



United Way of Northwest Vermont - Working Bridges COVID19 Employee Resource Guide

Working Bridges Resource Coordinators are receiving information and updates about community resources and service changes due to COVID-19. Please note that resource information changes rapidly. Resources listed in this document are for informational purposes. Feel free to share with your employees, but please do not share externally to your organization.

Information listed does not reflect endorsement by United Way - Working Bridges.

This document will be updated daily by Working Bridges Resource Coordinators.

A Good Place to Start: Community Support/Info/Give Help/Get Help:

- Contact your Working Bridges Resource Coordinator directly – available by phone, text, email, or video conferencing
- Dial 2-1-1 for public information about COVID-19 and up-to-date resources, 24-7
- Franklin County Regional Chamber of Commerce resource page: <https://www.fcrcvt.com/covid-19-resources>
- Burlington Covid-19 Response page: <https://www.burlingtonvt.gov/covid-19>
- United Way Volunteer Center: <https://unitedwaynwvt.org/covid19-community-response>
- The Vermont Department of Libraries resource page: <https://libraries.vermont.gov/covid19> includes up to date resources and library closures.
- Centers for Disease Control: <https://www.cdc.gov/>
- Vermont Department of Health: <https://www.healthvermont.gov/>
- VT Digger keeps this page updated with the latest news about Coronavirus, current vaccination rates, and related news: <https://vtdigger.org/coronavirus/>

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- **Vermont Multilingual Coronavirus Task Force:** Brief Youtube videos describing Covid-19 and the basics in what to do, created by community members in the various languages spoken in Burlington, VT:
<https://www.youtube.com/channel/UC3zjPpeFnXqvESr1y3d4DvQ/videos>
- **New Americans in Vermont:** translated materials all about COVID-19, vaccines, health directives and additional resources:
www.newamericansinvermont.com

Childcare:

- **Contact your local child care referral agency:**
 - **Chittenden County: Child Care Resource** 802-863-3367
 - **Franklin/Grand Isle Counties: NCSS Family Center**, 802-524-6554 (press 3, then 3)
 - **Addison County: Addison County Childcare Services at Mary Johnson's Children's Center** (802) 388-4304
 - **Counties throughout the state:** <https://dcf.vermont.gov/cdd/cccsa>
- **Let's Grow Kids:** <https://www.letsgrowkids.org/coronavirus>
- **Vermont Early Childhood Advocacy Alliance** resource page: <https://vecaa.org/covid-19-resources/>
- **Front Porch Forum's** neighborhood groups have frequent posts of childcare offerings. To subscribe: <https://frontporchforum.com/>
- **Bright Futures Child Care Information System:** search the regulated child care database to locate child care providers throughout Vermont
- **Vermont DCF Child Care Resources:** a variety of information and resources around child care.

Education:

- Website curated by the **VSLA (Vermont School Librarian Association)** full of links to vetted educational resources:
<https://docs.google.com/document/d/e/2PACX-1vTE39Uh5GlvcidijSDz36hIviHOwhBRndWWuUN5LCSOS4NoEhQ3wkU6isTjUUbZwaaJfShHsHXSbdG6/pub>
- **Kahn Academy** is offering developmentally appropriate classes and activities for kids 3-18. It also has great stuff for bored adults. <https://www.khanacademy.org/>

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- JSTOR has free access to 6,000+ ebooks and 170 journals:
http://www.universitytimes.ie/2020/03/jstor-makes-database-accessible-to-the-public/?fbclid=IwAR0W6EMW8uOsOnl7jKx05X3egZI9FgS9I3_EqEiZmeeXMb95fGYP1yu9FQc
- **COVID-19 Guidance for Vermont Schools:** <https://education.vermont.gov/news/covid-19-guidance-vermont-schools>
- **School-based Covid-19 Transmissions:**
<https://www.healthvermont.gov/sites/default/files/documents/pdf/COVID19-Transmission-Schools.pdf>

Eldercare:

- **Age Well:**1-800-642-5119 (Senior Helpline) For up to date information on their services:
<https://www.agewellvt.org/news-events/blog/267-coronavirus-covid-19-and-older-vermonters>
- **C.I.D.E.R. (Grand Isle County):** <https://cidervt.org/> 802-372-6425 Cider will continue to provide transportation to critical care and other necessary appointments and therapy. If you know of a senior in Grand Isle County that might need assistance obtaining or preparing food, call 372-6425. New location: 110 Community Lane!
- **HANDS Support Buddies (Burlington-area):** Help with grocery delivery, medicine, friendly telephoning/check-ins. Sign up by calling 863-3982 Ext 1 Sign-up online: www.heinebergcsc.org For General Center Updates: 863-3982 Ext 3
- [This list](#) of stores developed by **Vermont Retail & Grocers Association** with information about stores near you that offer special hours for vulnerable populations, curbside pickup, and other services during this time.
- **Burlington Resource and Recovery Center:** List of resources for Older Adults in Burlington
<https://www.burlingtonvt.gov/covid-19/seniors> including this [Quarantine Delivery Request Form](#)

Financial/Debt/Taxes/Unemployment:

- **Federal Stimulus Checks -**
- **VTLawHelp** - helpful page: <https://vtlawhelp.org/coronavirus-economic-impact-stimulus-payments>
- Directive issued by **Attorney General** - payments authorized by CARES Act are exempt from garnishment or collection under Vermont law.
<https://ago.vermont.gov/blog/2020/04/21/attorney-general-donovan-to-debt-collectors-creditors-banks-vermonters-stimulus-checks-are-off-limits/>
- **Free Tax Services:**

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- **CVEOEO VITA program: Chittenden County:** https://www.cvoeo.org/?fuseaction=dep_intro&dept_id=10 in-person free tax services being held at the University Mall starting February 1. You can sign up starting January 19 by calling 211 for an appointment. Total family income for 2020 must be \$56,000 or under
- **CVOEO VITA program: Franklin County:** Limited Franklin and Grand Isle County appointments will be done remotely by phone/drop-off. Register by calling Rebecca Moyer at 802-527-7392 x107.
- **www.myfreetaxes.com:** free online tool to file your taxes. If you need help navigating this online service, you can call CVOEO's VITA Site Coordinator, Michael McClintock, at 863-6248 ext. 731.
- **AARP Volunteer Income Tax Assistance:** free tax preparation services to serve seniors but they are open to all. This year, due to COVID19, AARP is working to deliver a fully remote model through AARP Tax Aide Foundation online tax assistance: <https://taxaideqa.aarp.org/hc/en-us>
- **Unemployment Claims** - Department of Labor Employee Assistance: 1-877-214-3332.
 - Link to apply for Vermont Unemployment Insurance online (initial claim): <https://vermont.force.com/DOLClaim/s/>.
 - **On December 27, 2020, PUA was extended for an additional 11 weeks or until benefit week-ending March 13, 2021.** Eligible claimants may experience a delay, but will receive payment starting for the benefit week ending January 2, 2021. More details: <https://labor.vermont.gov/PUA>
 - Frequently asked questions: <https://labor.vermont.gov/covid19>.
 - Recordings of Department of Labor Town Hall Q&As:
<https://www.youtube.com/playlist?list=PLsVldxrsmcuvgw5onGDlxX1J-p7gaodGb>
- **Student Loans** - Information from Federal Student Aid website:
<https://studentaid.gov/announcements-events/coronavirus>
 - Federal Student loan payments suspended from March 19 - January 31
 - Just Announced: Loan Repayment Begins After Jan. 31, 2021 Are you preparing for when payments resume? Check out [Loan Simulator](#) to find a repayment plan that meets your needs and goals or decide whether to consolidate.
 - Employers currently garnishing wages should receive letters telling them to stop garnishing.
 - Anyone who has been garnished since March 13 can get a refund of that garnishment.
 - This does not count for private student loans. People should call their private loan holders for modification options.
- **Late Loan/Mortgage Payments** - If you are unable to make loan or mortgage payments, contact your lender immediately for modification options *before* your first late payment. Check their website - you may need to fill out

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some form of Covid-19 hardship form to receive an extension or they may have added new borrower assistance options in place.

- **Emergency Loans (avoid predatory lending online)** – If your organization does not yet have an existing **income advance loan**, please reach out to your Resource Coordinator for additional information or visit: <https://www.incomeadvance.org/>
 - **VSECU**: If your finances are affected by the COVID-19 coronavirus, one option is their [Member Emergency Loan](#) to cover costs during the crisis, or one of their loan modification plans, to help minimize the impact of your current loans on your cash flow. **NON-MEMBERS WELCOME TO APPLY** If you are not currently a member of VSECU but are suffering from financial distress due to COVID-19, you may still apply. *Note: Once you have been approved for the loan, you will need to join in order to access funds. Up to \$2000 for 24 months, potentially 0% interest.* Tel:800-371-5162
 - Check with your existing lender/credit union - many have emergency loan options in place during the pandemic!

Food:

- [Statewide Food Pantries](#)
- **Hunger Free Vermont**: <https://www.hungerfreevt.org/coronavirus>
- The [Farmers to Families Food Box Program](#) has been extended through the end of February! Farmers to Families food boxes will be available at multiple daily food distributions throughout the state. **Reservations will be required for the distributions.** To register and see the dates and locations, please visit <https://humanresources.vermont.gov/food-help> or call 802-476-0316 for assistance. Each reservation will receive 1 box with about 30 lbs of food, including fresh produce, dairy products, and meat.
- **Everyone Eats** is offering free meals at public distribution sites throughout Vermont, through **June 2021**. <https://vteveryoneeats.org/> Check here for statewide schedules: <https://docs.google.com/spreadsheets/d/1W5KfP8InYVv2sfCg7sBGVddEOAUWEIzjecSrcibq8Rg/edit#gid=0>
- [This list](#) of stores developed by **Vermont Retail & Grocers Association** with information about stores near you that offer special hours for vulnerable populations, curb-side pickup, and other services during this time.)
- The **Vermont Agency of Education (AOE)** has issued the following COVID-19 [guidance to school food service programs](#).

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- **The Vermont Foodbank** - <https://www.vtfoodbank.org/> has information on [finding coronavirus-related food services for individuals](#) and a [COVID-19 planning and response page](#).
- **Feeding Chittenden** - <https://feedingchittenden.org/> 658-7939
- **Martha's Kitchen** (Community meals in St. Albans) <https://marthascommunitykitchen802.org/>: 802-524-9749
- **Northwest Family Foods** (the local food shelf in St. Albans) <http://northwestfamilyfoods.org/>
- **C.I.D.E.R. (Community meals/rides for seniors in Grand Isle County)**: <https://cidervt.org/> 802-372-6425 New location: 110 Community Lane!
- **Age Well**: Community Meals cancelled, still delivering through [Meals on Wheels](#), call at 1-800-642-5119.
- **SCHOOL MEALS** (Contact your local school to find out specific information about meal sites, pick-ups/drop-offs)
- **School Closures Meal Service Tracking by district** (check this list for contact info and links to your school district's website about how/if your district is distributing meals): https://docs.google.com/spreadsheets/d/10uBLJyWHaJR8vuX_SBxyEbqNgJb2QcV_eIWbNzCeU_0/edit#gid=0
- **USDA School Meals Tracker**: <https://www.fns.usda.gov/meals4kids>

Grassroots/Local:

- **Community Resource List** (Crowdsourced, self-populated, not vetted by RCs): https://docs.google.com/document/d/17DJMyLZR_Fk7MzaCD9AU008a61VGVvoeNs4qbVv0z3E/edit?fbclid=IwAR2E0FViAOrJXII4mu37A5p8ltous3P0DrvfS7icWA72iT4FC10fnce69VM
- Front Porch Forum: www.frontporchforum.com
- Facebook groups: "How Can I Help #prepare" (Chittenden County focus), "Franklin county resources in response to covid-19"

Healthcare / Medicine:

- **Learn the latest updates about accessing COVID-19 Vaccines in Vermont:** <https://www.healthvermont.gov/covid-19/vaccine/getting-covid-19-vaccine>
- **Free Pop-up Covid-19 testing** now available throughout the state for asymptomatic people to determine if you currently have a COVID-19 infection. This is not a serology/antibody test, and will not tell you if you were sick with COVID-19 in the

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past. View dates and locations and register for a test here:

<https://www.healthvermont.gov/response/coronavirus-covid-19/testing-covid-19> Those without internet access can call 211 to register.

- **Vermont Health Connect Special Enrollment Period:** Vermont Health Connect (VHC) has opened a [Special Enrollment Period](#) from February 16 - August 15, 2021. During this time, any uninsured Vermonter can sign up for a [qualified health plan](#) through VHC. Qualified families can also get [financial help](#) paying for coverage. **1-855-899-9600**
- <https://info.healthconnect.vermont.gov/healthplans>, **1-855-899-9600**.
- **Legal Aid** can also answer your VHC questions at the **Office of the Health Care Advocate** by calling **1-800-917-7787** or <https://vtlawhelp.org/vhc-coronavirus>
- **Check with your health insurance provider** – some plans allow for early pick up of medications and offer tele-medicine/nurse lines for medical advice
- **UVM Medical Center** updates - <https://www.uvmhealth.org/Pages/Coronavirus.aspx> Information on patient financial assistance at UVM MC:
<https://www.uvmhealth.org/medcenter/patients-and-visitors/billing-insurance-and-registration/financial-assistance>
- **Community Health Centers of Burlington** -- <https://www.chcb.org/>
- Specifically, for individuals experiencing homelessness, call the **Community Health Centers of Burlington's** Nurse Line at **(802) 264-8477**
- If any Pearl Street Safe Harbor Health Center patient has an urgent matter, call **(802) 652-1080 and push 3**
- Any CHCB patients with urgent psychiatric needs can call **(802) 864-6309**

Housing/Utilities:

- **Vermont Has Reinstated Ban on Utility Shutoffs through March 31, 2021:**
<https://vtlawhelp.org/coronavirus-updates#utilities>.
- **Moratorium on Evictions - Vermont Senate Bill S.333** - An act [establishing a moratorium on ejection and foreclosure actions](#) during the COVID-19 emergency passed on 5/14. S.333 "stays" (pauses) all evictions as of May 14, 2020, until

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the governor declares an end to the state of emergency, and for some actions, for 30 days after that. Learn more on VT Legal Aid's site: <https://vtlawhelp.org/eviction-vermont-covid-19>

- **VT Legal Aid** can help with questions around the current eviction process: check out th evictions section of their Coronavirus Updates page (<https://vtlawhelp.org/coronavirus-updates>) as well as their evictions page (<https://vtlawhelp.org/evictions>). **CVOEO** also has a good overview of the eviction process on their [website](#).
- **Rental Housing Stabilization Program (RHSP)** There *will* be a new rent assistance program in Vermont in 2021 to assist with back rent. Info not available until late February. Behind on January or February rent? The state's eviction moratorium still holds. Call VT Legal Aid for more info: 1-800-889-2047.
- **Rapid Resolution Housing Initiative:** This program provides financial assistance for individuals and families experiencing homelessness related to COVID- 19 that provides resources to achieve safe housing (includes traditional housing options as well as alternative options like home shares). <https://dcf.vermont.gov/oeo/RRHI>. All requests for financial assistance must be tied to a housing plan and referrals must go through fund administrators in your area (listed on the FAQ on the website). These funds must be expended by **December 30, 2020**.
- **Veterans** can get **emergency housing help** from the [Supportive Services for Veteran Families \(SSVF\)](#) program at 1-844-820-3232; the [National Call Center for Homeless Veterans](#) at 1-877-424-3838; or [Vermont Office of Veterans Affairs](#) at 1-888-666-9844.
- **State's Emergency Housing program (Economic Services Division)** - new "hyper-vulnerable" population category within the motel voucher program to include persons over 60 or with underlying health conditions: <https://helpingtohousevt.org/wp-content/uploads/2020/03/hyper-vulnerable-memo.pdf>
- **Emergency Housing warming shelters-** Some shelters are reopening. When applying, DCF can share which ones have. Call 2-1-1 for this info, too.
- **Unable to pay your mortgage?** <https://vtlawhelp.org/foreclosures-coronavirus>
- **Foreclosures** - Fannie Mae and Freddie Mac extended their bans on foreclosures to **March 31, 2021**. FHA, USDA and VA extend their bans to **June 30, 2021**. This means that if you have a federally backed mortgage, your lender cannot take any action to foreclose on your home until after those dates.
- S.333 "stays" (pauses) all **foreclosures** of occupied residences as of May 14, 2020, until the governor declares an end to the State of Emergency, plus 30 days after that.

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- **Utility Discounts/Assistance Green Mountain Power and Vermont Gas Customers:**
<https://dcf.vermont.gov/benefits/eap>
- **New Lifeline Rules:** The FCC also announced that the Lifeline program will suspend some rules to help keep low-income Vermonters connected by phone and internet. Lifeline is a federal program that gives a \$9.25 monthly discount on phone or internet service to eligible households. [Learn how to apply.](#)
- **Comcast:** helping low-income families get connected (Internet Essentials will be free for 1st 2 months).
<https://corporate.comcast.com/covid-19?linkId=84300755>
- **Public Wifi Hotspot Map:** <https://publicservice.vermont.gov/content/public-wifi-hotspots-vermont>
- **CVOEO's** Weatherization services are suspended. If you have questions or concerns, call 800-545-1084.

Legal:

- **Vermont Legal Aid** will continue to serve its clients via telephonic and electronic means. While they have discontinued in-person access to their offices, clients may still contact their intake helpline at 1-800-889-2047 or by filling out their webform at <https://vtlawhelp.org/how-we-can-help> to receive assistance.
- The outbreak of the COVID-19 Coronavirus has caused many changes in the way Vermont courts and state agencies are operating, changes to public benefits programs, and more, which are being tracked here: <https://vtlawhelp.org/coronavirus-updates>. They are posting information daily and updating on subjects like evictions, hotel evictions, changes to 3SquaresVT, health insurance, unemployment, paid leave and many more important topics.
- Clients with a legal or benefits problem related to the COVID-19 Coronavirus outbreak also may receive assistance by going to <https://vtlawhelp.org/>

Mental Health/Self-Care/Recovery Supports:

- **Chittenden County Residents: First Call (Howard Center) 802-488-7777**
- **Franklin/Grand Isle: NCSS Crisis Line 802-524-6544**
- **LifeLine (Suicide Intervention Line) 1-800-273-8255**
- **The [Pathways Vermont Support Line](#) is available seven days a week, from 10am to 6am, at (833) VT-TALKS.**

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- **VT AHS Department of Mental Health** coronavirus and our mental health page:
<https://mentalhealth.vermont.gov/Corona-MH>
- **The CDC's** coronavirus page on managing anxiety and stress during a national disaster:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>
- **VT Help Link:** <https://vthelplink.org/> VT Helplink is your statewide, public resource for finding substance use treatment and recovery services in Vermont.
- **Friends of Recovery Vermont** is now offering new all pathways to recovery virtual recovery groups: all groups are FREE and will be held on Zoom.
 - **BIPOC Recovery Group:** A free, all pathways to recovery virtual recovery group for self-identified Black, Indigenous, and People of Color will be held the 1st and 3rd Wednesdays of the month from 7-8pm beginning July 22nd. Recovery Coach Jr Layne from the Turning Point of Springfield will facilitate. [Click to learn more.](#)
 - **LGBTQ + Recovery Group:** A free, all pathways to recovery virtual recovery group for the LGBTQ+ community will be held the 2nd and 4th Thursdays of the month from 7-8pm beginning July 30th. Recovery Coach Liam Reynolds from North Central Vermont Recovery Center will facilitate. [Click to learn more.](#)
 - **Deaf & Hard of Hearing Recovery Group:** A free, all pathways to recovery virtual recovery group for the Deaf and Hard of Hearing community will be held Wednesday evenings from 5-6pm beginning July 22nd. Recovery Coach Shane Greene from the Turning Point of Chittenden County will facilitate, and the groups will be conducted in American Sign Language. [Click to learn more.](#)
- **Online Recovery Resources:** <https://turningpointcentervt.org/online-recovery-programs/>
<https://unityrecovery.org/digital-recovery-meetings>
Offering online recovery support groups which will be available five times daily at 7am, 9am, 12am, 3am, and 9am EST.
<https://www.12step.org/social/online-meetings/>
Offers a variety of online meetings and various other outside resources
<https://www.AA-intergroup.org>
Offers online meetings with specialized topics with a variety of meeting formats (i.e. chat, text, e-mail, etc.)
https://www.addictionrecoveryguide.org/resources/online_communications/online_meetings
Offers a variety of online communications, including chat rooms, message boards, etc. They also offer online media and online meetings with specific meeting topics (i.e. cocaine anonymous)
<https://www.intherooms.com/home/>

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Offers online meetings with specialized topics. They have multiple modalities, including 12 step, non-12 step, over all wellness, and overall mental health.

<https://www.lifering.org/>

Provides online meetings using Zoom. They already have a set schedule for all 7 days of the week with various speakers already scheduled.

<https://www.smartrecovery.org/>

Offers online meetings and an online community with message boards and a chat room

<https://stepchat.com>

Offers a variety of meetings based on an already set schedule using text chat

<https://womenforsobriety.org/community/#>

Offers online support with open forums where women can share and seek support 24/7 plus text messaging support schedules 2 times a day. They also offer phone support.

Transportation:

- **Green Mountain Transit** will be offering their services Fare Free until further notice. See website for changing safety requirements.
Updated Schedule: [Bus Map & Guide August 2020](#)
As COVID-19 developments continue, changes to GMT's regular service schedule may occur rapidly.
The Downtown Transit Center lobby in Burlington and the Montpelier Transit Center will be closed until further notice.
Buses will continue to serve the platform.
- **Driver's License and Registration:** Updated procedures and policies FAQs:
<https://dmv.vermont.gov/tag/covid-19?page=1>