152) 215-685-0576 <b>Mondays and Wednesdays</b>	West Philadelphia Senior Center 1016-26 N. 41 <sup>st</sup> St. (19104) 215-386-0379
Peter Bressi Northeast Senior Center 4744-46 Frankford Ave. (19124) 215-831-2926	St. Edmonds Senior Community Center (formerly St. Charles) 2130 S. 21st St. (19145) 215-790-9530
Nativity Satellite Program (formerly St. Anne's) 3255 Belgrade St. (19134) 215-423-2772	Marconi Older Adult Program 2433 S. 15th St. (19145) 215-218-0800
Lutheran Settlement House 1340 Frankford Ave. (19125) 215-426-8610 <b>Food pantry on site</b>	PHA Cassie L. Holly Apartment Satellite 2100 Dickinson St. (19146) 215-684-4891

Mann Older Adult Center 3201 N. 5th St. (19140) 215-685-9844 <b>*Spanish-speaking*</b> <b>Mondays and Wednesdays</b>	PHA Wilson Park Satellite 2508 Jackson St. (19145) 215-684-4895
King Older Adult Center 2100 W. Cecil B. Moore Ave. (19121) 215-685-2716 <b>Mondays and Wednesdays</b>	PSC - Avenue of the Arts and Asian Pacific Senior Resource Center 509 S. Broad St. (19147) 215-546-5879
Northern Living Center 827 N. Franklin St. (19123) 215-978-1300	CHCS Star Harbor Senior Center Satellite 4700 Springfield Ave. (19143) 215-726-7468
On Lok House Satellite 219 N. 10th St. (19107) 215-599-3016 <b>*Asian Languages*</b>	Southwest Senior Center 6916 Elmwood Ave. (19142) 215-937-1880
PSC - Allegheny Branch 1900 W. Allegheny Ave. (19132) 267-286-1455	PHA Emlen Arms Satellite 6733 Emlen St. (19119) 215-684-5892
The Center at Journey's Way 403 Rector St. (19128) 215-487-1750 <b>Mondays only</b>	Kleinlife Northeast & Kleinlife Russian Satellite 10100 Jamison Ave. (19116) 215-698-7300 <b>*Some Korean-Speaking*</b> <b>Tuesdays only</b>
CHCS Norris Square Center 2121 N. Howard St. (19122) 215-423-7241 <b>*Spanish-Speaking*</b>	

**The West Oak Lane Senior Center** is closed for regular activities.

### **Resources for Providers**

The Pennsylvania Department of Aging has released COVID-19 guidance to providers of aging services to help meet the needs of older adults while ensuring their safety. These recommendations will be updated on a recurring basis as needed, as new information becomes available. You can access the latest versions of these guidelines by clicking [here](#).

# Taxes

## Federal Taxes

- The deadline for filing AND paying your **2019 Federal Income Taxes** has been extended to **July 15, 2020**. There is nothing you need to do to use this extension. No penalties or interest will be assessed.
- The IRS has temporarily closed all Taxpayer Assistance Centers and discontinued face-to-face service throughout the country until further notice. The IRS is continuing to process tax returns, issue refunds and help taxpayers to the greatest extent possible.
- **Website:** <https://www.irs.gov/coronavirus>

## Pennsylvania Taxes

- *The PA Department of Revenue is providing taxpayers with increased flexibility, additional time to meet tax obligations, and relief from a number of compliance actions. For more information: <https://www.revenue.pa.gov/Pages/Relief-For-Taxpayers.aspx>.*
- The deadline for filing and paying **2019 PA Income Taxes** has been extended to **July 15, 2020**. Penalties and interest will be waived.
- The PA Department of Revenue is encouraging taxpayers to file their taxes electronically. Returns are still being processed.

## Philadelphia Taxes

- The Philadelphia Department of Revenue has launched a **new site with tax guidance** considering the COVID-19 pandemic.
  - **Website:** <https://www.phila.gov/documents/coronavirus-tax-guidance/>
- The deadline for **2020 Real Estate Taxes** has been extended to **April 30, 2020**. The deadline for applying for an installment agreement for your 2020 Real Estate Taxes has also been extended to April 30, 2020. Deadlines for certain business taxes have been extended as well. More information is available at the link above.
- *The City is asking those who can pay their taxes by the regular deadlines to please do so in order to help ensure continuity of City and School District operations.*
- **Phone:** 215-686-6442
- **Email:** [revenue@phila.gov](mailto:revenue@phila.gov)
- **Website:** <https://www.phila.gov/departments/departments-of-revenue/>

## **Taxpayer Assistance**

- Tax sites operated by Campaign for Working Families are closed until further notice. However, assistance is still available virtually. Start by visiting [GetYourRefund.org](https://www.getyourrefund.org). Once there, verify your identity, answer some required questions, and upload your tax documents.
  - For issues, email [virtualvita@cwfphilly.org](mailto:virtualvita@cwfphilly.org) or visit <https://cwfphilly.org/>
- **Ceiba's** Volunteer Income Tax Assistance (VITA) program is closed until further notice.
  - **Phone:** 215-634-7245
  - **Website:** <http://www.ceibaphiladelphia.org/new-blog/2020/3/18/ceibas-announcements-regarding-closing-of-tax-activities>
- Philadelphia's EITC free tax preparation sites are closed until further notice.
  - **Website:** <https://www.youearneditphilly.com/#understand-eitc>
- Free tax filing information:
  - <https://www.irs.gov/filing/free-file-do-your-federal-taxes-for-free>
  - <https://www.unitedway.org/myfreetaxes/S26094481#>
  - <https://freefile.intuit.com/?vitaSiteId=S23091464>
- **Legal assistance** with tax issues is available from Philadelphia Legal Assistance.
  - **Phone Intake:** 215-981-3800, Monday-Thursday 9:30 a.m. to Noon
  - **Online:** <https://philalegal.org/apply>

## **Travel**

Martin Luther King Drive is closed to vehicular traffic from East Falls Bridge to Eakins Oval, in the interest of facilitating social distancing among trail users. The 24-hour closure will last until further notice.

# Utilities

*Your water, heat, and electricity cannot be shut off during this crisis.*

*Call your provider to see if you qualify for discounted rate programs and to alert them of employment changes or the loss of a job. If you have questions or your utilities have been improperly shut off, call the PA Attorney General's Consumer Advocate at 1-800-684-6560 weekdays from 8:30-4:30 PM. Messages left over the weekend will be heard the following Monday.*



## **Philadelphia Water Department (PWD)**

- Effective March 16, 2020, PWD and the Water Revenue Bureau will work together to restore water service to all delinquent residential and commercial customers through Friday, May 15, 2020, and the restoration fee will be waived.
- In addition, PWD will not shut off water service for delinquent residential and commercial accounts through May 15, 2020.
- Residential customers who have been shut off for meter non-compliance will also have their water service restored until May 15, 2020.
- If you or your building loses water during the COVID-19 response it is because of an emergency such as a water main break or plumbing issue. PWD crews are working to restore water to all accounts where possible and may need to make emergency repairs during the COVID-19 response.
- **Phone:** 215-685-6300
- **Email:** [waterinfo@phila.gov](mailto:waterinfo@phila.gov)
- **Website:** <http://water.phila.gov/covid-19/>

## **Philadelphia Gas Works (PGW)**

- Effective March 13th, PGW is suspending non-payment terminations until May 1, 2020. PGW also plans to waive new late payment charges.

- In order to adhere to government requests to perform essential work only, PGW's Call Center is only accepting calls to respond to emergencies, to report gas odors, to request to turn on service, sign up for financial assistance or request Parts & Labor Plan repairs.
- PGW will also suspend its cast iron main replacement program until further notice. All current projects will be made safe and crews will place temporary or final paving on those projects.
- **Phone:** 215-231-1000
- **Website:** <https://www.pgworks.com/covid19>

## **PECO**

- Effective March 13th, PECO is suspending service disconnections and waiving new late payment charges through at least May 1, 2020. Customers who have had their electric service disconnected should contact PECO to begin the reconnection process.
- **Phone:** 1-800-494-4000
- **Website:** <https://www.peco.com/SafetyCommunity/Safety/Pages/coronavirus.aspx>

## **Comcast Internet Essentials**

- In response to emergency measures associated with Coronavirus (COVID-19), Internet Essentials will increase speeds from 15/2 Mbps to 25/3 Mbps for all customers. ***This speed increase will happen automatically - no action is required by customers. In addition, new customers will receive two months of free service.***
- The simplest, fastest, and easiest way to apply for the program is from a mobile device at [www.InternetEssentials.com](http://www.InternetEssentials.com).
- Note that Comcast call centers are experiencing heavy volume at this time.
- Xfinity Wi-Fi Hotspots across the country will be available for free to anyone who needs them, including non-Xfinity Internet subscribers, through May 2020. For a map of Xfinity Wi-Fi Hotspots, visit [www.xfinity.com/wifi](http://www.xfinity.com/wifi). Once connected to a Hotspot, consumers should select the "xfinitywifi" network name from the list of available networks, and then launch a browser.
- **Phone:** 1-855-846-8376
- **Website:** <https://www.internetessentials.com/covid19>

## **Verizon**

- Verizon will now offer low-cost Internet access through its Lifeline program to individuals

who qualify. Limitations apply. For program details, visit their Lifeline webpage.

- Verizon will waive overage charges and late fees for customers who may be financially affected by the COVID-19 crisis.
- Verizon will provide two months of waived Internet and voice service charges for current Lifeline customers.
- Verizon will add 15GB of high-speed data for wireless consumers and small business customers.
- Consumer and small business Fios and DSL broadband Internet plans will have no data caps.
- **Website:** <https://www.verizon.com/about/news/our-response-coronavirus>.

### **AT&T**

- AT&T will not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill.
- AT&T will waive wireless plan overage charges for data, voice or text. AT&T will also waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- AT&T will keep its public Wi-Fi Hotspots open for anyone who needs them.
- **Website:** <https://www.att.com/shop/internet/access/>.

### **T-Mobile and Metro by T-Mobile**

- T-Mobile Connect is a new program offering a \$15 per month plan for unlimited talk and text plus 2GB of high-speed smartphone data.
- New and current Metro customers with any voice line can also get a free 8" tablet (via rebate redemption) with a \$15 unlimited tablet data plan (plus sales tax and activation fee. Requires new line of tablet service).
- T-Mobile has removed smartphone data caps for ALL customers for the next 60 days.
- T-Mobile has added 20GB Hotspot/tethering service for customers for the next 60 days.
- MetroSmart Hotspot devices will be 50% off, and the \$35 per month data plan will include 20GB—double the normal monthly data—for the next 60 days.
- All current T-Mobile and Metro by T-Mobile customers who have legacy plans without unlimited high-speed data will get unlimited smartphone data for the next 60 days.



- T-Mobile and Metro by T-Mobile customers on smartphone plans with Hotspot data will get an additional 10GB per bill cycle for the next 60 days for each voice line (T-Mobile Connect excluded).
- T-Mobile is working with its Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020.
- **Website:** <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>.

### **Sprint and Boost Mobile**

- For the next 60 days, Sprint will not terminate service and will waive late fees if customers are unable to pay their Sprint bill because of the coronavirus.
- Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Sprint will provide customers with an additional 20GB of mobile Hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Sprint customers with mobile hotspot-capable handsets who don't have a mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
- For more information from Sprint, visit <https://www.sprint.com/en/landings/covid-19.html>.
- **Website:** <https://www.boostmobile.com/about/covid-19-response.html>.

## **Voting**

**Pennsylvania's April 28th primary election has been changed to June 2nd due to concerns about the Coronavirus. The deadline to register is May 18th.**

### **Key Election Dates:**

- Last day to register to vote before the primary: May 18, 2020
- Last day to apply for a mail-in or civilian absentee ballot: May 26, 2020
- Last day for County Boards of Elections to receive voted mail-in and civilian absentee ballots (must be received by 8 p.m.): June 2, 2020

## **Poll Workers Update**

Out of an abundance of caution for our poll workers, staff and host locations, the Philadelphia City Commissioners are cancelling all remaining poll worker training classes. The City Commissioners will contact poll workers in the future with information about any rescheduled dates.

## **Voting by Mail**

For the first time, you can vote by mail with no excuse in Pennsylvania. I urge you to apply for a mail-in ballot and encourage your networks to vote by mail too. There are three simple steps:

1. Register to vote [here](#)
2. Apply to receive your ballot by mail at [votespa.com](https://votespa.com)
3. Once you receive your ballot, complete it and mail it back to the County Board of Elections.

# **Volunteering**

## **Join the Philadelphia Medical Reserve Corps (MRC)**

The [Philadelphia Medical Reserve Corps](#) (MRC) is a group of more than 2,500 volunteers who serve the City during public health emergencies and large-scale events. This unit is part of the national MRC program, which is run through the Office of the Surgeon General.

Clinical and non-clinical volunteers are needed. You must be at least 18 years old to join.

**Website:** <https://www.phila.gov/services/mental-physical-health/volunteer-for-the-philadelphia-medical-reserve-corps-pmrc/>

## **Donate Personal Protective Equipment (PPE)**

Health care providers are experiencing serious shortages of Personal Protective Equipment (PPE). Without this equipment, providers are in danger of becoming sick or transmitting the COVID-19 coronavirus to others.

The City is currently [seeking donations of protective equipment and supplies](#), including:

- N95 respirators and face masks
- Disposable or washable surgical masks, dust masks, or other protective masks that cover the mouth and nose
- Disposable and washable gowns

- Eye protection
- Gloves
- Swabs

All items should be in the manufacturer's original packaging and unopened. We cannot accept open products or homemade items.

### **Help Prepare Meals**

MANNA provides specialized meals for individuals with serious illnesses. They are always looking for volunteers to help prepare and deliver meals. If you are interested in lending a hand, please visit their website and complete an application today.

**Website:** <https://mannapa.org/volunteer/individual-volunteers/>

### **Donate Blood**

The American Red Cross is urgently seeking blood donations due to the current public health crisis. To make an appointment to donate, please visit their website.

**Website:** <https://www.redcrossblood.org>

### **Donate to the PHL COVID-19 Fund**

The [PHL COVID-19 Fund](#) will offer grants to Greater Philadelphia nonprofits that serve at-risk populations, including:

- Seniors
- People with disabilities
- The economically disadvantaged
- Those who are experiencing homelessness

These grants will help nonprofits continue to provide community safety nets such as food pantries and health services. They will also enable nonprofits to offer preparedness and protection services, such as hygiene supplies and access to accurate information.

**Website:** <https://phlcovid19fund.org/covid-19-response-fund/>

### **Become a Community Response Captain**

*Similar to the Census Champion Training Program, Community Response Captains will be trained to provide support in their communities during the COVID-19 health crisis. The daily virtual Community Response Captain Program trainings will include updated COVID-19 information, a comprehensive resource guide, and steps for community action in **English, Spanish, French and Chinese**. Upon completing the training, COVID-19 Community Response Captains will be able to relay the most accurate and updated information to their peers and provide support when needed.*

*Choose the session that works best for you by visiting <https://www.phila.gov/the-latest/all-events/?category=586>*

**NOTE:** *If you find information in this guide that needs to be corrected/updated or have information that should be added, please email us at [solomon.leach@phila.gov](mailto:solomon.leach@phila.gov).*

# **A FINAL REMINDER...**

**STAY HOME! STOP THE SPREAD! SAVE LIVES!**

**Please stay home to help slow the spread of the coronavirus. The more that people shelter in place, the better chance we have to slow the spread.**

**There are some exceptions:**

- **You work at a job that's labeled "essential"**
- **You need to go out to help an elderly or ill family member or friend**
  - **You need to grocery shop, go to the doctor or pharmacy**
  - **You need to go out and get some exercise**

**But when you're out, please cover your face and maintain your social distance. Keep six feet between you and others around you.**

**We must work together to stop the spread of this virus.**

**STAY HOME! STOP THE SPREAD! SAVE LIVES!**

## NOTES

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