

## Resource Guide for Residents – Illinois

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.

Resource	Website	Region(s) Served	Phone Number	Assistance Type	Notes
<b>Illinois Updates – COVID19</b>	<a href="https://www2.illinois.gov/sites/coronaviruses/Pages/default.aspx">https://www2.illinois.gov/sites/coronaviruses/Pages/default.aspx</a>	Statewide	1-800-889-3931	Information & Updates	State of IL’s main website for state-specific up-to-date information regarding the COVID-19 pandemic.
<b>Centers for Disease Control and Prevention (CDC)</b>	<a href="https://www.cdc.gov/coronavirus/2019-nCoV/">https://www.cdc.gov/coronavirus/2019-nCoV/</a>	Statewide	800-232-4636	Health / Medical	The CDC is a reliable source of accurate information regarding the COVID-19 pandemic.
<b>Manage Anxiety &amp; Stress: NAMI</b>	<a href="https://www.namichicago.org/">https://www.namichicago.org/</a>	Chicago	833-626-4244	Health / Medical	The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.
<b>City of Chicago Updates – COVID19</b>	<a href="https://www.chicago.gov/city/en/sites/covid-19/home.html">https://www.chicago.gov/city/en/sites/covid-19/home.html</a>	Chicago	312-746-4835	Information & Updates	City of Chicago’s main website for city-specific up-to-date information regarding the COVID-19 pandemic. Please call the number to the left or email <a href="mailto:coronavirus@chicago.gov">coronavirus@chicago.gov</a> with any questions.

<b>Chicago Department of Public Health</b>	<a href="https://www.chicago.gov/city/en/depts/cdph.html">https://www.chicago.gov/city/en/depts/cdph.html</a>	Chicago	312-747-9884	Public health, Healthy Mother and Babies, WIC	Provision of guidance, services and strategies that make Chicago a healthier and safer city.
<b>US Department of Labor- COVID-19 and FMLA</b>	<a href="https://dol.gov/agencies/whd/fmla/pandemic">https://dol.gov/agencies/whd/fmla/pandemic</a>	National	1-866-487-9243	Federal Family and Medical Leave Act (FMLA)	Employers are required to give eligible FMLA workers up to 12 weeks of job-protected (but not necessarily paid) leave if they are sick, including complications from the flu or similar illness and/or if they need to care for an immediate family member (children, spouse, parents) who are ill.
<b>Illinois Department of Employment Security (IDES)</b>	<a href="https://www2.illinois.gov/ides/Pages/COVID-19-and-Unemployment-Benefits.aspx">https://www2.illinois.gov/ides/Pages/COVID-19-and-Unemployment-Benefits.aspx</a>	Chicago	312-338-4337	Unemployment Assistance	<p>If you've lost your job or have had your hours greatly reduced, you may qualify for unemployment benefits. Unemployment guidelines have been modified due to COVID-19 to provide additional assistance in some cases. Online access unavailable from 8pm -10pm for daily claims processing.</p> <p>You may access IDES services using the following methods: To file an Unemployment Insurance claim, click here: <a href="https://www2.illinois.gov/ides/aboutides/Pages/10%20Things%20You%20Should%20Know.aspx">https://www2.illinois.gov/ides/aboutides/Pages/10%20Things%20You%20Should%20Know.aspx</a></p> <p>If you have questions about Unemployment Insurance, please call our Customer Service Center at <b>800-244-5631</b> or 866-488-4016 TTY.</p> <p>To certify for Unemployment Insurance benefits, click here or call Tele-Serve at <b>312-338-4337</b> Monday - Friday 5:00 a.m. – 7:30 p.m.</p> <p>To post your resume, search job postings, or find a job, visit <a href="http://www.illinoisjoblink.com">www.illinoisjoblink.com</a></p>
<b>Chicago Department on Aging</b>	<a href="https://www2.illinois.gov/aging/Pages/default.aspx">https://www2.illinois.gov/aging/Pages/default.aspx</a>	Chicago: Southeast	312-747-0189	Senior Services	A variety of programs designed to address the diverse needs and interests of older Chicagoans. Senior HelpLine: 1-800-252-8966
<b>Chicago Food Depository</b>	<a href="https://www.chicagofoodbank.org/find-food/">https://www.chicagofoodbank.org/find-food/</a>	Chicago: Metro	773-247-3663	Food / Meals	Use the link on the left to find food pantries in the Chicago metro area. CFD works with a network of more than 700 partner agencies and programs including food pantries,

					soup kitchens and shelters, they distribute more than 170,000 meals every day.
<b>Parkway Gardens</b>	<a href="https://www.apartments.com/parkway-gardens-chicago-il/cgs0x1f/">https://www.apartments.com/parkway-gardens-chicago-il/cgs0x1f/</a>	Chicago: Metro	773-956-8723	Food/Pantry	2 <sup>nd</sup> and 4 <sup>th</sup> Saturday, 9-12:30 pm
<b>Martin Temple</b>	<a href="https://www.chicagofoodbank.org/locations/martin-temple-community-ftn/">https://www.chicagofoodbank.org/locations/martin-temple-community-ftn/</a>	Chicago: 6930 S. Cottage Grove	773-494-862	Soup Kitchen	Monday: 11:30 am – 1:30pm
<b>Instacart – Groceries Delivered</b>	<a href="https://www.instacart.com/">https://www.instacart.com/</a>	Chicago: All		Food / Meals	Home delivery of online grocery orders. First delivery is free. 5% service fee for orders. Minimum fee is \$2.
<b>Jewel/Osco</b>	<a href="https://local.jewelosco.com/il/chicago/6014-s-cottage-grove.html">https://local.jewelosco.com/il/chicago/6014-s-cottage-grove.html</a>	Chicago – Woodlawn location	(773) 358-4278 – store (773) 358-4301 - pharmacy	Food/Meals	Online Delivery, Pharmacy. Opens for seniors only on Tuesdays and Thursdays from 7 AM – 9 AM.
<b>Salvation Army (Chicago Englewood Corps)</b>	<a href="https://centralusa.salvationarmy.org/redsfield/">https://centralusa.salvationarmy.org/redsfield/</a>	Chicago: Metro	773-358-3200	Health / Medical; Food / Meals; Housing	Food pantry, Emergency Financial assistance, seasonal services,
<b>CTA – Chicago Transit Authority</b>	<a href="https://transitchicago.com">https://transitchicago.com</a>	Chicago:	1-800- YOUR-CTA	Transportation	Some lines have been changed and significant delays
<b>Metra</b>	<a href="https://www.metraail.com/">https://www.metraail.com/</a>	Chicago: Metro and surrounding Suburbs		Transportation	Some lines have been changed and significant delays
<b>Dollar General</b>	<a href="https://www.dollargeneral.com/">https://www.dollargeneral.com/</a>	Chicago: surrounding suburbs	1425 E. 71 <sup>st</sup>		Dollar General’s first hour of business daily is dedicated to seniors, before opening to the public.

<b>Comcast</b>	<a href="https://www.xfinity.com/wifi">https://www.xfinity.com/wifi</a>	Chicago	1-855-846-8376	Other	Comcast will be pausing their data plans. There will be no disconnects or late fees.
<b>Comcast - Free Internet</b>	<a href="https://internetessentials.com/covid">https://internetessentials.com/covid</a>	Chicago		Other	They also offer addition cost savings programs for low income households and students
<b>CVS – Rx Delivery</b>	<a href="https://www.cvs.com/content/delivery?icid=cvs-home-covid19-banner-Rx-delivery">https://www.cvs.com/content/delivery?icid=cvs-home-covid19-banner-Rx-delivery</a>	Chicago: Surrounding Suburbs	888-300-4419	Health / Medical; Food / Meals	Please call your local store or visit the website for more info regarding Rx delivery.  CVS COVID-19 information hotline: 1-888-300-4419
<b>Meals on Wheels</b>	<a href="https://www.mealsoonwheelschicago.org/">https://www.mealsoonwheelschicago.org/</a>	Chicago		Food / Meals	Please visit the website or call to reach out to your local Meals on Wheels service.
<b>Talking to Children About COVID-19</b>	<a href="https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource">https://www.nasponline.org/resources-and-publications/resources-and-podcasts/school-climate-safety-and-crisis/health-crisis-resources/talking-to-children-about-covid-19-(coronavirus)-a-parent-resource</a>	National		Youth Support	Resource from the National Association of School Psychologists regarding how to talk to children about the COVID-19 pandemic in a safe, healthy way.
<b>Chicago Department of Family And Support Services</b>	<a href="https://www.chicago.gov">https://www.chicago.gov</a>	Chicago: surrounding suburbs	312-743-0300	Health/Family/Community/ Homeless/ Veterans/Youth	Provides assistance to residents in need birth – seniors
<b>Target</b>	<a href="https://www.target.com/">https://www.target.com/</a>	Chicago: Surrounding Suburbs		Health / Medical; Food / Meals	Target is dedicating an hour each week for the elderly and those with underlying health concerns – who are the most vulnerable to COVID-19 – to shop. Please call your local store to learn more or visit the website.

<b>Walgreens – Rx Delivery</b>	<a href="https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp">https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp</a>	Chicago : Surrounding suburbs		Health / Medical; Food / Meals	Please call your local store or visit the website to learn more.
<b>Walmart</b>	<a href="https://www.walmart.com/">https://www.walmart.com/</a>	Chicago: Surrounding suburbs		Health / Medical; Food / Meals	Please visit the website or call your local store to learn more about delivery services.
<b>Friends Health</b>	<a href="https://www.friendshc.org/">https://www.friendshc.org/</a>	Chicago	773-702-0660	Health/Mental Health	Adult medicine, Women’s Health, Children’s Health, Mental health (Psychiatry), Substance Abuse, and Dental services.
<b>HRDI</b>	<a href="https://www.hrdi.org/">https://www.hrdi.org/</a>	Chicago	773-291-2500	Mental Health	Subsidiary of Friend Health providing prevention, intervention and treatment services to address various mental health, substance use and community health concerns.
<b>Aldi’s</b>	<a href="https://www.aldi.us/en/weekly-specials/our-weekly-ads/">https://www.aldi.us/en/weekly-specials/our-weekly-ads/</a>	Chicago: Surrounding suburbs	978-837-6660	Food / Meals	
<b>Chicago Public Schools</b>	<a href="https://cps.edu/Pages/home.aspx">https://cps.edu/Pages/home.aspx</a>	Chicago		Other	Information about city-wide school closures, school meals, and more.
<b>Attorney General</b>	<a href="https://illinoisattorneygeneral.gov/">https://illinoisattorneygeneral.gov/</a>	Chicago: Statewide		Advocacy	Consumer protection – price gouging
<b>Legal Aid Chicago</b>	<a href="https://www.legalaidchicago.org/">https://www.legalaidchicago.org/</a>	Chicago :		Other	Information on all nonprofits in the state of MA working to support communities regarding COVID-19.
<b>CHAT – Chicago Healthy Adolescents</b>	<a href="https://www.chataboutit.org/">https://www.chataboutit.org/</a>	Chicago		Health/Mental	Chicago Dept. on Public Health information and resources in sexual health identity and health related rights
<b>Testing</b>	<a href="mailto:coronavirus@chicago.gov">coronavirus@chicago.gov</a>	Chicago	312-746-4835	Health	
<b>King Center</b>	<a href="https://www.chicago.gov/city/en/depts/fs">https://www.chicago.gov/city/en/depts/fs</a>	Chicago		Financial	Must have a documented crisis and proof of income/Rental Assistance

	<a href="https://www.chicagoproviders.org/communities/locations.html">s/provdrs/serv/svcs/community_servicecenterlocations.html</a>				
<b>Chicago Rental Assistance</b>	<a href="https://www.chicago.gov/city/en/depts/fs/provdrs/serv/svcs/how_to_find_rental_assistance_in_chicago.html">https://www.chicago.gov/city/en/depts/fs/provdrs/serv/svcs/how_to_find_rental_assistance_in_chicago.html</a>	Chicago		Financial	Information about community centers rental assistance sites.
<b>Illinois Citizen Utility Board</b>	<a href="https://www.citizensutilityboard.org/">https://www.citizensutilityboard.org/</a>	Illinois		Other	Consumer protections
<b>People's Gas</b>	<a href="https://accel.peoplesgasdelivery.com/">https://accel.peoplesgasdelivery.com/</a>	Chicago	866-556-6001	Other	Bill paying and low income energy assistance program
<b>#Ask Dr. Arwady</b>	<a href="https://www.facebook.com/ChicagoMayorsOffice/videos/ask-dr-arwady/199158428194199/">https://www.facebook.com/ChicagoMayorsOffice/videos/ask-dr-arwady/199158428194199/</a>	Chicago		Health	Daily livestream Facebook or Twitter at 11:00 am – Public Health Professionals livestreaming daily updates and empowerment for Chicago residents' daily lives.