



## **RESOURCES FOR ENFIELD RESIDENTS AFFECTED BY COVID-19**

*Prepared by the Town of Enfield's Department of Social Services*

*This document will be updated as needed.*

*This is not an exhaustive list nor is it an endorsement of any programs/services.*

**For additional up-to-date information, please go to:**

<https://www.enfield-ct.gov>

or call 2-1-1 or text CTCOVID to 898211

It is also important to rely on your natural supports of friends and neighbors. Every resident should formulate a backup plan in case you or your family member falls ill. If you have chosen to help neighbors in need on your own, please be sure to follow <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> and honor recipients' privacy.

---

**TOWN OF ENFIELD DEPARTMENT OF SOCIAL SERVICES** continues to provide phone only services to residents Monday through Friday from 9:00-5:00 pm. We are monitoring inquiries from residents and working closely with our Town Departments to address the essential needs of our residents. **860-253-6396**

For specific information please contact the following Divisions:

- **Adult & Community - 860-253-6396.** Remotely providing support of programs including, but not limited to: Renter's Rebate, Circuit Breaker Program, support from social worker, ongoing housing support, basic needs assistance for senior citizen's needs through Enfield CARES.

Enfield Child Development Center – **860- 253-7003 or 860-253-7043.** Virtual support and education to enrolled through story time and activities. Please check out the Facebook page.

Family Resource Centers - **860 253-5214 or 860 253-4721.** Virtual story time, playgroups, Grandparents Raising Grandchildren and the Parent Support Group.

Transportation – **860-272-3545.** Dial A Ride and Magic Carpet buses are operational on reduced schedule.

Youth & Family Services – **860-253-6380.** Remotely providing support around youth mental health and substance misuse, screenings, and counseling. Parent support groups are also available. The Youth Center is providing youth chat groups and activities to keep youth connected and busy.



Enfield CARES is a service for residents ages 60 and older that provides safe, confidential, and efficient help to at-risk/homebound seniors without unnecessarily exposing volunteers and recipients to COVID-19. **860-253-640**.

**LIBRARY SERVICES** The Enfield Public Library is offering E-Books, Story Time, and electronic materials to access in the comfort of your home online.

<https://www.enfieldpubliclibrary.org/covid19>, **(860) 763-7510**

**Click the links below to bring you to the designated section**

- [BASIC NEEDS](#)
- [FINANCE](#)
- [HEALTH CARE](#)
- [HOUSING](#)
- [MENTAL HEALTH](#)
- [TRANSPORTATION](#)
- [VETERANS INFORMATION](#)

## **BASIC NEEDS**

### **EARLY CARE AND EDUCATION**

**The Office of Early Childhood** is monitoring COVID-19 day to day, **please call 2-1-1** for the most up to date information about local childcare openings.

**KITE** is recognized as a leading Early Childhood Collaborative combining resources between healthcare & mental health professionals, first responders, educators and social services providers, and results in a whole child approach to early education. Contact KITE at **860-253-6502**.

### **FOOD**

**Meals on Wheels for Seniors**— Meals on Wheels continues for seniors. This is subject to change. Please call **Enfield Senior Center** at **860-763-7425**.

**Grab and Go** meals for those who are a part of the Community Renewal Team list are still being provided at the Senior Center.

**The Enfield Food Shelf** - Effective April 6<sup>th</sup> the Enfield Food Shelf has these hours for distribution:

Walkers and Bus Riders only - Wednesdays 9:00 a.m.-Noon  
Drive Thru Cars only -Thursdays 11:00 a.m.-5:00 p.m.  
Call **860-741-7321** for eligibility requirements.

**Loaves and Fishes** - open for Grab and Go Meals, call Priscilla at **860-741-0226**



## FOOD CONTINUED:

**Grocery Stores** have set up special hours for seniors (often starting at 7 am) and some are offering curbside pickup.

- Aldi (855) 955-2534 <https://www.aldi.us/> new store hours 10am-7pm
- Big Y (860) 749-5514 <https://www.bigy.com/> 7am-8am, special shopping hours for 60 years old and up and those with compromised immune system (no curbside pickup)
- Costco (860) 394-2000 <https://www.costco.com/warehouse-locati.../enfield-ct-780.html>. Open Tuesday, Wednesday and Thursday 7-9am for seniors.
- ShopRite (860) 745-1621 <https://shoprite.com/CoronaVirus> regular store hours: 7am-11pm (curbside pickup offered)
- Stop and Shop (860) 741-2200 <https://stopandshop.com/news-and-media/article-03-13-20/> 6am-7:30am, special shopping hours for 60 years old and up and those with compromised immune system (no curbside pickup). Store Hours: M-F 10am-6:30pm, Weekends 10am-6pm Gas Station: Hours M-F 7am-7pm, Weekends 7am-6:30

**Restaurants:** Many local restaurants are offering curb-side take out and delivery as well as family style dinner portions. Some are also offering kits for kids to make dinner with their families.

Cheng's Chinese Garden (860) 741-3749 <http://860-741-3749.chinesemenu.com/> pick up and delivery

- Country Diner (pick up and delivery) (860) 763-5338 [www.countrydiner.com](http://www.countrydiner.com) free delivery
- Danny's Pizza (860) 763-5511 <https://www.dannyspizzaenfield.com/> pick up and delivery
- Figaro Ristorante (860) 745-2414 <https://figaroct.com/> available on the Door Dash
- Friday's (860) 745-9100 <https://www.tgifridays.com/> curbside order pick up
- Golden Irene Restaurant (East Windsor) (860) 627-5971 [www.goldenirenes.com](http://www.goldenirenes.com) curbside pick up only, call ahead- ask about pizza special if you cannot afford their family style meals.
- Hot Table (860) 741-2000 <https://hottable.com/> Door Dash or take out
- Longhorn Steakhouse (860) 741-0506 <https://www.longhornsteakhouse.com/> curbside order and pick up or take out
- Mark's Restaurant (860) 990-2051 <https://www.marksrestaurantofenfield.com/> take out and Door Dash
- Olive Garden (860) 741-6616 <https://www.olivegarden.com/> To Go and Catering are still available.
- Panera Bread (860) 745-5800 <https://www.panerabread.com/en-us/home.html> pick up and delivery
- Pizza Palace (860) 745-0715 <https://www.pizzapalacemenu.com/> delivery or take out
- Red Robin (child's meal deals included) (860) 741-7003 [www.redrobin.com](http://www.redrobin.com) curb side ordering and pick up
- Russo's Bakery (860) 741-7844 <http://www.russosbakeryct.com/> order by phone/to-go
- Sarapes Restaurant (860) 745-7781 <https://sarapesrestaurant.com/> new free delivery to Enfield Residents and regular takeout
- Sofia's is offering a free pasta dinner to anyone over 65. (860) 623-9477



## STATE OF CONNECTICUT BENEFITS

- If you or your loved ones need access to state benefits including health insurance and food stamps (SNAP), you must meet the current income guidelines set forth by the State of Connecticut.
- 
- **For Food Stamps(SNAP):** Call Brenda Sanchez of Intercommunity Services and she will complete your application with you over the phone: 860-569-5900x164
- 
- You can also call the **State of Connecticut Department of Social Services** at (855) 626-6632. Press 0 to speak to a live representative.

## UTILITY ASSISTANCE

**Connecticut's Public Utilities Regulatory Authority (PURA)** has ordered a moratorium on all utility shut-offs (electric, gas, and water) for the next 30 days, or as long as the Public Health and Civil Preparedness Emergency is in effect. Residential customers are strongly encouraged to continue paying their bills, as they will ultimately be responsible for accrued services. This ruling applies to all residential customers and is therefore unlike the Winter Protection Program where income eligible households are protected from a shut off through May 1.

**Please call your utility provider directly for more information.**

**Energy Assistance-** Community Renewal Team continues to offer energy assistance appointments for heating one's residence. These appointments are BY PHONE ONLY. Please contact Community Renewal Team at **860-560-2694** for further information.

## WIFI/INTERNET

**Cox Cable** is offering a low-income internet tier for new starter internet with no annual contract or qualifications for \$19.99 to help the low income, seniors and college students. Parts of Enfield are served by **Comcast-** please call your designated provider.

**Verizon Internet:** If you need internet and have a Verizon Plan, you can add a Jetpack which is a separate device that lets you share your Verizon Wireless network connection, to your data plan. Verizon automatically added 15 GB of data to all consumer plans to be used between 3/25/2020-4/30/2020. Call Verizon customer service 1 (800) 922-0204 or go online to [www.verizonwireless.com](http://www.verizonwireless.com) for more information.

## HEALTH CARE

**Testing Sites-** If you are experiencing symptoms of COVID-19: fever, shortness of breath and cough, you can get tested at a local testing site. The following are currently testing sites.



## HEALTHCARE CONTINUED

- **Connecticut Children's Medical Center** Hotline **1-833-226-2362**

Connecticut Children's Medical Center (CCMC) has launched a pediatric coronavirus hotline to provide expert advice to community pediatricians and parents on COVID-19. It will connect parents and pediatricians to a CCMC clinician 24 hours a day, 7 days a week.

CCMC has also launched a *Coronavirus Information Center* on its website. Parents can visit [www.connecticutchildrens.org/coronavirus](http://www.connecticutchildrens.org/coronavirus) to be connected to answers from frequently asked questions, blogs about how to talk to your child about the outbreak, information about virtual visit options and ways to keep a schedule while schools are closed.

- **Hartford HealthCare** – Command Center is **860-972-8100**. In order to be tested at these facilities patients must have a referral from a provider through Hartford HealthCare Medical Group or an order through a virtual health visit done by a physician at the Hartford HealthCare's Clinical Command Center. Testing itself takes place at Education and Resource Center 560 Hudson Street, Hartford, CT. **Testing Hours:** Mon-Fri, 8am-3pm.Sat-Sun, 8am-Noon. Further information can be found at: <https://hartfordhealthcare.org/health-wellness/coronavirus/resources#drivethru>.
- **Johnson Memorial Hospital** -Those seeking a COVID-19 screening at the mobile clinic site must have a physician's order and proper identification. Upon entering the drive-up clinic, patients will call the pre-registration number and be connected to a clinical staff member who will complete the registration. The screening process will be conducted by trained clinicians, who will be taking all the necessary precautions to protect themselves and patients. Patients will be asked to keep their windows up for the majority of their drive through the mobile clinic.
- **Yale New Haven Health** is offering a call center for patients and the community who have questions about COVID-19. Healthcare professionals from the health system are available to answer your specific questions Monday – Friday, 7 am – 7 pm. **Call 833-ASK-YNHH (833-275-9644)**
- **Urgent Care: Physician One** at 55 Hazard Ave, Enfield, CT 06082. **860-745-9911**
- 

## MEDICATIONS/PRESCRIPTIONS

- Please call your **designated pharmacy** for information about delivery of your medications.
- **The State of CT DSS** is working with its federal partners to modify the prescription refill processes in Medicaid/HUSKY Health and offer telehealth options.

## HEALTH INSURANCE

**Access Health CT** announced that a New Special Enrollment Period is in effect until April 17, 2020. Qualified Connecticut residents who currently do not have health insurance can enroll in a plan.



## HEALTHCARE CONTINUED

To see if you qualify, call 1-855-365-2428 (TTY: 1-855-789-2428) Monday through Friday 8:00AM to 5:00PM.

Please note: Individuals who experience a Qualifying Life Event (for example, loss of coverage due to job change, move to CT, getting married, having/adopting a child, etc.) OR

Those who qualify for Medicaid/Children's Health Program (CHIP), can always enroll online, in person or over the phone — and all help is free.

## CHOICES

**CHOICES for Medicare benefits** and questions is suspended at this time. If you have questions about your Medicare benefits, please call us at 860-253-6396. We will do our best to answer your questions. You can also visit [medicare.gov](https://www.medicare.gov) for benefit specific information

## FINANCE

### LOCAL BUSINESSES

**The US Small Business Administration** is working to provide low interest targeted loans to assist small businesses and nonprofits severely impacted by COVID-19. CDC recommended strategies for employers and businesses to reduce exposure and provide guidance to their employees will be updated as needed. <https://portal.ct.gov/Coronavirus/Pages/Business-Resources>

### ECONOMIC IMPACT PAYMENT INFORMATION

The Treasury Department and the Internal Revenue Service announced that distribution of economic impact payments will begin in the next few weeks and will be distributed automatically, with no action required for most people. For more information: <https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know>.

Most taxpayers don't need to take any extra steps to receive a payment. The IRS will use information from a taxpayer's 2019 tax return if they've filed it, or their 2018 tax return, if they haven't. \*Income and other limits apply

**For Individuals who do not normally file taxes because they do not have enough income that requires them to file.** This includes the homeless, certain seniors and some limited English-proficient individuals, **information will NEED to be provided to IRS to get their Economic Impact Payment.**

More information is being added to [IRS.gov/coronavirus](https://www.irs.gov/coronavirus).

### SOCIAL SECURITY BENEFITS

The **Social Security Field offices** are closed. All business can be conducted at: [www.ssa.gov](https://www.ssa.gov) to create an online account. If an individual is unable to conduct business online, please check online for the [field office locator](#) to contact your local office.



### **FINANCE CONTINUED:**

If you are deaf or hard of hearing, call our toll-free TTY number, 1-800-325-0778, between 8:00 a.m. and 5:30 p.m. Monday through Friday. Replacement Social Security cards can also be ordered online or by phone.

### **TAX INFORMATION**

**The Internal Revenue Service** has determined that any person with a Federal income tax payment due April 15, 2020, that is affected by the COVID-19 emergency for purposes of the relief described in this section III (Affected Taxpayer). For an Affected Taxpayer, the due date for making Federal income tax payments due April 15, 2020, in an aggregate amount up to the Applicable Postponed Payment Amount, is postponed to July 15, 2020.

**The Circuit Breaker Program-** All appointments are by phone only. **860-253-6397**

**AARP Tax Prep Assistance for Senior Citizens:** AARP services are suspended at this time. AARP's customer service line at **888-687-2277**

**VITA Tax Preparation-** Please call 2-1-1 for information regarding this program.

### **UNEMPLOYMENT COMPENSATION**

**CT Department of Labor-** You **must file ONLINE** for unemployment. Unemployment claims are filed on a case by case basis.

**IMPORTANT: If you become unemployed due to coronavirus (COVID-19), you should file for unemployment benefits.**

**\*\*Please note: the start date for your claim is always on the Sunday of the week when you submit the application for benefits.**

As a rule, claims are not backdated to your last day of work.\*\* The CT Labor Department (CTDOL) is working diligently to analyze the federal pandemic relief details found within the Coronavirus Aid, Relief, and Economic Security (CARES) Act signed into law on 3/27/2020.

We appreciate your patience as we await guidance from USDOL, and work with technical experts to develop additional programming within the CTDOL Unemployment Insurance system to accommodate the new federal relief programs.

At this time, we have no additional information regarding the timeframe within which we will implement these federal programs, but we are working hard to serve the citizens of CT and ask that you check these FAQs DAILY for updates.

<http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>.

**The Families First Coronavirus Response Act** (FFCRA or Act) requires certain employers to provide employees with paid sick leave or expanded family and medical leave for specified reasons related to COVID-19. Contact your employer and or your designated HR department for more information.



## HOUSING

Call **2-1-1** to access emergency housing. The Department of Housing is encouraging those struggling with housing to stay with family and friends amidst COVID-19.

**Renters:** Please contact your landlord/ rental agency if you foresee any issues with rental payments.

**Renter's Rebate:** . Begins April 1<sup>st</sup> and ends October 1<sup>st</sup>. This program provides a payment to **renters** based on income, rent, and utilities for the previous year (2019). A renter must have resided in Connecticut for a one-year period before signing up for the program. For a single person, the income, including Social Security, must not exceed \$35,300. For Married couples the income, including Social Security, must not exceed \$43,000. Please call Enfield Social Services to make your appointment! **860 253-6396**

**Homeowners:** Governor Lamont announced 4/1/2020 the following:

90-day grace period for all mortgage payments: Participating financial institutions are now offering mortgage-payment forbearances of up to 90 days, which will allow homeowners to reduce or delay monthly mortgage payments. In addition, the institutions will:

- Provide a streamlined process for requesting forbearance for COVID-19-related reasons, supported with available documentation;
- Confirm approval and terms of forbearance program; and
- Provide the opportunity to extend forbearance agreements if faced with continued hardship resulting from COVID-19.
- Relief from fees and charges for 90 days: For at least 90 days, participating financial institutions will waive or refund mortgage-related late fees and other fees including early CD withdrawals.

**No new foreclosures for 60 days:** Financial institutions will not start any foreclosure sales or evictions. **No credit score changes for accessing relief:** For those taking advantage of this COVID-19-related relief, late or missed payments will not be shared with credit reporting agencies. Please contact your mortgage lender for more detailed information.

## MENTAL HEALTH

***If you or a loved one is having a mental health crisis:***

• **Please call 2-1-1** to access mobile crisis services for both adults and children. Emergency Mobile Crisis for both adults and children is operational as of today. Subject to change.

• **NAMI (National Alliance on Mental Health):** If you need to talk to someone, text NAMI to 741741 or call the NAMI Helpline at 1-800-950-NAMI (6264).

•



## MENTAL HEALTH CONTINUED

- **Alcoholics Anonymous (AA)** Many AA meetings are temporarily closed, but continue to meet virtually. Please contact your site to see if they are continuing in your neighborhood.
- You can also go to: [ct-aa.org/meetings](http://ct-aa.org/meetings). **Narcotics Anonymous (NA)** meetings are also temporarily closed. Please go to <https://ctna.org/find-a-meeting>

### ***Other Providers***

- ***Community Health Resources (CHR)***

153 Hazard Ave.  
Enfield, CT. 06082  
**(860) 253-5020**

Currently moving all clients to Telehealth if technology is available to families. Enfield office currently is open for emergencies and walk-ins for adults M, W, and Th from 10 a.m.-1:30 p.m. Care Coordination using Star Leaf/Telehealth via video/phone. NOT doing outreach in home, but still able to help and provide families in meeting basic needs via phone/video contact.

- ***Joshua Center***

72 Shaker Rd.  
Enfield, CT. 06082  
**(860) 749-2243**

Serving children and families six years thru 17 years. Currently not providing any group/family sessions face-to-face, however, are doing virtual intakes through TeleHealth and Zoom.

#### ***KidzMatters- Jayne Noel, LCSW***

95 Raffia Road  
Enfield, CT. 06082  
**(860) 749-9298**

Still OPEN, and working either face-to-face in office with clients, or using Telehealth. Work with children, adolescents, and families.

#### ***Healing Gardens- Kim Lessard, LADC***

1654 King Street  
Enfield, CT. 06082  
**(860) 324-0415**

Currently using Telehealth by phone or video chat. Can text. Accepts most insurances. Serves children, adolescents, and adults.

- ***Interlocking Connections***

709 Enfield Street  
Enfield, CT. 06082  
**(860) 745-7144**

Providing autism specific services to children and families.



## • MENTAL HEALTH CONTINUED

- ***Maria Morales, MSW, LCSW***  
174 South Road  
Enfield, CT. 06082  
Suite 106  
**(413) 350-1164**  
Board certified Telehealth mental counselor  
Serving individuals 10+ currently
- ***McIntyre Counseling***  
64 Bradfield Drive  
Somers, CT. 06071  
**(860) 253-0069**  
*Denise McIntyre*  
Accepting new clients. Meeting with people both face-to-face in office and using Telehealth via phone/video. Serving both children and adults.
- ***Suzanne Gile, MSW, LCSW***  
Therapeutic Connections  
139 Hazard Ave. Bldg. 2 Suite 8  
Enfield, CT. 06082  
**(860) 261-2108** Limited in time slots. Currently serving adolescents and adults using Telehealth only.
- ***The Village for Children & Families:***  
331 Wethersfield Ave.  
Hartford, CT. 06114  
**(860) 236-4511**  
Serving families in Enfield, and surrounding towns. Child First, Parent PALS program, and outpatient services still operating, and accepting new referrals and enrolling new clients and families.

## TRANSPORTATION

Due to the shortage of drivers during this time, Magic Carpet and Dial-a-Ride schedules will **change frequently**. Please continue to check <https://enfield-ct.gov/376/Enfield-Transit> for daily updates.

### ***Temporary cease of fare collection***

Starting on Tuesday, March 31st, Magic Carpet will temporarily cease collection of all fares. This will assist in minimizing COVID-19 exposures by keeping riders and drivers at a safe distance with minimal contact.



## **VETERANS INFORMATION**

All in person appointments with the Office of Representative Joe Courtney are suspended at this time. If you need information, please call **860-741-6011**.

You can also contact the local VA Network, Community Care Network for additional support- **860-616-3600**.