

## Community Resources for 48th Ward Community Response Volunteer Team

### Where can a neighbor get the latest information about Coronavirus (COVID -19) OR ask a question?

#### ❑ *City of Chicago*

The Chicago Department of Public Health (CDPH) has a 24-hour phone line that you should use if you have questions. You can call and speak with medical staff at 312-746-7425 or email them at [coronavirus@chicago.gov](mailto:coronavirus@chicago.gov).

#### ❑ *State of Illinois*

Coronavirus hotline phone number: 1-800-889-3931.

#### ❑ *Center for Disease Control*

Guidance from the CDC here: <https://www.cdc.gov/coronavirus/>

### New Guidance (March 18, 2020) from the Chicago Department of Public Health for all Older Adults (even those without symptoms)

Older people and people with severe chronic conditions should [take special precautions](#) because they are at higher risk of developing serious COVID-19 illness. They should **stay home** and not travel or attend gatherings.

### What to say if a neighbor develops symptoms:

“If you are experiencing any of the symptoms of COVID-19 - including fever, coughing, shortness of breath, - please don’t ignore them. *Please make sure you’re following the guidelines from the CDC*”:

1. Stay home from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.
2. **Monitor your symptoms carefully. If your symptoms get worse, call your healthcare provider immediately. If you have trouble breathing, call 911.**
3. Get rest and stay hydrated.
4. If you have a medical appointment, call the healthcare provider ahead of time and tell them that you have or may have COVID-19.

5. For medical emergencies, call 911 and notify the dispatch personnel that you have or may have COVID-19.
6. Cover your cough and sneeze.
7. Wash your hands often with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.
8. As much as possible, stay in a specific room and away from other people in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the house, wear a facemask.
9. Avoid sharing personal items with other people in your household, like dishes, towels, and bedding
10. Clean all surfaces that are touched often, like phones, computers, tablets, counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instruction

### **How can a neighbor access food?**

- ❑ *Boxed lunches for non-homebound senior residents, aged 55 years and older, provided by Department of Family and Support Services*

Served at the Broadway Armory, 5917 N. Broadway, Monday thru Friday from 9am to 4pm (earlier the better). Call first to check availability: 312.742.5323. A younger/healthy family member or friend can pick up for them with a copy of their photo ID Senior Center membership.

Seniors can also obtain box lunches at Fisher Apartments, 5821 N. Broadway, 773.271.7690 and Caroline Hedger, 6400 N. Sheridan, 773.743.7284.

- ❑ *Meals on Wheels*

Neighbors, aged 60 years and older, can call the City's Area Agency on Aging at 312-744-4016 or email [aging@cityofchicago.org](mailto:aging@cityofchicago.org). . The neighbor will need to be able to provide their date of birth on the phone. **If a senior needs food urgently, tell the call center operator that the senior needs food immediately and ask to have the referral "red flagged".**

- ❑ *Grocery delivery services if resident has a computer:*

Instacart

<https://www.instacart.com/grocery-delivery/chicago-il>

Neighbors can choose from a variety of food stores

❑ *Jewel Food Store*

<https://www.jewelosco.com/>

\$30 minimum order

Delivery fee is \$3.96 to \$5.95

If you go to the Jewel “Just for You” App, there is a \$20 off coupon for first time home deliveries.

❑ *Grocery delivery service if resident doesn't have a computer:*

Telegrocers

847-726-1481

Residents can call and order food over the phone.

Monday - Friday 10am to 5pm

Minimum order is \$60

There is a delivery fee starting at \$7.50

<http://www.telegrocers.com/home.html>

❑ *Food Pantry Services*

Care for Real Food Pantry

773.769.6182

5339 N. Sheridan Rd, Chicago, IL 60640

info@careforreal.org

Food Pantry Hours:

Monday, Wednesday, Friday: 9 AM – 12 PM

Friday, Monthly food ONLY: 3 PM – 5 PM

Saturday: 9 AM- 1 PM

❑ *Senior Needs Groceries Delivered from a Store and Has a Credit Card*

If a senior would like a Chicago Mikvah Center volunteer to deliver groceries to them, the senior needs to

call the Chicago Mikvah Center at 1-866-697-2224. Currently Chicago Mikvah Center volunteers can shop and deliver groceries from chain grocery stores like Jewel and Mariano's, but seniors would have to give the volunteers their credit card or cash.

Another option available for seniors is to call Kol Tuv Kosher Grocery store on Devon and speak to the store manager, Mr. Knobloch at 773.550.6157. He would take their order and credit card info over the phone. Food delivery volunteers from the Chicago Mikvah Center, would be called by the store to pick up the groceries and deliver them to the seniors. Volunteers would not be handling payment. Kol Tuv grocery is a full service grocery store, but now has some fruits and vegetable shortages.

- ❑ *Homebound neighbor needs food and can't order food on-line or by phone for whatever reason:*  
Call the 48th Ward Office 773.784.5277, ask for Ginger Williams or email [ginger@48thward.org](mailto:ginger@48thward.org)

#### **Which pharmacies in the area provide delivery service?**

- ❑ Devon Discount Pharmacy

1542 W. Devon

773.465.8688

**FREE** Delivery service and payment can be managed over the phone with a credit card.

- ❑ Chicago Healthmart Pharmacy

1406 W. Devon Ave., Chicago, IL 60660

(773) 856-0944

FREE Delivery service

- ❑ Walgreens

5440 N. Clark

773.596.5022

Delivery service available from 1pm to 8pm but credit card payment has to be made with a computer or phone app. Delivery fees for prescriptions and on-line orders are being waived during the pandemic.

- ❑ CVS

6510 N. Sheridan

773.338.4384

FREE delivery through USPS which may take 1-3 days. Credit card needs to be on file. Will take over the phone credit card information.

**Who should a neighbor call if they have symptoms and don't have a regular medical provider?**

Swedish Covenant Hospital

**Coronavirus Help Line**

Swedish Hospital's Coronavirus HelpLine (773-907-7700) is staffed with clinicians who can help screen symptoms and answer questions on what to do next. Interpretive services are available to assist in most languages.

Heartland Health Center

1300 W. Devon

Spanish/English assistance, please call (773) 751-7062

Arabic or English assistance, please call 773-751-7045

<https://www.heartlandhealthcenters.org/coronavirus/>

Neighbors need to tell the phone operator they are experiencing COVID-19 symptoms and would like their symptoms evaluated. They should not go to the health center without calling first.

Flyer Pending

Hamdard Health Center

1452 W. Devon

773.465.4600

Available to phone screen any community member for symptoms of COVID - 19 AND are set up to provide telehealth visits for any community resident and existing patients. Please don't go to the health center without calling first. Hamdard Health Center has multicultural Health Navigators who are prepared to assist people with signing up for SNAP ("food stamp program") benefits and Medicaid. They can also refer community members to many other services.

Flyer pending

Asian Human Services Community Health Center

Any community resident can call and request a phone screening for COVID-19 symptoms. Please do not go to the health center without calling first.

East Clinic

2424 W. Peterson

773.761.0300

West Clinic

2501 W. Peterson

773.761.0300

Howard Brown Community Health Center

6500 N. Clark St.

Chicago, Il 60626

773.388.1600

Any community resident who thinks they may have COVID-19 symptoms *can call and be screened for next steps*. Please do not go to the clinic without calling first.

<https://howardbrown.org/coronavirus-faq/>

**What if a neighbor has a health insurance policy like Blue Cross/Blue Shield, Aetna or United Health Care, etc, but have never established a medical home/primary care provider?**

Some health insurance plans offer telemedicine services like Teledoc or other providers. Suggest neighbors who have health insurance policies to check their policy to see if they have access to telemedicine providers.

