

**311 FAQs March 18, 2020 530pm important**

**Governor Cuomo Announcement-March 18, 2020 3:31pm**

NY, PA, CT, and NJ will temporarily close all indoor portions of retail shopping malls, amusement parks and bowling alleys effective tomorrow (**March 19, 2020**) @ 8PM.

**NEW YORK STATE DEPARTMENT OF LABOR**  
**IMPLEMENTS A FILING SYSTEM AND EXTENDS HOURS TO ADDRESS THE**  
**INFLUX OF UNEMPLOYMENT CLAIMS AND MAKE PROCESS MORE EFFICIENT**  
**FOR CLAIMANTS-March 18, 2020 3:42pm**

**To file a claim log on to: <https://applications.labor.ny.gov/IndividualReg/>**

NYSDOL is implementing a new more efficient filing system based on the first letter of the applicants last name (alphabetical order). Here is the step-by-step process for filing;

A - F : Monday

G – N : Tuesday

O – Z : Wednesday

Missed your day : Thursday and Friday

Filing later in the week will not delay payments or affect the date of an individual's claim, since all claims are effective on the Monday of the week in which they are filed.

**Stony Brook University drive through testing site is up and running-updated as 2:57pm**

**NYS Coronavirus Hotline**

The New York State Department of Health is allowing people to make appointments at their Suffolk County mobile testing site now. Suffolk County residents who want to make an appointment for the test can call the NYS Coronavirus Hotline **1-888-364-3065** and they will be triaged by a nurse or a healthcare professional.

**Doctors requesting COVID 19 tests-March 18, 2020 2:15pm**

Doctors calling to request COVID 19 tests should be provided the following link to place their request to Fire Rescue and Emergency Services:

<https://fres.suffolkcountyny.gov/Covid19SupplyRequest/Default.aspx>

**Suffolk County COVID cases-March 18, 2020 2:15pm**

As of this afternoon- March 18, 2020 we have had 152 individuals in total test positive for Coronavirus in the county.

Babylon 17  
Brookhaven 20  
East Hampton 2  
Huntington 43  
Islip 23  
Riverhead 2  
Smithtown 3  
Southampton 3  
Southold 33

**Suffolk County Police Department Update-March 18, 2020-2:15pm**

In an effort to limit person-to-person contact there will be a number of operational changes for the Suffolk County Police Department.

While precincts will remain open 24 hours a day, 7 days a week, we are encouraging residents to not visit precincts unless critically necessary. Anyone who is feeling ill especially is requested to not respond to a precinct or police headquarters.

Instead residents should call 911 and disclose all health concerns and symptoms to enable our officers to prepare and protect themselves and the community.

For the time being, fingerprinting services will not be available.

The Police Department also offers our residents a number of different ways to file police reports – you do not have to go into the precinct to file a report.

Types of incidents that can be reported online or over the phone include harassing communications, lost property, criminal mischief, non-criminal property damage, minor motor vehicle crashes, identity theft and some larcenies.

To report online visit [www.suffolkpd.org](http://www.suffolkpd.org) or call 631-852-COPS to report over the phone.

If a report cannot be filled online or by telephone, an officer will be dispatched to the individuals location, and he or she will follow specific guidelines to protect both their health and safety and the health and safety of the resident.

Additionally, our residents have the ability to request incident reports, motor vehicle accident reports and background checks all online at [www.suffolkpd.org](http://www.suffolkpd.org).

And finally, the SCPD's Alarm Management Program will be closed until further notice. This will not change the present status of a resident's alarm and extensions will be provided if someone's bill is due during this time period.

### **Suffolk County Department of Social Service will remain open**

Center	Address	Phone Numbers
Riverhead Center	893 E. Main Street Riverhead, New York 11901-2542	Telephone: (631) 852-3500 Fax: (631)852-3505
Coram Center	80 Middle Country Road Coram, New York 11727	Telephone: (631) 854-2300 Fax (631) 854-2123
Smithtown Center	200 Wireless Boulevard Hauppauge, New York 11788	Telephone: (631) 853-8714 Fax: (631) 853-8842
South West Center	2 South 2nd Street Deer Park, New York 11729	Telephone: (631) 854-6600 Fax: (631) 854-6672

All efforts to reduce public contact are being made while meeting the needs of the County's most vulnerable residents.

#### **Applications**

Applications for assistance programs can be submitted by mail (instead of coming to a center). Please visit the SCDSS website for information or to download applications at:

<https://www.suffolkcountyny.gov/Departments/Social-Services/Client-Benefits-Administration>

**Supplemental Nutrition Assistance Program (SNAP) applications** and case recertification can be submitted electronically @ [mybenefits.ny.gov](https://mybenefits.ny.gov) or by mail (instead of coming to a center).

Additionally, SNAP benefits can be used for online grocery purchases. **Current participating retailers include:** Amazon, Walmart and ShopRite. Amazon is available statewide; Walmart and ShopRite participate in specific zip codes. Walmart, depending on specific locations, offers delivery, pick-up or both. Clients can enter zip code on the Walmart or ShopRite websites to find availability.

#### **Updated Guidance from SCHD-March 17, 2020 6:00pm**

**Please do not refer doctors to the Public Health nurses. See if you can point them in the correct direction i.e. CDC, NYS Health Department.** If someone is calling to report a positive COVID 19 test, please take their information and tell them that you will provide this information to the Suffolk County Health Department. Once the Health Department receives the positive test result from the lab, the SC Health Department personnel will contact the individual who tested positive.

**Establishments that are not abiding by the closure order**

The County Executive announced today, March 17, 2020, that if someone sees an establishment not abiding by the Governor's closure order for bars and restaurants, please call 631-852-COPS or 311.

If a 311 or FRES call taker receives one of these calls please transfer to 631-852-COPS.

**SMART 911**

We are encouraging residents to sign up for SMART911, which allows individuals and families to provide critical medical information to 9-1-1 and first responders.

The information provided in a Smart911 Safety Profile enables us to know who is at the greatest risk in our community. We can provide individuals with critical updates based on their location and health history.

Ultimately, Smart911 gives our community the chance to be proactive, and lets us know who requires our services. Residents can visit Smart911.com to sign up.

As part of this effort, residents can now sign up for SMS text message updates on their mobile devices to receive updates on the latest information, health guidance and other developments relating to the coronavirus. Residents should text COVIDSUFFOLK to 67283 to enroll.

**Small Business Guidance**

All businesses and counties are advised to reach out to their regional ESD office (<https://esd.ny.gov/about-us/contact-us>) and DHSES for small business info (<http://www.dhSES.ny.gov/index.cfm>). They will be coordinating, assisting, and communicating once NYS has received its approval.

**Closure of Suffolk County Department of Human Resources, Personnel and Civil Service**

**As of March 17, 2020-** The Suffolk County Civil Service Building will be closed to the public for the next two weeks or until further notice.

All essential functions will continue. Almost all transactions and general inquiries can be addressed online via access to the website or by phone. For those wishing to drop material off at the building we greatly encourage you to mail instead.

**New Yorkers with Student, Medical, and Other State-Referred Debt Will Have Payments Frozen for At Least 30 Days**

Governor Andrew M. Cuomo and Attorney General Letitia James-Debt Relief Announcement March 17, 2020 Effective immediately — the state will temporarily halt the collection of medical and student debt owed to the State of New York and referred to the Office of the Attorney

General for collection, for at least a 30-day period, in response to growing financial impairments resulting from the spread of 2019 novel coronavirus, or COVID-19.

**Suffolk County Department of Labor, Licensing and Consumer Affairs**

Suffolk County Department of Labor, Licensing and Consumer Affairs as well as SWEP are closed to the public. Information is available by phone and email.

631 853-4600 Consumer.affairs@suffolkcountyny.gov

631-853-6600 SC.DOL@Suffolkcountyny.gov

631-853-3820 Suffolk Works Employment Program (SWEP) Help Line

**NYSED-Effective March 18, 2020:**

Early Intervention and 4410 Preschool Special Education Services, including SEIT, Evaluations, Related Services and Transportation are suspended. This will remain in effect thru April 1, 2020.

**COVID Testing Procedures:**

Reach out to Primary Care Physician (PCP) or call your local Urgent Care Facility to assess your conditions/symptoms. Currently, it is also flu and allergy season as well as many are experiencing signs of the common cold and cough. Your Primary Care Physician or Urgent Care Facility should be able to triage your symptoms to eliminate other possibilities before being tested for COVID 19.

**Day Care/Child Care Facilities**

Day Care and Child Care Facilities were not mandated to close as per Governor Cuomo's order. Many Day Care/Child Care Centers have implemented procedures to protect their staff and children.

If someone is need of Day Care, they can call the Child Care Council of Suffolk Parent Counselors @ 631-462-0303 to find available slots for their children.

**School District Feeding Programs**

Many school districts have commenced their nutritional programs for children who receive breakfast and lunch at schools. The attached document will provide you the most recent information on where school districts are distributing meals and what their hours of operation are. **(See attachment)**

### **Food Pantry and Feeding Programs**

#### **Long Island Cares (LIC) Michael Haynes 631-579-1334**

LIC will perform Grab and Go breakfast to children and adults in need (Gus Truck) ;

- *Saturday, March 21: Wyandanch Community Resource Center, 1585 Straight Path (from 9:30 to approximately 10:30 a.m.)*
- *Saturday, March 21: Mercy Inn, 17 S. 20th Street, Wyandanch (from approximately 10:45 to 11:45 a.m.)*
- *Sunday, March 22: HELP Suffolk, 685 Brookhaven Avenue, Bellport*

*Sunday, March 29: Mastic Fire Department, 1080 Mastic Road, Mastic*

**LIC will provide emergency bags of food to seniors and individuals in need (Support our Seniors Program) Consists of: 9 meals per person, 3 meals per day, for 3 days based on Feeding America guidelines**

3/18/20 - Moriches Bay Recreation Center-12:00-1:00pm- 313 Frowein Rd. Center Moriches, NY 11934

3/18/20 – Hampton Bays 10-11:00am -31 E Montauk Highway Hampton Bays, NY 11946

3/18/20- Avery Village – 2:30 pm -3:30 pm -1100 Village Drive East Patchogue, NY 11772

3/20/20 - Mitchel Houses 1pm-2pm -1485 Front Street, East Meadow, 11554

3/20/20 — Sienna Village 10:00 am – 11:00am – 2000 Bishops Rd , Smithtown, NY 11787-

3/23/20 - Plainview Housing- 10:00 am -11:00 am - 115 Central Park Rd, Plainview, NY 11803

3/27/20 – Village of Brentwood 10:00am-11:00am- 95 2<sup>nd</sup> Avenue, Brentwood, NY 11717

**LIC will provide emergency food to individuals in need (Mobile Outreach Resource Enterprise) Mobile Outreach Resource Enterprise (M.O.R.E.): Provides emergency food to individuals- They will be provided 3 meals per day for 3 days.**

3/20/20 - Rogers Memorial Library - 11am-12pm - 91 Coopers Farm Rd, Southampton, NY 11968

3/20/20 – Westbury FQHC Family Health Center – 10:30am - 11:30am 682 Union Ave, Westbury, NY 11590

3/25/20 - Middle Country Public Library – 11am-12pm - 101 Eastwood Blvd, Centereach, NY 11720

3/25/20 - Comsewogue Public Library - 12:30m-1:30pm - 170 Terryville Rd, Port Jefferson Station, NY 11776

**LIC operates satellite locations including its own emergency food pantries at several community locations. Satellite centers will serve 6 families at a time. People in need are encouraged to call the LIC location closest to them to make an appointment to alleviate time constraints. Food boxes will be delivered to vehicles. Hours and locations are as follows:**

**VBS 3/18/2020**

Monday, Wednesday and Friday from 8:00 AM – 4:00 PM; Tuesday-Thursday from 9:00 AM – 5:00 PM. Our staff will also be available to assist people at other times including, weekends by appointment only by calling (631) 582-3663 Ext 109.

Long Island Cares-The Harry Chapin Regional Food Bank  
10 Davids Drive – Harry Chapin Way, Hauppauge  
(631) 582-FOOD **for appointment**

Nassau Center for Collaborative Assistance  
21 East Sunrise Highway, Freeport  
(516) 442-5221 **for appointment**

South Shore Service Center  
163-1 North Wellwood Avenue, Lindenhurst  
(631) 991-8106 **for appointment**

Harry Chapin Food Bank and Humanitarian Center  
220 Broadway, Huntington Station  
(631) 824-6384 **for appointment**

Baxter's Pet Pantry & Retail Food Rescue Center  
161 North Wellwood Avenue, Lindenhurst  
(631) 991-8106 **for appointment**

Hunger Assistance & Humanitarian Center of the Hamptons  
286 West Montauk Highway, Hampton Bays  
(631) 613-3344 **for appointment**

**Governor Cuomo Mandate at of 8:00pm March 16, 2020**

Bars, restaurants, gyms, movie theaters and casinos will close March 16<sup>th</sup> across New York state, and in neighboring states Connecticut and New Jersey, with the goal of slowing the spread of the coronavirus.

The measures take effect at 8 p.m. Monday.

Restaurants and bars will be able to offer take-out and delivery, and they will be provided a waiver for carry-out alcohol.

**SCHD as of March 16<sup>th</sup>**  
**I tested positive for COVID-2019**  
**What do I do now?**

If you test positive for COVID-2019, you should isolate yourself from other household and/or family members (those who live with you). In addition, your household and/or family members should also remain at home under quarantine.

Quarantine or isolation means you must stay separate from others in the community to prevent the possible spread of COVID-2019.

- **You must stay at your residence all the time, during the period you are self-quarantined.** You should avoid having company at your residence
- You will need to take your temperature with a thermometer twice a day: in the morning and later in the day, and record your temperature on a sheet of paper or electronically.
- You can live with other family members in your home, but you must sleep in a separate bedroom and use a separate bathroom until the quarantine or isolation period is over.
- During this period, you should avoid close contact for social or dining activities. Food should be delivered to your individual quarters.
- You may walk outside your house on your own property, but should not come within six feet of neighbors or other members of the public. You should refrain from walking in your neighborhood.
- Symptoms of novel coronavirus include: fever, cough, shortness of breath. If you develop any of these symptoms, you should put on a face mask immediately to prevent other people in your household from becoming sick.
- If you have a true emergency, call 911, and let the person that answers know that you are under quarantine or isolation for novel coronavirus.
- If you feel you need to be relocated to another jurisdiction (city, town, or state), you must first speak to the SCDHS Public Health Staff at 631-854-0333 who will handle your request.
- If you have any questions or if you need assistance with daily living (e.g. food, laundry, etc.), please call 311.
- If you have concerns about your employment status, SCDHS can provide you with a letter asking your employer to excuse you from work.
- You will be advised by the SCDHS in consultation with the New York State Department of Health when your quarantine or isolation period will end.

**CDC Guidance as of 3/16/2020**

Large events and mass gatherings can contribute to the spread of COVID-19 in the United States via travelers who attend these events and introduce the virus to new communities. Examples of large events and mass gatherings include conferences, festivals, parades, concerts, sporting events, weddings, and other types of assemblies. These events can be planned not only by organizations and communities but also by individuals.

Therefore, CDC, in accordance with its guidance for [large events and mass gatherings](#), recommends that for the next 8 weeks, organizers (whether groups or individuals) cancel or postpone in-person events that consist of 50 people or more throughout the United States.

Events of any size should only be continued if they can be carried out with adherence to guidelines for protecting [vulnerable populations](#), [hand hygiene](#), and [social distancing](#). When feasible, organizers could modify events to be virtual.

This recommendation does not apply to the day to day operation of organizations such as [schools, institutes of higher learning, or businesses](#). This recommendation is made in an attempt to reduce introduction of the virus into new communities and to slow the spread of infection in communities already affected by the virus. This recommendation is not intended to supersede the advice of local public health officials.

**STATEMENT FROM SUFFOLK COUNTY EXECUTIVE STEVE BELLONE-March 15, 2020**

“Based on the recommendation of the County Health Commissioner and in consultation with the Superintendent’s Association, today I am issuing a Local Emergency Order to close all Schools within Suffolk County for a period of two weeks beginning tomorrow, Monday, March 16. As we prepared over the last several days for the potential closure announcement, we had discussions with State officials and the Suffolk County School Superintendent’s Association about critical issues involving meal programs for kids and childcare.

“There is evidence that the virus is already present in many communities we serve, and our efforts now must be aimed at preventing its spread. As part of our larger social distancing efforts, we believe that closing schools is the right thing to do at this time. While kids are home from school we encourage parents to continue to follow County Health Department guidance and practice social distancing and to wash hands frequently to help contain the spread of the virus. If anyone in the family is symptomatic please stay home and quarantine yourself on a precautionary basis.

“While schools are closed for instruction, administrators and teachers will still have access to school buildings for local district planning, distance-based education purposes, temporary grab-and-go meal programs and childcare issues.”

### **311 Update-March 14, 2020 6:00pm**

Jake's 58 will be closed to the public as of 6:00pm, March 14<sup>th</sup>.

### **311 Information on symptoms and testing-March 14, 2020-8:30am**

1. If an individual has any form of symptoms however has not tested for COVID, advise individual to call their primary doctor or local urgent care PRIOR to going so that proper assessment can be made over the phone
2. If a person's doctor has told an individual not to come in to check their symptoms, ask individual if they have called a local urgent care to be assessed and examined or if their healthcare provides a telehealth option.
  - a. If neither is not an option, we must continue to advise that they attempt to call into their doctor for further guidance for suggestions of offices or urgent care centers.

### **311 Corona Virus FAQs as of 3/13/2020**

#### **Suffolk County Novel Coronavirus FAQ**

Residents looking for additional information can visit:

<https://www.suffolkcountyny.gov/Departments/Health-Services/Health-Bulletins/Novel-Coronavirus>, <https://www.health.ny.gov/diseases/communicable/coronavirus/> and <https://www.cdc.gov/coronavirus/2019-ncov/index.html>

#### **About the Virus:**

The 2019 Novel Coronavirus (2019-nCoV) is a virus (more specifically, a coronavirus) identified as the cause of an outbreak of respiratory illness first detected in Wuhan, China.

The Centers for Disease Control and Prevention (CDC) is closely monitoring an outbreak of respiratory illness caused by a novel (new) coronavirus first identified in Hubei Province, China.

Infections with 2019-nCoV, most of them associated with travel from Wuhan, also are being reported in a growing number of international locations, including the United States. The United States reported the first confirmed instance of person-to-person spread with this virus on January 30.

#### **Symptoms:**

For confirmed 2019-nCoV infections, reported illnesses have ranged from people with mild symptoms to people being severely ill and dying. Symptoms can include:

- Fever

- Cough
- Shortness of breath

If you feel sick with fever, cough, or difficulty breathing, and have traveled to China or were in close contact with someone with 2019-nCoV in the 14 days before you began to feel sick, seek medical care. Before you go to a doctor's office or emergency room, call ahead and tell them about your recent travel and your symptoms.

### **Prevention/Treatment:**

While the immediate risk of this new virus to the American public is believed to be low at this time, everyone can do their part to help us respond to this emerging public health threat:

- For everyone: It's currently flu and respiratory disease season and CDC recommends getting vaccinated, taking everyday preventive actions to stop the spread of germs, and taking flu antivirals if prescribed.

There is currently no vaccine to prevent 2019-nCoV infection. The best way to prevent infection is to avoid being exposed to this virus. However, as a reminder, CDC always recommends everyday preventive actions to help prevent the spread of respiratory viruses, including:

- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

### **Travel Info:**

CDC recommends that travelers avoid all nonessential travel to China.

On January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States to aid the nation's healthcare community in responding to 2019-nCoV. Also on January 31, the President of the United States signed a presidential "Proclamation on Suspension of Entry as Immigrants and Nonimmigrants of Persons who pose a Risk of Transmitting 2019 Novel Coronavirus.

On Sunday, February 2, the U.S. government implemented temporary movement and monitoring restrictions on certain individuals.

- Any U.S. citizen returning to the U.S. who has been in Hubei Province in the previous 14 days will be subject to up to 14 days of mandatory quarantine, to ensure they're provided proper medical care and health screening.
- Any U.S. citizen returning to the U.S. who has been in the rest of mainland China within the previous 14 days will undergo proactive entry health screening at a select number of ports of entry and up to 14 days of monitored self-quarantine to ensure they have not contracted the virus and do not pose a public health risk.
- Foreign nationals, other than immediate family of U.S. citizens and permanent residents, who have traveled to China within the last 14 days, will be denied entry into the U.S. for this time.

In addition, depending on your travel history, you will be asked to stay home for a period of 14 days from the time you left an area with widespread or ongoing community spread (Level 3 Travel Health Notice).

Countries that have a Level 3 Travel Health Notice (widespread, ongoing transmission):

- Iran
- South Korea
- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, Monaco, San Marino, Vatican City

State Health Department Website - [NY.Gov/Coronavirus](https://www.ny.gov/coronavirus) - Provides Coronavirus Updates for New Yorkers and Guidance for Healthcare Providers

### **Public Assembly:**

### **Declaration by Governor Cuomo 3/12/2020 events with 500 or More Individuals in Attendance to Be Cancelled or Postponed**

Any Gathering under 500 Individuals in Attendance Will Be Required to Cut Capacity by 50 Percent

Large gatherings and public spaces within the scope of this guidance include, but are not limited to: Theaters, Auditoriums, Concerts, Conferences, Worship services, Sporting events, Restaurants, Bars, Gaming establishments, and, Physical fitness centers.  
Members

**Exceptions being made** for spaces where individuals do not make sustained close contact, such as schools, libraries, hospitals, public buildings, residential health care facilities, office buildings, mass transit, grocery stores, pharmacies and retail stores.

**VBS 3/18/2020**

Limits on Visitations to Nursing Homes - Only Medically Necessary Visits Will Be Allowed To Protect Most Vulnerable

The state will require health screenings for all nursing home workers each day when they enter a facility and require them to wear surgical masks to guard against any potential asymptomatic spread.

**Price gouging:**

New Yorkers are urged to call 1-800-697-1220 to report unfair price increases of products such as household cleaning supplies and hand sanitizer amid the coronavirus outbreak.