

## **Emergency Resources**

### **Healthcare**

The Center for Disease Control (CDC) director has committed to COVID-19 testing for all Americans, regardless of insurance coverage. This means you can receive free Coronavirus (COVID-19) testing if you have insurance coverage or not. Please note there are still criteria in place. You must be in the high-risk population (older adults, people with compromised immune systems, individuals who have travelled to hot spot cities recently or individuals who have been in contact with someone who tested positive).

### **Testing Sites in the area:**

Public health officials are asking that anyone experiencing symptoms of COVID-19, contact their primary care doctor first before going to an emergency room or a test site. People who do not have a primary care provider can call the Louisiana Department of Health hotline at 1-855-523-2652. People can also call 1-211 for any COVID-19 related question.

Ochsner Health System has designated three urgent care centers as test sites for people experiencing symptoms of the respiratory illness COVID-19. (as of 3/13/2020)

### **New Orleans**

Ochsner Urgent Care - Mid-City at Canal  
4100 Canal St, New Orleans  
New Orleans, LA 70119

### **Northshore**

Ochsner Urgent Care – Mandeville  
2735 US-190, Suite D  
Mandeville, LA 70471

### **Bayou Region**

Ochsner Urgent Care – Houma  
5922 W. Main St., Suite A  
Houma, LA 70360

\*\*The City of New Orleans will be piloting a drive through coronavirus testing. The program is expected to launch sometime this week (March 18<sup>th</sup> or 19<sup>th</sup>).

## **Healthcare for Children**

If your family has traveled recently and you are concerned that your child is experiencing symptoms related to those of COVID-19, you can use **Children's**

***\*Please note: The information contained in this document is not the opinion of the Greater New Orleans Foundation, but is comprised of resources from several sources (i.e. CDC, Ochsner Health System and LCMC.)***

**Hospital's virtual care service** to get advice from pediatric providers, and take a safety screening over the phone. Early/limited reports suggest that children with confirmed COVID-19 have generally presented with mild symptoms, and though severe complications have been reported, they appear to be uncommon.

### **How it Works:**

#### **Step 1:**

Call us at 504.837.7760

#### **Step 2:**

A nurse will get you registered and send you a link to the video

#### **Step 3:**

Click the link. The provider will admit you to the video shortly.

#### **Step 4:**

You will receive a consent form while in the video

#### **Step 5:**

Speak with the provider face-to-face. The provider will diagnose the issue and give a treatment plan.

**Note: These visits are billed to private insurance as well as Medicaid. Upon registering for a visit, please have your policy information available.**

### **Medication**

Louisiana Primary Care Association (LPCA) is a resource to find health centers in your area <https://www.lpca.net/main/for-patient/find-a-health-center>. Please note, the information at this location is updated hourly during this crisis.

**Pharmacies:** At present, Walgreen does not have extended hours. The Walgreens listed below are the Pharmacies that are opened to Midnight:

| <b>Location</b>           | <b>Telephone Number</b> |
|---------------------------|-------------------------|
| 900 Canal Street          | 504.568.1271            |
| 1891 St. Charles Avenue   | 504.561.8458            |
| 2418 S. Carrollton Street | 504.861.5033            |
| 4600 Westbank Expressway  | 504.340.6337            |
| 4110 General DeGaulle     | 504.433.3297            |

**\*Please note: The information contained in this document is not the opinion of the Greater New Orleans Foundation, but is comprised of resources from several sources (i.e. CDC, Ochsner Health System and LCMC.)**

|                                 |              |
|---------------------------------|--------------|
| 678 Terry Parkway               | 504.366.1535 |
| 1891 Barataria Blvd/Marerro     | 504.340.2211 |
| 4421 Airline Drive/Metairie     | 504.836.2316 |
| 100 W Judge Perez Dr./Chalmette | 504.276.6192 |

### **Food Assistance- (verified locations as of March 13<sup>th</sup> )**

#### **Total Community Action**

1420 S Jefferson Davis Pkwy

New Orleans, LA - 70113

(504) 872-0334

Only last Wednesday of month 9am – 11am at 2022 St Bernard (Mobile food pantry) –

No emergency

#### **Lift Up My Name Higher**

1423 Pauline St

New Orleans, LA - 70117

504-599-9499

Every Wednesday 1pm – 3pm

#### **Salvation Army**

4500 S Claiborne

**\*\*Please Note-Must bring ID, lease, proof of income, 4 paycheck stubs, utility bill**

Every Thursday 9am – 12

#### **St Peter Claver**

1923 St Phillip

New Orleans, LA

(504) 822-8059

Tues and Thurs 10am – 2pm

#### **UMC**

2000 Canal Street

New Orleans

(504) 702-3000

**\*\*Please Note-Food pantry available for veterans only**

#### **Crescent Care**

1631 Elysian Fields

New Orleans

(504) 821-2601

**\*\*Please Note-Food pantry available to people with HIV only**

#### **Broadmoor Community Church**

2021 S Dupre

New Orleans

504 822 7229

***\*Please note: The information contained in this document is not the opinion of the Greater New Orleans Foundation, but is comprised of resources from several sources (i.e. CDC, Ochsner Health System and LCMC.)***

Mon 10am – 12 noon; Wed 1:30 – 3:30

### **Food for Children**

Starting March 16<sup>th</sup>, New Orleans Public Schools (NOLA-PS) launched a Grab N Go plan for students with 30 school locations providing services. The sites will provide breakfast and lunch. Hours of operation are between 9am-12 noon. Attached is the most recent list as of March 16<sup>th</sup>.

Please check <https://nolapublicschools.com/covid19/nutrition> for updates.

### **SNAP Supplements**

- Regular SNAP households that reside in a disaster area may receive supplemental SNAP benefits if they did not receive the maximum SNAP allotment for their household size in the disaster month.
- Depending on the disaster, these supplemental SNAP benefits may be issued manually on a case-by-case basis or through an automatic load of SNAP benefits on EBT cards. Automatic issuance is allowed only with FNS approval.
- Regardless of which method is used, current SNAP recipients do not need to complete a DSNAP application or be interviewed for DSNAP benefits.
- Residents who lose their regular SNAP EBT card during a disaster must contact either the EBT Call Center at 1-888-997-1117 or the DCFS call center to request a new card. They will receive a new card in the mail in 7-10 business days with instructions to activate the card and set the PIN.
- Residents who lose their DSNAP EBT card must go to a DSNAP site or local DCFS office to request a new card.

**For more information – Visit the DCFS website at <http://www.dcms.louisiana.gov/> or contact the DCFS call center at 1-888-LAHELP-U (1-888-524-3578).**

### **DISASTER SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (DSNAP)**

- Households not normally eligible for SNAP may qualify for DSNAP as a result of their disaster-related expenses, such as loss of income, damage to property, and, in some cases, loss of food due to power outages.
- Eligible households receive one month of benefits, equivalent to the maximum amount of benefits normally issued to a SNAP household of their size. Benefits are issued via an electronic benefits transfer (EBT) card, which can be used like a debit card to buy food at most grocery stores.
- When Louisiana operates a DSNAP, ongoing SNAP clients can also receive disaster food assistance.
- Households with disaster losses whose SNAP benefits are less than the monthly maximum allotment can request a supplement. The supplement brings their

***\*Please note: The information contained in this document is not the opinion of the Greater New Orleans Foundation, but is comprised of resources from several sources (i.e. CDC, Ochsner Health System and LCMC.)***

benefits up to the maximum for the household size. This provides equity between DSNAP households and SNAP households receiving disaster assistance.

**For more information – Visit the DCFS website at <http://www.dcfslouisiana.gov/> or contact the DCFS call center at 1-888-LAHELP-U (1-888-524-3578).**

### **Utilities Services**

**Entergy of New Orleans** will halt some customer disconnections for the next 30 days if nonpayment is the result of the coronavirus. Customers can call 800-368-3749 or visit customer care centers to make payment arrangements. For up to date information visit <https://www.entergy-neworleans.com/>

**Sewerage and Water Board of New Orleans** has announced it will suspend disconnection of utilities during this time of crisis as long as an emergency declaration by Mayor LaToya Cantrell remains in place. Additionally, the Sewerage and Water Board is reconnecting customers who currently have their water turned off, giving priority to seniors and chronic health conditions. For up to date information visit <https://www.swbno.org/>

### **Other Resources/Information:**

- Specific questions related to COVID-19, email [neighborhoods@nola.gov](mailto:neighborhoods@nola.gov) or text (504) 470.0740.
- Visitors restrictions are now imposed on patients in hospitals, nursing homes and incarcerated individuals.

### **Family Preparedness- Things to Consider**

- Practice social distancing
- Have plenty of liquids on hand, in addition to water (i.e. Gatorade, Pedialyte)
- Regularly wipe off common use areas (i.e. table, doorknobs, light switches, faucets, etc.) with a disinfectant or soapy water.
  - A solution of bleach and water may also be used to disinfect areas.
- Wipe off cell phones and other touchscreens as often as you wash your hands.

***\*Please note: The information contained in this document is not the opinion of the Greater New Orleans Foundation, but is comprised of resources from several sources (i.e. CDC, Ochsner Health System and LCMC.)***