



COVID-19 Community Newsletter

Dear Community Member,

We will be sending updates on the City's response to COVID-19 and what you can do to stay safe and healthy during this time. To get the latest information on the City's response to COVID-19 including resources on childcare, healthcare and city services, visit <https://www.chicago.gov/city/en/sites/covid-19/home/resources.html>. You can translate the page into your language by clicking the "Select Language" box at the top of the page.

FOOD SECURITY RESOURCES:

Residents seeking assistance with meals, should contact 311 or any of these designated partners:

- Greater Chicago Food Depository
 - Majority of Greater Chicago Food Depository programs remain open. Find a nearby food program [here](#).
 - The Food Depository's benefits outreach team is available by phone to help Chicagoans apply for Supplemental Nutrition Assistance Program (SNAP) and Medicaid benefits.
 - For benefits outreach assistance, call 773-843-5416 on Mondays-Fridays between 8:30 a.m. and 5 p.m. or apply directly with the Illinois Department of Human Services at abe.illinois.gov.

 - The Salvation Army
 - The Salvation Army's Metropolitan Division Emergency Disaster Services (EDS) will be providing mobile feeding services.
 - The Salvation Army's 19 Chicagoland food pantries remain open to provide curbside service and will continue to serve as a resource for anyone who needs assistance.
 - For more information on emergency assistance, please call (773) 725-1100 or visit salarmychicago.org/coronavirus.

 - Chicago Department of Family and Support Services (DFSS)
 - Until March 27, DFSS will provide daily quantities of take-away boxed meals to senior citizens in need at six senior centers, 15 satellite centers and 30 community sites.
 - Meals will be home-delivered instead of provided onsite. Seniors who find themselves in need of such supports can call 312-744-4016 any time between 9 a.m. – 5 p.m., Monday-Friday.
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- In addition, Meals on Wheels will continue to operate, and will provide meals to homebound seniors ages 60+. For more information, click [here](#).
- Chicago Public Schools (CPS)
 - All schools – representing around 600 district schools and 27 charter schools – are open Monday-Friday from 9 a.m. – 1 p.m., to provide grab-and-go meals (breakfast and lunch). Families will receive three days a meal for each young person in the household.
 - If families have trouble getting to a site, they can call 773-553-KIDS or email at familyservices@cps.edu to make a request for food delivery. For more information, visit cps.edu/coronavirus.
- Archdiocese of Chicago/Catholic Charities
 - Catholic Charities will continue to serve residents at their Food Pantries and Evening Meal Programs. Locations and phone numbers can be found here: <http://www.catholiccharities.net/COVID-19RelatedServices/COVID19Response.aspx>. To access other services please call 312-655-7700.

CITY OF CHICAGO COVID-19 EVICTIONS/FORECLOSURES INFORMATION:

All evictions/foreclosures have been suspended by the City of Chicago for at least 30 days in Cook County. This means that if you are unable to pay your rent, you cannot be evicted. For more information, please refer to this document: [Rights As A Tenant During COVID-19 Crisis](#).

- Legal aid services: Tenants, especially those facing emergencies, can contact Legal Aid Chicago at 312-341-1070 or <https://www.legalaidchicago.org/get-help/how-do-i-apply-for-legal-aid/>

CHICAGO TRANSIT AUTHORITY UPDATES:

CTA is operating on a normal service schedule for those who need to get to critical jobs or need to travel for essential services.

Today, CTA announced several measures to assist residents in this difficult time. CTA will be offering a **one-time** credit for any remaining days left on an active 7- or 30-day pass. Below, residents can find information regarding Ventra passes and other steps that can be taken to reduce cost burden.

- **Unlimited ride passes (1-, 3-, 7-, 30-day passes):** Passes are only activated when tapped at a rail station or on a bus, so if you do not need to ride CTA using one of these passes, simply save your Ventra Card with inactive passes until things return to normal. You can log in to your account online to see if you have any active or inactive passes.
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- **Deactivating autoloading feature:** If you have autoloading enabled, you can easily deactivate this feature through the Ventra app or on our website (VentraChicago.com). And it's just as easy to re-activate autoloading when things get back to normal.
- **Pre-tax transit benefits:** If you use your employer's pre-tax transit benefits program, you can contact your employer's administrator to turn off a 30-Day Pass or Transit Value deposits. These deposits generally occur on 26th of each month. Please note that employers or third-party administrators may take some time to process your request. For questions or further assistance with your Ventra Card or account, call 1.877.NOW.VENTRA or visit ventrachicago.com.

Reminder, the stay at home order requires all residents to stay at home, unless traveling for essential needs or business. Chicagoans are still able, and encouraged, to do the following during this time:

- Go for a walk or run but maintain physical distance from others while doing so.
- Walk their dog, but not congregate at the dog park or beach.
- Visit one of the City's public parks and outdoor recreation areas that remain open for use during regular operating hours but avoid clustering in groups.
- Shop at the grocery stores that remain open, as long as you are not sick, and practice social distancing.
- Continue visiting the restaurants that remain open for pick-up and delivery.

SHOULD I GO TO MY DOCTOR AND GET TESTED FOR COVID-19?

If fall into any of the below categories, you may increase your risk for a serious viral infection including:

- 60 years or over;
- Are pregnant; or,
- Have underlying medical conditions like heart disease, lung disease, or diabetes.

Call your primary care provider and ask if you need to be evaluated in person.

If you do NOT have a high-risk condition and your symptoms are mild, you do NOT need to be evaluated in person and do NOT need to be tested for COVID-19.

In adults, emergency warning signs include:

- Difficulty breathing or shortness of breath
- Persistent pain or pressure in the chest
- New confusion or difficulty awakening the person
- Bluish lips or face

Only use 911 in an emergency. Use 311 if you have questions or concerns regarding COVID-19.

WHAT GUIDANCE IS THE CITY PROVIDING TO ESSENTIAL WORKERS (E.G. CONSTRUCTION WORKERS, STREETS AND SANITATION) AROUND COVID-19?

There have been some concerns about the close contact and practices of some essential workers.

Under the stay at home order, management and workers must comply with social distancing requirements, which include:

- Maintaining a distance of at least six feet from other individuals
- Washing hands with soap and water for at least twenty seconds as frequently as possible or using hand sanitizer
- Cover coughs or sneezes (into the sleeve or elbow, not hands), regularly cleaning high-touch surfaces, and not shaking hands.

More specifically, The Department of Buildings is working closely with the Chicago Department of Health and Chicago's construction industry to ensure construction companies are taking appropriate precautions to protect their workers. Many construction projects have implemented more stringent infection control measures, and if so, those should continue as well.

The Department of Buildings continues to process permits and will be available to answer questions and assist companies in any way possible. To learn more about the Department of Buildings process at this time, click [here](#).

WHERE SHOULD RESIDENTS CALL IF THEY HAVE QUESTIONS ABOUT CITY RESOURCES:

If residents have questions regarding COVID-19 and City resources or the City's response, please encourage them to contact 311, as 911 is still only used for **emergency** situations.

To stay up to date on the City's response visit, www.chi.gov/coronavirus

PARKING VIOLATIONS:

Mayor Lightfoot announced last week a series of measures that would provide economic relief to residents, including a pause in debt collection for tickets, booting and driver's license suspensions for driving violations.

- Now through April 30, the City has relaxed enforcement for certain types of violations including city stickers, expired plates, street sweeping and residential parking permit violations.
 - While the City has reduced its workforce related to parking meter enforcement, motorists are still required to pay for metered parking during this crisis.
 - Failure to feed the meter may result in a ticket.
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OTHER VEHICLE RESOURCES:

As of Wednesday, March 18th at 5:00 p.m. all Office of the City Clerk locations have been temporarily closed. City Stickers and other products like Residential Parking Permits and dog licenses are available for purchase on the Office of the City Clerk's website, ezbuy.chicityclerk.com.

All of Aldermanic Sellers are currently closed. Residential Parking Permits **are not** sold at third party locations.

The City Clerk team is currently working on a back charge and late fee waiver period to provide some relief for those who are unable to purchase or renew their stickers during this time. The Office of the City Clerk will be waiving late fees and back charges on City Stickers from March 19, 2020 to April 30, 2020 for residents whose stickers were up for renewal in January, February or March 2020. These dates may be extended should the Office of the City Clerk be closed past April 30, 2020. Additional details on this waiver period to follow. For questions, please email cityclerk@cityofchicago.org.



#STAYHOMESAVELIVES