

Resource Guide for Residents

POAH Communities understands that you and your family may have concerns and questions during this time of uncertainty regarding the COVID-19 pandemic. We are sharing the below resource guide with you in order to provide you with information and resources that will to keep you safe and comfortable in your home.

This Resource Guide lists contact information and links to local food distribution “grab and go” centers, school-based breakfast and lunch programs for children, senior services, emergency childcare, state unemployment applications, emergency funds, and more. POAH Communities will be updating this document on a regular basis as the situation changes, posting it on the POAH Communities website under our COVID-19 Response to Residents page.

If you or any member of your household need individual referral assistance, we encourage you to reach out to your on-site Management Office and/or Community Impact Coordinator. As a reminder, please contact your Primary Healthcare Provider or 911 immediately for any medical needs, as POAH Communities is not a healthcare provider.

Cincinnati

Food Access

[Check out the interactive map at the bottom of this page for additional resources.](#)

Cincinnati Public Schools

Pick-up meals for families with children aged 1 – 18 at a number of school sites.

Serving all neighborhoods in Greater Cincinnati

Monday, Wednesday, Friday, 11 a.m – 1 p.m.

[Learn more and find a location here.](#)

(513) 363-0020

Covington Independent Public Schools

Free lunch to students under the age of 19.

Serving all schools in Covington, KY

Monday – Friday, 11:30 a.m. – 12 p.m.

[Learn more.](#)

(859) 392-1028

**Food programs for area school districts can be found via the [United Way of Cincinnati Resource Database](#) or WCPO: [Where kids can still get school lunch while class is canceled.](#)*

Madisonville Education and Assistance Center: M.E.A.C.

Open-air food handouts – no questions asked.

Every Tuesday, 10 a.m. – 4 p.m. (weather permitting)

4600 Erie Ave. Cincinnati, OH 45227

[Learn more.](#)

(513) 271-5501

Hyde Park Community United Methodist Church

Free lunch for children 18 and under.

Every day in two locations:

- 12 p.m. – 1 p.m. Hyde Park Community U.M.C., 1345 Grace Ave. Cincinnati, OH 45208
- 2 p.m. – 4 p.m. The Warehouse in Over-the-Rhine, 1310 Race St. Cincinnati, OH 45202

[Learn more.](#)

(513) 871-1345

Public Library of Cincinnati and Hamilton County

Free curbside meals to youth ages 18 and under.

Monday – Friday at various library branches:

- 12 p.m. – 1 p.m. Elmwood Place, Groesbeck, Madisonville, North Central, Reading, and Main Library
- 2 p.m. – 3 p.m. Avondale, Bond Hill, College Hill, Pleasant Ridge, West End, and Westwood
- 4 p.m. – 5 p.m. Corryville, Covedale, Deer Park, St. Bernard, and Walnut Hills

[Learn more here](#) and [here](#).

(513) 369-6900

Bearcat Pantry

Food pantry services for University of Cincinnati students by appointment only.

Monday and Wednesday, 12 p.m. – 2 p.m.

Stratford Heights Building 16, Room 007, 2634 Stratford Ave. Cincinnati, OH 45220

[Learn more.](#)

BearcatsPantry@ucmail.uc.edu

(513) 556-5064

Food Forest

Grocery delivery services app with no charge for delivery; can accommodate SNAP and E.B.T. payment options.

[Learn more.](#)

(513) 447-5450

Area Food Pantry Locations:

Shared Harvest Food Bank

Serving Butler, Warren, Preble, Darke, and Miami counties

[Find a location.](#)

(513) 874-0114

New Richmond Food Pantry

Serving New Richmond, Clermont County

102 Willow St., New Richmond, OH 45157

Call for appointment.
(513) 553-3800

S.E.M. Food Pantry

Serving Eastern Hamilton County and Clermont County
1260 Columbus Ave. Cincinnati, OH 45255

[Learn more.](#)

Call for appointment.
(513) 231-1412

Open Door Food Pantry

Serving Butler County
800 South Front St., Hamilton, OH 45011

[Learn more.](#)

Call for appointment.
(513) 868-3276

Freestore Food Bank

Serving O.T.R. and Prospect Hill
Monday – Friday, 9 a.m. – 3 p.m.

112 E Liberty St. Cincinnati, OH 45202; food boxes are available for pickup in the service bay area.

[Learn more.](#)

(513) 241-1064

Healthy Harvest Mobile Market

Bringing fresh, affordable fruits, vegetables, and other healthy foods to Greater Cincinnati neighborhoods every week.

Bond Hill, Winton Hills, College Hill, Clifton, Millvale, Saylor Park, Evanston, Avondale, Price Hill, South Fairmount, West End, and Walnut Hills; locations may vary.

[Learn more.](#)

Christian Help Center

Serving Batavia, Clermont County
Tuesdays and Thursdays, 11:15 a.m. – 2 p.m.
247 E Main St. Batavia, OH 45103

[Learn more.](#)

Call for appointment.
(513) 735-9400

Emergency Shelters

If you need immediate assistance, please contact the Central Access Point (CAP) line at (513) 381-7233 or text (513) 970-1515. This should be your first step.

Bethany House

Housing families in need of emergency shelter.
1841 Fairmount Ave. Cincinnati, OH 45214

[Learn more.](#)

(513) 381-7233

Interfaith Hospitality Network of Greater Cincinnati

Families and individuals looking for emergency housing must contact CAP at 513-381-SAFE to be admitted.

[Learn more.](#)

Esther Marie Hatton Center for Women

Emergency shelter for women only.

2499 Reading Rd. Cincinnati, OH 45202

[Learn more.](#)

(513) 562-1980

City Gospel Mission Overnight Shelter

Emergency shelter for men; call ahead to check bed availability.

1805 Dalton Ave. Cincinnati, OH 45214

[Learn more.](#)

(513) 241-5525

Lydia's House

Focuses specifically on pregnant and parenting women ages 18-30.

[Learn more](#) and [apply here](#).

Utilities

Duke Energy

Duke has suspended disconnections for nonpayment for home and business accounts. Effective March 21, Duke will waive all fees for late payments, returned checks, and credit or debit card payments for residential accounts.

[Learn more.](#)

(800) 544-6900

Greater Cincinnati Water Works

G.C.W.W. has suspended disconnections and late fees for missed payments.

[Learn more.](#)

(513) 591-7700

Federal Communications Commission

The F.C.C. has requested that for the next 60 days broadband and telephone companies waive late fees, open needed hotspots, and do not cancel services.

[Learn which companies have complied with this request.](#)

Cincinnati Bell

No late fees or cancellations for 60 days.

[Learn more.](#)

(513) 566-4101

Finances

All banks and lenders have options available to avoid missing payments.

Contact your bank for more information.

- [Fifth Third](#): (866) 601-6391
- [PNC](#): (888) 762-2265
- [US Bank](#): (800) 872-2657
- [Discover](#): (800) 347-2683
- [Capital One](#): (877) 383-4802

[Here's a more extensive list on how banks are handling payments.](#)

General Resources – Regional

Hamilton County Job and Family Services

J.F.S. is urging residents to conduct business via phone, email, or online. Operations will continue as normal with a few exceptions.

[Learn more.](#)

(513) 946-1000

United Way Information Help-Line

Dial 211 to speak to a trained professional who can connect you to essential community services.

[Learn more.](#)

C.A.P. (Central Access Point)

For emergency shelters.

C.A.P. asks a series of questions to see which type of housing you need and directs you to open beds.

Call (513) 381-7233 or text (513) 970-1515

St. Vincent De Paul

Offering food, rent/utility assistance, clothing, pharmacy, birth records, and more.

[Learn more.](#)

(513) 421-0602

Clermont County Resource Sheet

List of resources based in Clermont County.

Note: This information has not been verified by Women of Cincy.

[Learn more.](#)

Cincinnati Metropolitan Housing Authority

C.M.H.A. remains open but has implemented changes to its business processes in response to COVID-19.

[Learn more.](#)

Employment

Unemployment Benefits Application

Ohioans can apply for unemployment online anytime through [O.D.J.F.S. Online](#).

File by phone at (877) 644-6562, Monday – Friday, 8 a.m. – 5 p.m.

[Learn more.](#)

Bartender Emergency Assistance Program

Philanthropic grants from U.S.B.G. Foundation for bartenders/direct family members who are currently unemployed due to COVID-19.

[Online application and eligibility criterion.](#)

(855) 655-8724

COVID-19 Artist Resources

List of national resources for artists impacted by COVID-19.

This list includes sources of emergency funding, social services, and employment.

[Learn more.](#)

Social Security Administration

Ohioans can apply for retirement, disability, and Medicare benefits online.

[Learn more.](#)

For questions related to social security and COVID-19, [learn more.](#)

(866) 593-1519

Healthcare: COVID-19 Testing Locations

Currently all testing locations require a physician's order to be tested. There is no walk-in testing at this time.

U.C. Health COVID-19 Drive-Thru Testing

The clinic is located under two tents outside the front entrance of the West Professional Building in Clifton.

3120 Burnet Ave. Cincinnati, Ohio 45229

[See U.C. Health live updates.](#)

TriHealth

There are four drive-thru centers for patients who have been referred by their TriHealth physician. They are located at [Good Sam Glenway](#), [TriHealth Liberty](#), [TriHealth Anderson](#) and [University Station](#) (Xavier).

[See TriHealth updates on COVID-19.](#)

St. Elizabeth Healthcare – Covington

St. Elizabeth will begin installing mobile health units in trailers at its emergency departments starting 3/21.

[See St. Elizabeth updates on COVID-19.](#)

V.A. Health Centers

If you're a veteran seeking medical care, call your V.A. health facility if you have symptoms of COVID-19. Veterans can also sign in to [My HealtheVet](#) to send a secure message.

Veterans may be able to receive a diagnosis and care through [V.A. Telehealth](#) without having to visit a physical location.

[See Cincinnati V.A. information on COVID-19.](#)

Healthcare

Deaconess Health Check Charitable Pharmacy

The Charitable Pharmacy has waived certifications and created an emergency voucher process for those eligible and without medication access.

[Learn more.](#)

(513) 562-8841, ext. 223, 228 or 230, to schedule an appointment

City of Cincinnati Health Center Locations

Health centers in Greater Cincinnati ranging from dental, medical, vision, and mental health services.

[Find a location and phone number.](#)

Cincinnati Health Department Pharmacy Orders

Please call ahead to have your prescription refilled to limit the number of people in waiting rooms at once.

[Find a location and phone number.](#)

Ohio Department of Developmental Disabilities Resources and Guides

Communications and links to helpful COVID-19 resources to advise people with disabilities and their families.

[Learn more.](#)

Walgreens Pharmacy

Waiving delivery fees on all eligible prescriptions and on all orders at walgreens.com.

[Learn more.](#)

CVS Pharmacy

Waiving charges for home delivery of prescription medications.

[Learn more.](#)

Caracole

Serves the H.I.V./AIDS community through testing, housing assistance, and case management.

4138 Hamilton Ave. Cincinnati, OH 45223

[Learn more.](#)

(513) 761-1480

Ohio Department of Health Online Resources for Anxiety

Resources to help Ohioans deal with the stress and mental toll of the COVID-19 outbreak.

[Learn more.](#)

Medical Marijuana

The State Board of Pharmacy now permits a patient/caregiver to telephone a medical marijuana dispensary and place an order for the sale of medical marijuana.

[Learn more.](#)

Rent Assistance

Bearcat Emergency Fund

Any enrolled U.C. student can apply for emergency assistance [here](#).

[Learn more.](#)

(513) 556-5064

St. Vincent de Paul Rent and Utility Assistance Request

Application for Hamilton County residents seeking assistance with rent and utilities.

[Learn more.](#)

(513) 421-0602

Child Care

Y.M.C.A. of Greater Cincinnati

Hospital Personnel Kids Camp: The Y has shifted fitness services online and opened facilities only to healthcare workers and first responders needing access to child care during this time.

Phone number varies by location.

[Learn more and see locations.](#)

Pandemic Childcare Centers

The Ohio Department of Job and Family Services is approving daycares to provide child care to families with parents working in the health, safety, and essential service fields during the COVID-19 pandemic.

[Find an approved provider.](#)

Rosemary's Babies

Teen parent and family support organization currently offering emergency support to teen parents.

4439 Reading Rd. Suite 107, Cincinnati, OH 45229

[Learn more.](#)

(513) 813-8336

Education & Homeschooling

Staples: Free Homework Printing

Cincinnati-area Staples stores are offering free printing services for C.P.S. students and parents to print homework and schoolwork packets.

[Learn more.](#)

(513) 321-5777: Hyde Park store

C.P.S. Homework Packet Pickup

If your child did not receive a schoolwork packet and you are unable to access it via Schoology, there are options for you to receive the printed packet.

[Learn more.](#)

Free Charter/Spectrum Internet

Free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription.

Installation fees will be waived for new student households.

[Learn more.](#)

(844) 488-8395 to enroll

Virtual Resources Academy

A collection of links to live webcams, virtual tours/trips, and other miscellaneous fun educational sites.

[Learn more.](#)

Scholastic

Home lessons for students pre-K – grade 9.

[Learn more.](#)

General Resources – National

Coronavirus Anxiety

- Anxiety and Depression Association of America offers [Helpful Expert Tips and Resources here.](#)
- Access Shine’s [Care for Your Coronavirus Anxiety toolkit here.](#)

National Center for School Mental Health and National Association of School Psychologists

Lists of resources and updates.

[Learn more.](#)

Resources Related to Autism

- Autism Speaks offers COVID-19 information and resources for people with autism and their families; [see a list of resources here](#) and [learn how to cope with disrupted family routines during COVID-19 here.](#)
- View Autism Society’s [online resource list here](#) and check out this [social story with visual support about not sharing germs.](#)

N.P.R.: The Coronavirus Crisis

- Explore the special series: [Everything You Need to Know About the Global Outbreak.](#)
- Track the spread of COVID-19 in the U.S. via [this interactive map.](#)

Resources for Parents to Talk About COVID-19

- PBS for Parents: [How to Talk to Your Kids About Coronavirus](#)
- Child Mind Institute: [Talking to Kids About the Coronavirus](#)
- N.P.R.: [Just For Kids: A Comic Exploring the New Coronavirus](#)

Self Advocacy Resource

This eight-page booklet about the coronavirus is written in plain language. It was created by and for people with developmental disabilities.

[Plain language information on COVID-19.](#)

National Suicide Prevention Lifeline

The lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.

(800) 273-8255

Caregiver Support

Links to coronavirus-related resources and articles of interest to caregivers and those in their care.

[Learn more.](#)

Alzheimer's and Dementia Support

Tips for dementia caregivers at home and in assisted living communities.

[COVID-19: Tips for Dementia Caregivers](#)

Let's have fun!

Activities and Entertainment

Cincinnati Zoo

The Cincinnati Zoo is offering Facebook Live experiences featuring different animals in the zoo with follow-up activities to do at home daily at 3 p.m.

[Learn more about Home Safaris.](#)

Indigo Hippo

For kids (and kids at heart) looking for art supplies, Indigo Hippo is offering family kits for \$5 for curbside pickup at their O.T.R. store.

[Learn more.](#)

Blue Manatee Literary Project

Offering virtual storytimes on [Instagram Live](#) at 10 a.m. Tuesday and Thursday.

[Learn more.](#)

Brit + Co Free artistic classes on website with code: SELFCARE

[Learn more.](#)

The Public Library of Cincinnati and Hamilton County

All 41 branches are closed; see [F.A.Q. page](#) for updates.

Download [eBooks](#) for free with a C.P.L. login.

[Stay up to date with the P.L.C.H. COVID-19 landing page.](#)

Netflix Party

Watch Netflix remotely with friends through this Google Chrome extension.

[Learn more.](#)

Cincinnati Museum Center

- C.M.C. Library offers access to [local history, online exhibits and art collections here.](#)
- [Wonder Zone](#) brings experiments and museum experiences into your home.
- [Explore additional online resources for lifelong learners of all ages.](#)

Columbus

[Client Choice Food Pantry](#)

[Westerville Area Resource Ministry](#)

Westerville Area Resource Ministry client-choice food pantry allows clients in need to shop through the aisles with a personal assistant. Individuals are provided with a 6-day supply of food for all

614-899-0196 ext.205 150 Heatherdown Drive, Westerville, OH 43081

9:00am - 4:30pm

Mid-Ohio Food Bank

by [Trinity Assembly of God](#)

Our food bank serves everyone from low income families, single parents, senior citizens, unemployed individuals, disabled veterans, working poor, and anyone else that comes to the pantry.Services...

[1112 Demorest Road, Columbus, OH 43024](#)

Franklin County JFS

Customers and residents who need public assistance benefits like food assistance, cash assistance or Medicaid do not need to apply in-person at one of our Opportunity Centers. They can apply online at www.benefits.ohio.gov or over the phone at [1-844-640-OHIO](tel:1-844-640-OHIO) (6446).

Customers can check on the status of an existing case, submit verification documents and sign up for text message notifications online through the Ohio Benefits Self Service Portal at <https://ssp.benefits.ohio.gov/>.

Customers can also email case documentation and/or submit applications for [PRC emergency assistance](#) it to FRANKLIN-CDJFS-Verifications@jfs.ohio.gov. Make sure to include your full name and case number in the body of the email if you are submitting documents.

Unemployment

Unemployment Benefits - FCDJFS does not process applications for unemployment benefits. Franklin County workers impacted by closures due to COVID-19 should visit unemployment.ohio.gov or call or [1-877-644-6562](tel:1-877-644-6562) weekdays between 8 a.m. and 5 p.m. The Ohio Department of Job and Family Services (ODJFS) is instructing Ohio employers planning layoffs or shutdowns as a result the coronavirus (COVID-19) pandemic to share the following mass lay-off number with their employees to speed the processing of unemployment benefits: 2000180. The agency also is providing instructions for employers to share with their employees about how to apply for benefits. Click [here](#) for details.

Temporary Pandemic Child Care

The state's new Temporary Pandemic Child Care License [Rule](#) will allow approved child care programs to serve children whose parents are employed providing health, safety and other essential services ([view list](#)). There is no application fee and these programs do not need to be rated in Step Up To Quality in order to provide Publicly Funded Child Care. Both existing licensed child care programs and new programs can apply for a Temporary Pandemic Child Care License.

Payment for these programs will be determined through an agreement with the Ohio Department of Job and Family Services (ODJFS). When approving programs for temporary licensure, ODJFS will use discretion based on need and pandemic health concerns. ODJFS will evaluate programs based on location, capacity, and the number of children currently being served with parents employed to provide health, safety or other essential services.

How To Apply

Child Care Providers - Programs willing to provide service for parents employed providing health, safety and other essential services during the pandemic should complete the [JFS 01258](#) and submit it to ODJFS_CHILD CARE@jfs.ohio.gov as soon as possible. *Do not submit your application to Franklin County Department of Job and Family Services.*

- [Application for Temporary Pandemic Child Care Center License \(JFS 01258\)](#)

If the application is approved, ODJFS will contact the pandemic child care center and notify them of approved capacity. Both new and existing programs can apply for a temporary license with anticipation of an impending child care program closure.

Entities working to open a new temporary pandemic child care center should explore partnership with locations such as hospitals, churches, Boys and Girls Clubs, YMCA/YWCA organizations and existing providers as possible locations for temporary settings.

For details about the new policy, click [here](#).

Parents - Families with approved [essential workers](#) who need Temporary Pandemic Child Care services should complete the following forms and submit them directly to their licensed provider.

- [Child Enrollment and Health Information for Child Care \(JFS 01234\)](#)
- [Pandemic Child Care Center Child Enrollment Addendum \(JFS 01259\)](#)

For an up-to-date list of approved Temporary Pandemic Child Care providers, click [here](#).

Questions?

ODJFS has created an [FAQ section](#) on pandemic child care programs, as well as a [landing page](#) for information regarding child care during the COVID-19 pandemic.

