

Resources available via telephone for New Yorkers

Resources, from food to health to social and legal services.

Updated 7/24/20

FOOD

NYC Free Meals

To find a school in your area, call 311, check NYC.gov or text the word FOOD or COMIDA to 877-877. All NYC residents can now get free meals at one of the city's 435 grab-and-go food locations at schools.

Emergency Food Assistance Program (EFAP)

Call 311 or (866) 888 8777

For information on community kitchens that provide hot meals or local food pantries.

HEALTH

Emotional Support Helpline (Office of Mental Health)

New Yorkers can call the COVID-19 Emotional Support Hotline for mental health counseling. Call 1-844-863-9314.

Health Care Proxy Healthline

Call 212-726-2034.

FREE service created to educate and support New Yorkers in completing the New York State Health Care Proxy form, which enables New Yorkers to appoint someone they trust to make medical decisions for them if they become too ill to make their own decisions. In response to COVID-19, End of Life Choices NY has also developed a helpline to offer assistance in completing the form.

NYC Health + Hospitals

Call (844) NYC-4NYC, (844) 692-4692

Free Phone-a-Clinician Hotline, for New Yorkers who have symptoms or questions.

NYC Mobile Crisis Teams

Call 888-692-9355 or 888 NYC-WELL

You can request help from a mobile crisis team if you are concerned about a family member, friend, or acquaintance who is experiencing (or at risk of) a psychological crisis

NY State Coronavirus Testing Sites

Call 1-888-364-3065

New York State continues to increase testing capacity for COVID-19 on a daily basis. There are over 100 convenient testing sites across the city. Find a testing site near you.

NYC Poison Control Center

Call (212) 764-7667. Available 24/7.

Registered pharmacists and nurses are to help clarify the proper use of products, medicines, and any other potential poisons. All calls are confidential and free of charge. Interpretation services are available.



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NY State Office for the Prevention of Domestic Violence

Text (844) 997-2121. Call (800) 942-6906. 7 days/week, 24 hours per day.

Secure and private. Staffed by professionals who can help.

NY State Office of Addiction Services and Supports

Call (1-877-846-7369)

Find prevention information, free counseling via phone or text, and more addiction services. Whether you need to talk or are worried that you will go into withdrawal or relapse, OASAS-certified or funded providers across New York State are available via phone/video or from a safe distance in person.

Services for Domestic and Gender-Based Violence Survivors

Call (800) 621-4673 (NYC's 24-hour hotline at) or call 911 for emergencies

You are not alone. We understand home is not always safe.

SHARE - Cancer Support

Call 844.275.7427

SHARE is continuing to provide free, peer support to women with breast and ovarian cancer during this pandemic. Through their helpline individuals can access support in 29 languages.

Trevor Project

Call (866) 488-7386. 24/7

Trained counselors are available. Toll free confidential suicide hotline for LGBTQ youth.

Trans Lifeline

Call (877) 565-8860

Trans Lifeline, a phone hotline for and by trans people, is also encouraging callers to reach out for support.

New York State Office of Alcoholism and Substance Abuse Services (OASAS)

Call (877) 846-7369 or Text 467369.

Call the Hopeline to help find resources and support.

SOCIAL SERVICES

DHS/HRA Burial Assistance

Call 929-252-7731

Low-income City residents may be eligible to receive financial assistance to meet funeral expenses for a deceased low-income New York City resident family member.

HOUSING

Coalition for the Homeless

Call (212) 776-2177

Special crisis hotline for individuals who are in immediate need of shelter or other critical needs.



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Covenant House

Call (212) 613-0300, 24 hours a day, 7 days a week.

Offers housing and supportive services to youth who are experiencing homelessness.

Temporary Hotel Rooms for COVID-19 Patients and Family

Call 844-NYC-4NYC or 844-692-4692

Are You a New Yorker who has COVID-19 or lives with someone who has COVID-19? You may be eligible for a temporary hotel stay.

SENIORS / OLDER ADULTS

Department for the Aging (DFTA)

Call (212) 244 6469 (Aging Connect) for more information.

Virtual Company: Senior Centers are providing thousands of social engagement calls daily to ensure senior center members are not socially isolated during this crisis. These calls are made via a telephone or virtual approach.

DOROT

Call (212) 769-2850.

The Caring Calls program matches seniors with volunteers for social connections by phone once or twice a week.

Service for Older People (SPOP)

Call (212) 787 7120 x514.

continuing to provide comprehensive behavioral health services for older adults (55+) via approved tele-health connection.

Senior Planet/OATS

Call (917) 936 4410 (Senior Planet's NYC hotline) Monday–Friday, 9am–5pm with technology questions.

Helps seniors access technology through online courses, programs, and activities. Seniors can also learn how to connect with friends and loved ones through Zoom video conferencing.

IMMIGRANTS

Mayor's Office of Immigrant Affairs Hotline

Call 212-788-7654, from 9am to 5pm, Monday to Friday.

If you have questions about immigration or how to access City services during the COVID19 crisis.

PEOPLE WITH DISABILITIES

NYC Mayor's Office for People with Disabilities (MOPD) - If you are a person with a disability or know a person with a disability in need of resources you can connect through phone: 212 – 788 – 2830, video phone (ASL): 646-396-5830.

Vision Loss Help Lighthouse Guild Modified Services

Call 800-284-4422 for various resources for people with visual impairments, such as behavioral health services, professional and educational services, and others.



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PETS

ASPCA

Call (800) 738 9437. Available by appointment only.

Request an appointment to visit the pet food distribution center in NYC for dog and cat crucial food and supplies, including kitty litter. Do not bring your pets.

City's Animal Planning Task Force

Call (877) 204-8821(NYC COVID-19 Pet Hotline). 8 a.m. to 8 p.m., 7 days a week.

The City's Animal Planning Task Force has created a hotline for pet owners/service animal owners who have been affected by COVID-19 and need assistance.

LEGAL HELP

ActionNYC

Call 1-800-354-0365

Find free, safe immigration legal help in your community. Free legal screening, as well as help with citizenship, green card application, DACA, TPS, and more

Legal Hand

Call (917) 515-3612, (917) 536-6923, (929) 333-5418

Leave a message.

Available to provide remote assistance and information on civil legal issues, benefits, and more.

Legal Services NYC

Call (917) 661-4500

Hotline to help New Yorkers apply for public benefits like SNAP and Medicaid, as well as manage rent and utility areas. Free and confidential assessment.

Manhattan District Attorney Hotline for reporting scams related to COVID-19

Call (212) 335-8900, or message (347) 463-2198 on WhatsApp.

NYC Human Resources Administration's (HRA) Office of Civil Justice, Housing Court Answers

Call (718) 557-1379, 9am-5pm, Monday-Friday

For any questions regarding the eviction moratorium and other concerns for tenants. Calls are answered directly in Spanish, English and French, and interpreters are used for all other languages.

NYC Bar Association's City Bar Justice Center Legal Hotline

Call (212) 626-7383

Attorneys offer free advice to low-income callers on a range of civil-- not criminal-- legal issues in English and Spanish (other languages available by using interpreter services).

New York State Attorney General's Civil Rights Bureau

Call (800) 771-7755.

If you have experienced discrimination or harassment or are a victim of a hate crime.

For troubleshooting voting issues during the pandemic.



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New York Legal Assistance Group (NYLAG) NY COVID-19 Legal Resource Hotline

Call (929) 356-9582, Mon-Fri, 10am-1pm

Leave a message with your name, the best number to call you back, and a description of your issue.

- Advanced Planning, Consumer Debt, Employees' Rights (Paid Leave, FMLA, Working Conditions)
- Housing (Eviction, Rent Arrears, Foreclosure, Mortgage Relief Options,)
- Unemployment Benefits, Public Benefits, Stimulus Payment Questions
- Special Education Issues (K-12)

New York State Hate Crimes Task Force

Call (888) 392-3644 or text 'HATE' to 81336.

Residents who have experienced bias-motivated threats, harassment or discrimination are encouraged to call the toll-free hotline from 9 a.m.-5 p.m. open Monday-Friday.

Northern Manhattan Improvement Corporation (NMIC) Legal Services temporary COVID-19 intake hotlines for all New Yorkers

Benefits: (919) 512-4469, Monday/Wednesday/Friday from 9:00 am - 12:00 pm

Unemployment: (929) 512-4476, Tuesday/Thursday from 9:00 am to 12:00 pm

Housing: (929) 512-4565, Wednesdays from 9:00 am - 12:00 pm.

Immigration: (929) 512-4496, Mondays from 9:00 am - 12:00 pm

Queer Detainee Empowerment Project

Call 347.645.9339

The Queer Detainee Empowerment Project (QDEP) assists folks coming out of immigration detention in securing structural, health/wellness, educational, legal, and emotional support and services.



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