



COVID-19 Information and Resources

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Best Resources for Information

Please visit the following for accurate, reliable and up-to-date information:

- [CDC - Centers for Disease Control and Prevention](#)
- [Illinois Department of Public Health](#) – The Illinois Department of Public Health has also established a COVID-19 hotline and email address to answer questions from the public: Hotline: 1(800) 889-3931 DPH.SICK@ILLINOIS.GOV
- [Lake County Health Department](#) for local updates and to sign up for email alerts.
- To receive information about coronavirus via text message, text “COVID19” to 211211

Prevent and Prepare

Stay At Home FAQs - [Click Here](#)

Take these steps to help prevent the spread of respiratory viruses:

- Wash your hands often with soap and water for at least 20 seconds, especially before eating and after going to the bathroom, blowing your nose, coughing, or sneezing.
- If you do not have soap and water, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.
- 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 using a regular household cleaning spray or wipe.

Videos and Factsheets

- Social distancing what does it mean [Click Here](#)
- Social distancing video [Click Here](#)
- General Prevention [Click Here](#)

I am feeling sick, can I get tested?

Call 911 if you have a medical emergency: Notify the operator that you have or think you might have COVID-19. If possible, put on a facemask before medical help arrives.

Stay home. Distance yourself from others in the household and if possible, stay in your own bedroom and use your own bathroom. Use the CDC Symptom Checker [here](#) if you or someone you are caring for is experiencing symptoms of COVID19. If your symptoms worsen, call your healthcare provider.

Do not walk into a healthcare facility, urgent care clinic, or hospital before calling. Discuss your symptoms with your doctor. If your doctor believes that you need to be tested for COVID-19, your doctor can refer you to a testing site.

If you do not have a primary care provider, please contact 211 for referral to a community clinic.



Health Insurance and Medical Expenses

If you have health insurance, visit the website for your provider or contact their customer support line with any questions about coverage for COVID-19 testing and treatment. Many healthcare insurers are also making telemedicine available to customers for low or no cost.

If you do not have health insurance, you may be eligible for benefits through your state. [Visit this website](#) to explore options based on your household income, children in the home, and state.

If you are experiencing symptoms of COVID-19 (cough, fever, and shortness of breath) and are concerned that you cannot afford to seek treatment or a test, contact your medical provider or the nearest Urgent Care facility to seek guidance. Be sure to ask questions about cost if you seek medical care or treatment.

Community Resources

Please note that community services hours and available services are rapidly changing as a result of COVID-19 restrictions. Call 211 or text your zip code to 898211 for the most up to date information. You can also search the 211 database at www.211lakecounty.org. For government closures please [click here](#).

Food and Meals

- Breakfast and Lunch for Children [View an interactive map](#) in which you can type in your address and find the nearest school in your area serving breakfast/lunch. Click on any dot on the map to view the address and a link to more info for that school district.
- Search 211 for more information about [food pantries](#) and food distribution sites.
- Apply for the [Supplemental Nutrition Assistance Program – SNAP](#).

Emergency Childcare Provider Search

Call 888-228-1146, a dedicated helpline to connect essential worker families to emergency childcare. You can also find childcare in your area by using the [COVID-19 Emergency Provider Search](#).

Unemployment and Financial Assistance

- **Unemployment COVID-19 Public Information Benefits** [Click Here](#)
- Illinois and Federal Income taxes are now due July 15th. For information on tax preparation assistance please search 211 for more information about [tax assistance](#).
- Search 211 for more information about [financial assistance resources](#).
- Business Information
 - Disaster Loan Assistance [Click Here](#)
 - Illinois Information for Small Business [Click Here](#)
- **PLEASE NOTE: There is a fake viral post directing people to call a 1-866 number for direct financial assistance from the United Way COVID 19 fund. This assistance is only available for some Indianapolis, Indiana residents. Financial assistance is NOT available through United Way of Lake County 211 at this time.**

Utilities Payment Assistance

- [Nicor Gas](#) is voluntarily suspending service disconnections and waiving late payment charges until May 1, 2020.
- [ComEd](#) is voluntarily [suspending service disconnections](#) until May 1, 2020 [and offering](#) flexible pay plans to customers who indicate either an impact or hardship as a result of COVID-19.



- [NorthShore Gas](#) is voluntarily suspending service disconnections and waiving late payment charges until [the](#) health crisis is behind us. If you are having trouble paying your bill, call 866-556-6004 to discuss a payment plan or learn about financial assistance.
- [LIHEAP](#) - Community Action Partnership - Customers' applications will be completed via phone applications. Clients will scan, email, fax or drop off documents to our caseworkers. Each location will have a lockbox for drop offs located outside of the facility for documents if needed. This will be checked every hour until further notice.
- [Emergency Assistance may be available from your local Township.](#)

Mortgage and Rent Assistance

- Information about Eviction notices and other Emergency measures from the Judicial Circuit Court [Click Here](#)
- Search 211 for more information about [housing assistance](#).

Home Internet Access

If you do not have internet access at home, or cannot afford to maintain it, but need internet for work or school, there are several options available through providers:

- [Comcast Internet Essentials](#), a low-cost home internet package for qualifying individuals and households, is now available for free for the first two months.
- [Access from AT&T](#) is a low-cost home internet package for qualifying individuals and households (no special for COVID-19 but still available at a low cost)

Additionally, many internet providers have announced that they are waiving late payment fees, increasing caps on internet speeds, and will not disconnect customers for not paying monthly bills on time. If you have questions or concerns about your internet connection, contact your provider or visit their website for more information.

Mental Health and Crisis

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people and communities. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Everyone reacts differently to stressful situations. [Visit this CDC page](#) to learn more about things you can do to support yourself and your loved ones. Additional resources:

- Call 1-800-985-5990 or text TalkWithUs to 66-746 for the [Disaster Distress Hotline](#)
- Search 211 for [crisis](#) or [mental health](#) information.

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