

Living Well on the Last Frontier

A Health & Safety Toolkit for Alaskans with Disabilities

IN THIS TOOLKIT:

Stay Healthy

Stay Safe

Stay Connected

Frequently
Asked Questions



COVID-19 RESOURCE TOOLKIT

Information and Resources to Keep You Healthy, Safe, and Connected

The coronavirus disease 2019, or COVID-19, outbreak has left a lot of people in need of new or different resources and clear information. While the situation continues to change all the time, we want you to have access to the information and tools you need to stay healthy, safe, and connected.

We also encourage you to frequently check the State of Alaska and Department of Health and Social Services websites for up-to-date information about COVID-19:

coronavirus.alaska.gov

dhss.alaska.gov/dph/Epi/id/Pages/COVID-19/

dhss.alaska.gov/dsds/Pages/Covid-19procedures.aspx



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<https://wi-bpdd.org/index.php/about-us-2/>



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STAY HEALTHY

What You Need to Know

COVID-19, also known as coronavirus disease 2019 is a serious illness spreading around the world. There are ways you can stay healthy and keep it from spreading to other people. Keep reading this section to learn what you can do to stay healthy.

What is COVID-19?

COVID-19 is an illness that spreads to other people easily. The common symptoms are fever, difficult breathing, and cough. For many people it is like getting a bad cold or the flu but some people can get very sick and end up in the hospital.

For more information on COVID-19 visit:

[cdc.gov/covid19](https://www.cdc.gov/covid19)

THIS SECTION INCLUDES:

What is COVID-19

How Do I Avoid Getting Sick?

What Do I Do If I Get Sick?

Resources for Staying Healthy

HOW DO I AVOID GETTING SICK?

1. Stay at home if you can. Leave your house only when necessary.
2. Do not travel or go into crowded places.
3. If you have to go out, keep your distance from other people – at least 6 feet away if you can.
4. Wash your hands a lot with soap and warm water for at least 20 seconds.
5. Cough into a tissue or your elbow. Put tissues in the garbage right away and wash your hands.
6. Do not touch your face, especially your eyes, nose, and mouth.
7. Do not share food or drinks with anyone.
8. Wash down places you touch often.
9. Stay away from people who are sick.



Coronavirus: Tips for Staying Healthy Video:

<https://www.youtube.com/watch?v=V7YI-BesvDw>

WHAT DO I DO IF I GET SICK?

If you get sick, do not go into the doctor's office, clinic or hospital. Call your clinic or hospital first and follow their instructions. Do not go to work or leave the house. If you live with other people, you should:

- Try to stay in a separate room or stay at least 6 feet apart from them.
- Wash your hands and clean the places you touch a lot. They should wash their hands a lot too, keep their distance and not touch their nose, mouth or eyes.
- Do not share food or drinks.

What do I do if I need help?

Stay Healthy Resources for Self-Advocates and Caregivers:

- Coronavirus: Tips for Staying Healthy: Video
<https://www.youtube.com/watch?v=V7YI-BesvDw>
- COVID-19 Information By and For Self-Advocates:
<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>
- Information on Coronavirus for Caregivers: <https://nadsp.org/covid-19resources/>
- Alaska Department of Health and Social Services COVID-19 information webpage: <http://dhss.alaska.gov/dph/Epi/id/Pages/COVID-19/default.aspx>
- Center for Disease Control: <https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- Tips For Working With Support Staff During COVID-19:
<https://selfadvocacyinfo.org/>

Check out the resources in the **Stay Safe** section of this toolkit to learn about your rights and how to stay safe.

HOW TO STAY HEALTHY



Do not touch your face



Do not shake hands



Wash hands for 20 seconds



Do not share food or drinks

- Stay at home if you can. Leave only if necessary.
- Cover your mouth with a tissue or sleeve when coughing or sneezing.
- A cloth face covering should be worn whenever people are in a community setting, especially in situations where you may be near people. For more information [click here](#).
- Put used tissues in the garbage right away and wash your hands.
- Clean items around you like doorknobs, tables and phones.

IF YOU GET SICK:

- Stay home.
- Do not go into the doctor's office, clinic or hospital.
- Call your clinic or hospital first and follow their instructions.

For more information on how to stay healthy, safe and connected visit:

<http://dhss.alaska.gov/dph/Epi/id/Pages/COVID-19>



STAY SAFE

The COVID-19 outbreak has temporarily changed how people are living and working. But there are still things you can ask for and do to stay safe during this time.

You can call your care coordinator or agency case manager immediately to ask for additional supports if you feel you need them.

You can call your Aging and Disability Resource Center (ADRC) to get more information about resources if your situation has changed. You can find the number for your area's ADRC here:

<http://dhss.alaska.gov/dsds/Pages/adrc/default.aspx>

For assistance, please call the statewide number:
1-855-565-2017 toll-free

You can call 2-1-1 for additional resources that might be in your area like housing and food assistance. Visit Alaska 211 here:

<https://alaska211.org/about-2-1-1/>

If you are having a mental health crisis, you can call a crisis line. Contact Careline here:

<https://carelinealaska.com/>

1-877-266-4357 anytime, toll free

Text 4help to 839863 from 3-11 p.m. Tuesday-Saturday

You can also call the Disaster Distress Helpline:
1-800-985-5990 or text **TalkWithUs** to 66746. If it is an emergency, call 911.

THIS SECTION INCLUDES:

You Have rights

How to Report

My Plan of Action

Other Resources

YOU HAVE RIGHTS

The spread of COVID-19 has made the way we live look different for a little while. Even though things feel out of the ordinary and are changing all the time, you still have rights.

- You have the right to be safe in your home.
- You have the right to be free from abuse and neglect.
- You have the right to the services and supports you need to stay healthy and safe.
- You have the right to tell your case manager or care coordinator if you are unhappy with a service or think you need a change to your services.

If any of these rights are being taken away or you don't feel that you are able to be safe with the supports and services you have right now, **call or email your case manager or care coordinator and ask them what changes can be made.**

If you do not have a case manager or care coordinator, or if you have not heard from them for more than 24 hours after reaching out, there are other options available to get help.

This guide gives you the tools to make a plan and contact the right people to get the help you need during this stressful time.

HOW TO REPORT ABUSE

People with disabilities experience many kinds of abuse. This can be physical, sexual or mental abuse or financial abuse.

If you are a person with a disability experiencing abuse:

- 1) Tell one or more trusted adults who can help you figure out how to report.
- 2) Call your local police department – 911, if you are in immediate need of help or danger.
- 3) Call Adult Protective Services 1-800-478-9996 or 907-269-3666
<http://dhss.alaska.gov/dsds/Pages/aps/apsreportinfo.aspx>

If you are witnessing or hearing about abuse from a person with a disability:

- 1) Tell one or more of the agencies that work with the person. They can help with the report.
- 2) Call your local police department – 911, if they are in immediate need of help or danger.
- 3) Call Adult Protective Services 1-800-478-9996 or 907-269-3666
<http://dhss.alaska.gov/dsds/Pages/aps/apsreportinfo.aspx>

**You can ask a person you trust to help you report.
If the agency you report to isn't helpful, there are further resources listed in this toolkit who may be able to help.**

You may call to report suspected abuse of a vulnerable adult to 1-800-478-9996 (in Alaska only) or 907-269-3666.

You may complete the report about suspected abuse to a vulnerable adult via the **Centralized Report**.

Adult Protective Services Website:

<http://dhss.alaska.gov/dsds/Pages/aps/>

What is Adult Protective Services?

Every state has someone who looks into reports of abuse and neglect involving people with disabilities. This is called Adult Protective Services or APS for short. APS is still working and making visits to people's homes during the COVID-19 outbreak. If you think you are being abused or neglected, you should call 1-800-478-9996 (in Alaska only) or 907-269-3666.

HOW DO I SPOT ABUSE?

**There are different kinds of abuse and neglect.
Here are some examples:**

- **Physical Abuse** – Hitting, pushing, shoving
- **Emotional Abuse** – Calling you fat, ugly, the R-word. Saying things like “nobody will ever want to be with you”, or posting photos or other items that are hurtful to you
- **Sexual Abuse** – Touching body and private areas when you don’t want to be touched
- **Financial Abuse** -Taking your money and using it for themselves
- **Neglect** – Someone not taking care of you the way they are supposed to or you are struggling to take care of yourself

REPORT ABUSE

You may call to report suspected abuse of a vulnerable adult to 1-800-478-9996 (in Alaska only) or 907-269-3666.

You may complete the report about suspected abuse to a vulnerable adult via the **Centralized Report**.

Adult Protective Services Website:

<http://dhss.alaska.gov/dsds/Pages/aps/>

MY PLAN OF ACTION

Who am I going to talk to first?

- A person I trust. Their name is: _____
- The Police Department
- Adult Protective Services (APS)

Will I talk to them face to face or on the phone?

- I'm going to meet with them (ONLY IF YOU ARE IN DANGER)
- I'm going to call them on the phone. Their number is: _____

What am I going to say?

- Who did it happen to? _____
- Who was the person who did it? _____
- What happened? _____
- When did it happen? _____
- Was there someone else here? _____
- Is there anything else that I want say? _____

What do I want to happen next?

- | | |
|---|--|
| <input type="checkbox"/> Keep myself safe | <input type="checkbox"/> Work with an advocate |
| <input type="checkbox"/> Leave the situation | <input type="checkbox"/> Learn to protect myself |
| <input type="checkbox"/> Have someone check on me regularly | <input type="checkbox"/> Get someone new to support me |
| <input type="checkbox"/> Learn more about my rights | Something else: _____ |
- _____

MY CALL LOG

(Make copies of this page if you need to more places to write down your calls)

CALL # _____

Who did I call? _____

When did I call? _____

What Day? (Month/Day/Year) (_____ / _____ / _____)

What time? _____

Did I speak to someone or leave a message?

I talked to someone. Who did I speak to?

(Name, job title, location) _____

I left a message. Who did I leave a message with?

(Name, job title, location) _____

What did my message say? _____

Tip: If you left a message, plan to call back the next day.

What's next? (Will they follow up? Is there another person to call?)

If you talk to someone, ask them what the next step is.

MORE TOOLS

For individuals that have difficulty communicating



Source: University of Colorado Denver, Center for Inclusive Design and Engineering

Alaska resources for Supported Decision-Making:
<http://dhss.alaska.gov/gcdse/Pages/projects/SDMA/>

CAUTION: POSSIBLE COVID-19 CASE

Patient Summary for Person with Developmental Disability Emergency Contacts, Abridged Medical History, Medication Regimen, Allergy Information, Assistance Needs

I have a developmental disability. My parent/guardian or support professional believes I am showing signs of COVID-19 infection. If they cannot come with me into the hospital, please refer to the information provided here and call my guardian, service provider, and the [Intellectual and Developmental Disabilities Unit of the Division of Senior and Disabilities Services](#) for any clarifications.

To download this form, visit www.oacbdds.org/covidform

| PERSONAL INFORMATION | | | |
|--|-----------------|-----------------------------------|-------------|
| First Name: | Middle Initial: | Last Name: | DOB or Age: |
| Address: | | City, State, ZIP: | |
| Name of Parent/Guardian: | | Parent/Guardian Phone/Email: | |
| Name of Direct Support Professional (DSP): | | DSP Phone/Email: | |
| County Board of DD Contact: | | County Board Contact Phone/Email: | |

| CURRENT SYMPTOMS / RISK FACTORS | | |
|---|--|--|
| Current COVID-19 Symptoms: | When Did it Start? | Patient's COVID-19 Severity Risk Factors (check all that apply): |
| <input type="checkbox"/> Temp. Over 100°F <input type="checkbox"/> Dry Cough <input type="checkbox"/> Malaise/Fatigue <input type="checkbox"/> Shortness of Breath <input type="checkbox"/> Bloodshot Eyes <input type="checkbox"/> Diarrhea <input type="checkbox"/> Loss of Smell/Taste <input type="checkbox"/> Other (please specify) <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> | <input type="checkbox"/> Age 60 or Older <input type="checkbox"/> Down's Syndrome <input type="checkbox"/> Bowel Disease (Chronic, Colitis, or Similar) <input type="checkbox"/> Hypertension <input type="checkbox"/> Cancer (Current or Previous) <input type="checkbox"/> New Chest Pain <input type="checkbox"/> Cerebral Palsy <input type="checkbox"/> Paralysis (Due to Any Cause) <input type="checkbox"/> Chemotherapy <input type="checkbox"/> Recurrent Pneumonia <input type="checkbox"/> Chronic Heart Disease <input type="checkbox"/> Severe Scoliosis <input type="checkbox"/> Chronic Lung Disease (Asthma or Similar) <input type="checkbox"/> Other: <input type="checkbox"/> Diabetes <input type="checkbox"/> Other: <input type="checkbox"/> On Prednisone, Dexamethasone, or any medication ending in the letters "-ab" |

| MEDICATIONS | | | |
|--------------------|--|--------------------------|---|
| Medication: | New Medication: <small>(added within the last 2 weeks)</small> | Dosage/Frequency: | Preferred Form: <small>(liquid, pill, etc.)</small> |
| | <input type="checkbox"/> | | |

| MEDICAL HISTORY | | |
|-------------------------|--------------------|--------|
| Health Issue/Diagnosis: | When Did it Start? | Notes: |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
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| | | |
| | | |

| PATIENT ALLERGIES | SEVERITY |
|-------------------|----------|
| | |
| | |
| | |
| | |
| | |

PATIENT HAS DNR ORDER:
 YES NO UNSURE
 If yes, list order's location if known:

PATIENT HAS LIVING WILL:
 YES NO UNSURE
 If yes, list will's location if known:

| PERSONAL ASSISTANCE NEEDS | | | |
|---------------------------|--------------------------------------|---|---|
| Bathroom Use: | <input type="checkbox"/> Independent | <input type="checkbox"/> Needs Assistance | <input type="checkbox"/> Needs Total Assistance |
| Eating: | <input type="checkbox"/> Independent | <input type="checkbox"/> Needs Assistance | <input type="checkbox"/> Needs Total Assistance |
| Mobility: | <input type="checkbox"/> Independent | <input type="checkbox"/> Needs Assistance | <input type="checkbox"/> Uses Assistive Device |
| Communication: | <input type="checkbox"/> Talkative | <input type="checkbox"/> Limited Speech | <input type="checkbox"/> Non-Verbal/Uses Device |
| Social Preference: | <input type="checkbox"/> Social | <input type="checkbox"/> Not Social | <input type="checkbox"/> Varies |
| Sleep Schedule: | <input type="checkbox"/> Typical | <input type="checkbox"/> Inverted | <input type="checkbox"/> Intermittent/Variable |

ADDITIONAL NOTES:

| PATIENT'S SELF EXPRESSION, LIKES, AND DISLIKES: | |
|---|--|
| I express myself by: | |
| I calm myself by: | |
| When I'm happy, I: | |
| When I'm sad, I: | |
| When I'm scared, I: | |
| When I'm angry, I: | |
| My likes: | |
| My dislikes: | |

PATIENT HAS MASK/FACE SENSITIVITY (IF YES, SPECIFY IN NOTES ABOVE):
 YES
 NO
PATIENT HAS GENERAL TOUCH SENSITIVITY (IF YES, SPECIFY IN NOTES ABOVE):
 YES
 NO

To download this form, visit www.oacbdds.org/covidform

This form has been created and distributed by the Ohio Association of County Boards of DD with substantial input and guidance from Dr. Susan Abend of the Right Care Now Project.



OTHER RESOURCES

Centers for Disease Control ASL video series:

<https://www.youtube.com/watch?v=EYfm0fNz7TQ&list=PLvrp9iOILTQatwnqm61jqFrfsUB4RKh6J&index=5>

COVID-19 Anchorage Multi-Lingual Resources

<https://covid-response-moa-muniorg.hub.arcgis.com/pages/multi-lingual-resources>

COVID-19 Information By and For People with Disabilities:

<https://selfadvocacyinfo.org/wp-content/uploads/2020/03/Plain-Language-Information-on-Coronavirus.pdf>

Senior and Disabilities Services Website:

<http://dhss.alaska.gov/dsds/Pages/default.aspx>

Governor's Council on Disabilities and Special Education:

<http://dhss.alaska.gov/gcdse/Pages/default.aspx>

Alaska Association on Developmental Disabilities:

<http://www.aaddalaska.org/>

Administration on Community Living:

<https://acl.gov/COVID-19>

Facebook pages:

GCDSE: <https://www.facebook.com/GCDSE/>

Alaska Division of Homeland Security and Emergency Management: <https://www.facebook.com/readyalaska/>

Anchorage Office of Emergency Management: <https://www.facebook.com/AnchorageOEM/>

Alaska Health and Social Services: <https://www.facebook.com/alaska.dhss/>

Alaska Centers for Independent Living:

<https://www.facebook.com/Independent-Living-Center-458343857609731/>

<https://www.facebook.com/AccessAlaska/>

COVID-19 Information Center

https://www.facebook.com/coronavirus_info/

Centers for Disease Control and Prevention (CDC)

<https://www.facebook.com/CDC>

World Health Organization (WHO)

<https://www.facebook.com/WHO/>



STAY CONNECTED

What is Social Distancing?

Social distancing means staying away from places where many people might gather like a movie theater, church, grocery stores when crowded, concerts, large family gatherings - any place where many people might be. It means keeping space between you and others in most places you go. This could be at work, the grocery store, or the doctor. Think about standing at least 6 feet away from other people which is about the length of a person. This also means not visiting family and friends, not going to work, not going to church, not going to day services, not going to school, and not going to places in the community.

During this time, you may be wondering how to see your friends or family, your care coordinator or case manager, your co-workers-all the people you see every day. The good thing is there are many ways to connect with other people. People can connect on their phones, computers, iPads and smart phones. There are many services being offered free now for people who can't leave their houses.

As of 03/28/2020, the governor of Alaska has issued several health mandates. Please check these websites for the most up to date information: [State of Alaska](#), [DHSS](#), and [SDS](#) covid pages.

**THIS SECTION
INCLUDES:**

**What is Social
Distancing**

**Ways to Stay
Connected**

**Activities
To Try**

**Ways to
Share Ideas
with Others**

WAYS TO STAY CONNECTED

- Schedule regular phone, chat, Face Time, Zoom or Skype dates to connect with people in your life.
- Here is a video on how to download Skype to your computer:
https://www.youtube.com/watch?v=lb31wbnoz_c
- Schedule a meal or activity together with a friend using Face Time, Skype or video calling.
- If you and a friend have a Netflix subscription you can watch a movie together on a new technology called Netflix Party.
- Learn more about Netflix Party here: <https://www.netflixparty.com/>
- Don't let coronavirus be the only thing you talk about with family and friends.
- Take time to laugh, share stories, and focus on other things going on in our lives.

Here are other things you can do!

- Keep doing the things you do: Create a schedule and try and stick to your regular sleep, school, meal, or work schedule. This might not be possible so fill your schedule with new ideas listed below.
- Do things you enjoy or try something new: Read a good book, watch a comedy, play a fun board or video game. Make cookies, do a craft.
- Get outside: Take a walk around in your neighborhood. This can make you feel better. Alaska is a big beautiful state. Find a path near your house, walk in nature, or take your dog for a walk. But, remember to keep space between you and other people.
- Find ways to exercise. Try a new exercise at home. There are lots of videos and fitness apps available for free online to teach you new exercises.
- Try new ways to relax: Try deep breathing, meditation, and yoga. Set aside time every day to relax.

ACTIVITIES TO TRY

- Paint nights online. Join Alaskan artist Sara Squartsoff for classes. Read more about Sara in this KTUU report and how to sign up [here](#).
- Gardening online : <https://www.anchorage.net/event/beautiful-blooming-bulbs-with-the-alaska-botanical-garden/39967/>
- Anchorage Library has a lot of online story times, etc.: <https://www.facebook.com/anchoragelibrary/>
- Anytime Fitness & Special Olympics are launching a Weekly Wednesday Workout at 9am AK Time designed to include everyone! <https://www.facebook.com/events/651700885405324/>
- Special Olympics School of Strength Workshop online video: <https://www.specialolympics.org/school-of-strength>
- Find out if your service providers offer virtual services. Ask your service provider, case manager, care coordinator or vocational rehabilitation counselor for more information.
- Take time to relax and meditate- <https://www.calm.com/>
- Exercise or do Yoga: <https://yogawithadriene.com/> or www.youtube.com/user/BodyFitByAmy
- Learn about voting: <http://www.elections.alaska.gov/Core/disabledvoterassistance.php>
- Develop your employment plan using the Self-Directed Employment Planning Modules www.incontrolwi.org/self-directed-employment-planning/
- Check out and connect on the Self Determination Network: <http://sdnetworkwi.org/>

More activities continued:

- Watch 10 popular short films, featuring people with intellectual and developmental disabilities <http://sproutflix.org/virtual-sprout-film-festival/>
- Find free, daily art lessons for children and adults - Wild, Free, and Crafty Art Lessons: <youtube.com/c/wildfreeandcrafty>
- Take virtual Museum Visits- <https://artsandculture.google.com/project/streetviews>
- Use social media to visit the Milwaukee Zoo virtually - <http://www.zooview.tv/>
- Take a nature hike: <https://dnr.wi.gov/topic/Parks/activities/hike.html>
- Watch a free concerts online- <https://miss604.com/2020/03/free-concerts-to-watch-at-home-during-covid-19-distancing.html>
- Find out if your library has pick up services <https://library.alaska.gov/>
- Set up a Netflix Party- <https://www.netflixparty.com/>
- Connect with family and friends using Skype- <https://www.skype.com/en/>
- Develop a Future Plan with your family or support network using tools developed by The Arc: <https://futureplanning.thearc.org/>
- Check out the Alaska Division of Elections website - it is full of resources: <http://www.elections.alaska.gov/>

WAYS TO SHARE IDEAS WITH OTHERS

People are learning new ways to stay busy, productive, and connected every day! We want to hear about the things you are finding or the creative ways you are connecting with others.

Alaska Department of Health and Social Services have information we want to share. Please join us!



Facebook: <https://www.facebook.com/alaska.dhss>



Twitter: https://twitter.com/Alaska_DHSS



Vimeo: <https://vimeo.com/alaskadhss>



YouTube: <https://www.youtube.com/alaskadhss>



Instagram: <https://www.instagram.com/alaska.dhss>

FREQUENTLY ASKED QUESTIONS

Safety

What if I need more or different supports or services?

- Call your case manager or care coordinator and tell them you need more help. When things in your life change, the services you get should change.
- When you talk to your case manager or care coordinator, tell them what has changed in your life and the kind of help you need. They should help you figure out the kind of extra services that will help you.

What other resources are available to assist me during this time?

- Alaska's Aging and Disability Resource Centers connect people with disabilities and their caregivers with long-term services and supports of their choice. Contact information can be found here:
<http://dhss.alaska.gov/dsds/Pages/adrc/default.aspx>
- Local libraries, local medical clinics and hospitals, local food pantries, churches and other nonprofit agencies and resource centers may have resources available to you. Call before visiting any location, many are temporarily closed or working remotely.
- The Division of Public Assistance promotes self-sufficiency and provides basic living expenses to Alaskans in need:
<http://dhss.alaska.gov/dpa/>
- Senior and Disabilities Services promotes health, well-being and safety for individuals with disabilities, seniors and vulnerable adults by facilitating access to quality services and supports that foster independence, personal choice and dignity.
<http://dhss.alaska.gov/dsds/>

Health

If someone in my family or my roommate gets COVID-19 and need to be isolated what should we do?

- Call your doctor first and do not go into the doctor without first talking with them.
- Use a separate room and bathroom for sick household members.
- Keep shared rooms and bathrooms clean.
- Clean hands regularly by handwashing with soap and water. If soap and water isn't available, use alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid contact with the sick person.
- Avoid sharing personal items like utensils, food, and drinks.
- Call your case manager or care coordinator if you need support.

If my caregiver gets the COVID-19 and needs to be isolated or hospitalized, who will support me?

- If your caregiver works for an agency, call the agency to see if you can get a new caregiver.
- Call your case manager or care coordinator immediately to get additional supports.
- If you have not been able to reach anyone in 24 hours, see the **Stay Safe section** of this toolkit for a list of numbers you can call.
- If you are in danger, call **911**.

I feel like I am in crisis and I need someone to talk to me. What mental health resources are available?

- You can call your area's crisis line. **Careline Alaska** 1-877-266-4357 anytime, toll free Text 4help to 839863 from 3-11 p.m. Tuesday-Saturday.
- You can also call the Disaster Distress Helpline: 1-800-985-5990 or text **TalkWithUs** to 66746.
- You can call the National Suicide Prevention Hotline: (800) 273-8255.
- If it is an emergency, call **911**.

Employment and Benefits

What if I lose my job or I am told not to come to work because of the COVID-19?

- If you have a job coach or a Division of Vocational Rehabilitation counselor let them know that your employer has told you not to come to work.
- Your benefits might change if you are working less or not working. Contact Social Security 1 (800) 772-1213 and tell them.
- Call your case manager or care coordinator to let them know you have lost your job or hours have been reduced and if you feel you will need other services or supports.
- If you think you may have trouble paying your rent, buying food or paying for other bills, there are people who can help you figure out what to do. Be sure to call your case manager or care coordinator right away.
- IRS Economic Impact Payments – stimulus check information can be found here: <https://www.irs.gov/coronavirus/economic-impact-payments>
- You may be able to get unemployment benefits. Alaska 211 can help you find information or services for a variety of needs. 211 is free and confidential. Call **211**. Currently the phone lines have a lot of traffic, so be patient or see if you can get the answer online <https://alaska211.org>.

What if I lose my private health insurance because I have been laid off during the COVID-19 situation?

- If you have recently lost your employer-sponsored health coverage, you should contact the Division of Public Assistance:
<http://dhss.alaska.gov/dpa/>
- You can also call the benefits specialist at your ADRC:
<http://dhss.alaska.gov/dsds/Pages/adrc/>

Will I still get my benefit check if the Social Security office closes?

- Yes. You will still get your monthly benefits check.
- Social Security offices have closed for face-to-face contact, but they are still doing their work. If you have questions, call Social Security at 800-772-1213.

The COVID-19 situation is changing daily, and many answers are not known at this time. Please refer to official local, district, state, and federal websites for up-to-the-minute information.

United States: www.coronavirus.gov

Centers for Disease Control & Prevention (CDC): cdc.gov/covid19

State of Alaska: coronavirus.alaska.gov

Alaska Department of Health and Social Services COVID-19: dhss.alaska.gov/dph/Epi/id/Pages/COVID-19/