

# Brookfield Social Services Department

## Resources for Brookfield Residents Affected by Covid-19

*This information is continually being updated. 3/30/2020*

### RELIABLE WEBSITES FOR INFORMATION:

[www.Brookfieldct.gov/COVID19](http://www.Brookfieldct.gov/COVID19)

[www.cdc.gov](http://www.cdc.gov)

[www.ct.gov/coronavirus](http://www.ct.gov/coronavirus)

[www.211.org/services/covid19](http://www.211.org/services/covid19)

**For 24/7 access to information and resources, Connecticut residents can call 2-1-1 or text COVID to 898211 or go to the 211 website for 24/7 access to information, resources and COVID-19 testing**

The Town of Brookfield's Department of Social Services continues to provide telephone services to residents Monday through Friday from 10 a.m. – 3 p.m. We are monitoring inquiries and working closely with town officials to address the essential needs of residents in a timely fashion. **Please contact Brookfield Social Services at 203-775-7312 or [social@brookfieldct.gov](mailto:social@brookfieldct.gov) if you or a neighbor has an emergency need of food or medications.** We are investigating ways to provide safe and efficient help to at-risk homebound seniors and/or households without unnecessarily exposing volunteers and/or recipients to COVID-19.

It is important to rely on natural supports of friends and neighbors at this time. Every resident should formulate a backup plan in case you or a family member falls ill. Everyone should be following CDC recommendations to practice social distancing or isolation. Some may need assistance in procuring supplies for extended self-isolation. We encourage residents to call their neighbors to offer help, taking care to follow CDC precautions by keeping a safe social distance. Remember that even if you are feeling well, you could still be a carrier of the virus.

**Covid-19 Scams:** *Beware of coronavirus scams!*

[https://www.secretservice.gov/data/press/releases/2020/20-MAR/Secret\\_Service\\_Coronavirus\\_Phishing\\_Alert.pdf](https://www.secretservice.gov/data/press/releases/2020/20-MAR/Secret_Service_Coronavirus_Phishing_Alert.pdf)

### Food Assistance:

- Grocery stores have set up special hours for seniors and some are offering curbside pick-up.
- Use local delivery services and/or grab-n-go situations when possible (support local businesses and/or try insta-cart or Amazon Prime).
- Brookfield Public Schools are now providing meals to all families with children in the Brookfield School system.

- The Senior Center is offering packed “to go” lunches for senior residents, age 60 and over, Monday –Thursday. Please call the center to senior sign up. (203-775-5308).

**Food Resources for Income-Eligible Residents:** *Brookfield Food Pantry is dedicated to continuing to assist our clients in a way that is most efficient and protects our clients, staff and volunteers. Please contact us directly if you are in need of food. (203-775-7312).*

- Mobile Food Pantries are still operating. For details go to <https://www.uwwesternct.org/blog/uwwc-danbury-area-food-response-covid19>
- Brookfield Food Pantry will be offering pre-packed bags to registered clients based on family size during the hours of 9:30 a.m. – 11:30 a.m. on Tuesday morning.

**Emergency Financial Assistance:** If financial or access issues exist for food, fuel, and/or emergency expenses, Brookfield residents can call Brookfield Social Services at 203-775-7312 to determine if you are eligible for one-time emergency financial assistance and/or to explore other options. Documentation will be required of newly established clients.

**Unemployment:** If you have lost your job, file for unemployment as quickly as possible. Unfortunately the only way to apply is via their website, which may be running slow due to overwhelming demand. <http://www.ctdol.state.ct.us/DOLCOVIDFAQ.PDF>

**Housing:** People who are currently housed but struggling to pay mortgage or rent have some relief – foreclosures and evictions have been suspended through May 1. Contact your property owner or mortgage company now if you foresee this as an issue for your family.

**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 only income- eligible households are protected from a shut off through May 1.

**Filing Taxes:** The IRS has extended the income tax deadline to July 15, 2020.

**Small Business Support:** Loans are available to help small businesses get through this. <https://portal.ct.gov/DECD/Content/Coronavirus-Business-Recovery/CT-Recovery-Bridge-Loan-Program>

**Banks and Credit Unions:** Most lobbies have closed, but you can make appointments, and drive-up windows and ATM machines are still fully operational. Check with your local financial institution to see what they are doing. *BankOn accounts* are a great option for those currently unbanked, or those wanting to change to an overdraft-free account.

**Stimulus Cash Payments:** The Federal Stimulus package will provide cash payments. The quickest way to receive the payment will be direct deposit into a bank account – *BankOn accounts* are overdraft free accounts ideal for people who are currently unbanked.

**Student Loans:** Interest charges have been waived for federal student loans for two months, and borrowers can contact their loan servicer to ask for their payments to be suspended for two months. <https://studentaid.gov/announcements-events/coronavirus>

**State College Refunds:** Parents of students at state universities in Connecticut state universities, they will be issuing partial refunds for room and board for the remainder of the semester. <https://today.uconn.edu/2020/03/uconn-provide-refunds-unused-housing-dining-plans/>

**Health Insurance:** Access Health CT has created a new Special Enrollment period due to the extraordinary circumstances of the Covid-19 outbreak. If you are uninsured, you may be eligible to enroll in an insurance plan. Please go to [accesshealthct.com](http://accesshealthct.com) or call 1-855-365-2428.

**Internet Service:** Please check with your local internet company. There may be discounts and fee waivers for internet service for the next couple of months if you have students at home.

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

- CT information hotline 211 or go to [www.211ct.org](http://www.211ct.org) for mobile crisis support for individuals and/or children.
- Kids in Crisis also has a 24-hour hotline for assistance 203-661-1991.
- Danbury Hospital Mobile Crisis: 203-739-7799 (between 8am-10pm)
- Danbury Hospital Behavioral Health at 203-207-5480
- 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).
- AA Some AA meetings continue to meet face-to-face, but there are also working on virtual meetings. Please contact your site to see what they are doing in your neighborhood. With the COVID-19 pandemic spreading rapidly and AA meetings shutting down or becoming harder to access, High Watch Recovery Center is offering such an online platform at: [highwatchrecovery.org](http://highwatchrecovery.org)
- Positive Directions may also be accepting new referrals. Contact them at [www.positivedirections.org](http://www.positivedirections.org)

### **How to Help:**

#### **Volunteer**

- Grass-roots efforts to help friends and neighbors is an essential component to our COVID-19 response.
- If you have chosen to help neighbors in need on your own, please be sure to follow CDC guidelines and honor recipients' privacy. There are many Facebook groups that have formed to help neighbors which the town cannot endorse, but we do applaud these efforts.
- We are investigating ways to provide safe, confidential, and efficient help to at-risk homebound seniors and/or households without unnecessarily exposing volunteers and recipients to COVID-

19. Please email your name and contact information if you are healthy and available to assist if/when needed.

- Non-profit organizations wishing to partner in providing resources, should contact us directly at 203-775-7312 or [social@brookfieldct.gov](mailto:social@brookfieldct.gov)

### **Donate**

To donate to a virtual food drive, and to provide emergency financial assistance to residents who are experiencing significant hardship due to the COVID-19 outbreak, the town of Brookfield has created a special fund **“Brookfield Recovers” to assist residents impacted by the Covid19 emergency**. Donations will be administered by the town’s Department of Social Services with **100% of all contributions directly benefiting residents in need**.

Funds will be used to purchase items to resupply our food pantry and to assist clients impacted with basic needs to help them stay in their homes. Please consider a donation to **Brookfield Recovers**.

**All donations are tax-deductible to the extent permitted by law**

You may send a donation via check, payable to:

Town of Brookfield

(note **Brookfield Recovers** on the memo line)

Brookfield Social Services

100 Pocono Road

Brookfield CT 06804

We are not currently accepting food donations due to exposure risks and lack of storage. This may change so please stay tuned.