

Resources in Uncertain Times

It is normal to feel stressed and apprehensive during these unprecedented times. As we move to alternative methods of instruction to lessen the spread of COVID-19, below is a list of resources in the community that can help during this time.

***In light of the shelter in place order, please call or check online before going to visit a resource in person. We can anticipate some Churches and Food Pantries may be closed for a time.*

MENTAL HEALTH RESOURCES

Tips for Taking Care of Your Mental Health in the Face of Uncertainty

- <https://afsp.org/taking-care-of-your-mental-health-in-the-face-of-uncertainty/>

Disaster Distress Hotline

- Provides immediate crisis counseling 24/7 for people experiencing distress due to COVID-19.
- Call **1-800-985-5990** to speak to a crisis counselor

Crisis Text Line

- Text COURAGE to 741741 to text with a trained counselor 24/7

24-hour Behavioral Health Access

- Call 1-888-678-7277 for Contra Costa County mental health and substance use services

DVC Counseling

- Students may schedule counseling appointments online at dvc.edu/counseling
- Counselors can help with educational planning, career planning, adjusting to an online learning environment, and personal concerns
- Students can also request personal Wellness counseling appointments (conducted over phone or by Zoom video call). Email wellness@dvc.edu to inquire about availability.

Interpersonal / Domestic Violence Support

- Call **1-800-799-7233** to connect with the National Domestic Violence Hotline
- Chat online is available at www.thehotline.org
- Text LOVEIS to 22522 to text a trained counselor

BASIC NEEDS RESOURCES

Food Bank of Contra Costa and Solano

- <https://www.foodbankccs.org/>
- **Free Food By city-** <https://www.foodbankccs.org/get-help/foodbycity.html>
 - **Call 1-855-309-3663**
- **Free Food Pantries: 1-855-309-FOOD (3663)**
 - **North Creek Church**
Address: 2303 B Ygnacio Valley Road
Walnut Creek, California 94598
Phone number - (925) 210-9036
 - **Parkhaven Baptist Church**
Address: 1187 Meadow Lane
Concord, California 94520
Call the church at (415) 939-2377 for hours of food distribution.
Boxes of groceries, perishable items such as fruits and vegetables, and other goods are available.
- **Food Pantries, Soup Kitchens, Shelter Resources-** <https://cocoilsp.org/emergencies/>
 - <https://www.foodpantries.org/ci/ca-concord>

Contra Costa Crisis Center

- Call 211 to find out more about community resources available in your community
 - <https://cchealth.org/h3/coc/help.php>- Housing Resources

FREE INTERNET/WIFI INFO

>>>AT&T

- For the next 60 days, AT&T will not terminate service for any wireless, home phone, or broadband residential or small bus customer due to inability to pay. They will also do the following:
- Waive late payment fees.
- Keep their public Wi-Fi hotspots open for anyone who needs them.

- The service will also be offering unlimited internet data and offer internet access for limited income households at \$10 a month through the Access from AT&T program.
- For more details, see <https://about.att.com/pages/COVID-19.html> (Links to an external site.).

>>>Comcast Xfinity

- The company is opening their Xfinity WiFi network for free along with providing unlimited data. To help people stay connected with school and work, Comcast is opening up their Xfinity WiFi network for everyone, as well as: Hotspots across the country will be available to anyone who needs them for free, including non-subscribers.
- You can find a map of hot spots at <https://wifi.xfinity.com/> (Links to an external site.). Just use “xfinitywifi” network name and launch a browser.
- Comcast is offering free / reduced price internet for those of low-income who need to work or study remotely due to COVID-19.
- To qualify for Comcast’s Internet Essentials service, customers must be eligible for public-assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, or SSI. Applicants can visit internetessentials.com to enroll in the program; they may also call (855) 846-8376 for English or 855-765-6995 for Spanish.

<https://variety.com/2020/digital/news/comcast-free-broadband-low-income-households-coronavirus-1203532765/>

>>>Verizon Free WiFi

- Verizon also took the pledge and is offering similar services:
 - The company will not terminate service to any residential or small business customers because of their inability to pay bills due to disruptions caused by the coronavirus.
 - Waiving late fees for those impacted by COVID-19
 - Tripling data allowance for Verizon Innovative Learning schools
- For more information, see <https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19> (Links to an external site.).

>>>Charter Spectrum Free WiFi

- As of March 16, the company will offer:

Free spectrum broadband and Wi-Fi access for 60 days to households with K-12 or college students who don't have a Spectrum broadband subscription. Call 1-844-488-8395 to enroll. Installation fees will be waived for new student households.

For more information, see <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more> (Links to an external site.).

>>>Sprint

- Sprint has joined the Keep Americans Connected Pledge and is opening up their network to their customers and:
- Won't terminate service if customers are unable to pay due to coronavirus issues
- Waive late fees caused by economic disturbances related to the coronavirus pandemic
- By 3/17: Customers with international long-distance plans will get complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3.
- By 3/19: Customers with metered data plans will have unlimited data per month for 60 days at no extra cost
- Customers will get an extra 20GB of mobile hotspot data per month for 60 days.
- Coming soon: Customers with mobile hotspot-capable handsets without a hotspot will get 20GB per month for 60 days at no extra cost.

For more information, see <https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm?linkId=84300271> (Links to an external site.).

>>>T-Mobile

- The wireless provider already has a majority of customers with unlimited talk, text, and data, but they're doubling down on their effort to keep their customers connected.
- All current T-Mobile and Metro by T-Mobile customers who have data plans will have unlimited smartphone data, excluding roaming.
- T-Mobile and Metro by T-Mobile customers will get an additional 20GB of mobile hotspots/tethering service for the next 60 days. The company says this feature will be coming soon.
- Work with Lifeline partners to get customers extra free data up to 5GB per month over the next two months
- Increase data allowance for free to schools and students for the next 60 days, which means at least 20GB of data per month for each participant

For more information, see <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>