



as of 4/24/2020

COVID-19 Resources – Manchester

This list was compiled in an effort to better equip providers with a one-stop-shop for information and to provide families with the most up-to-date resources as they are available. This tool can be used to establish reasonable expectations among providers and families about service provisions. We will regularly update and amend this resource and it will be sent out weekly on **Fridays**. Any changes or updates should be sent to Cammie Switzer, LAUNCH Community Collaborations Coordinator at cswitzer@amoskeaghealth.org.

NOTE: This is not a replacement to statewide tools (e.g. 2-1-1), but rather, an easily accessible, easily modified, internal mechanism for tracking changes to services.

Service Type	Organization	Changes/Additions	Contact
Testing	Local hospitals	Since the closure of the Armory testing site last week individuals that need testing for COVID-19 will likely be seen at area hospitals. See guidance below from Elliot Hospital.	
Healthcare	Elliot Hospital	<p>Visitors are prohibited. Limiting numbers of referrals for specialty care to after July. Elliot Breast Health only seeing patients for diagnostic reasons and starting this week will only be open 2 days.</p> <p>Not conducting wellness or routine visits at this time.</p> <p>COVID-19</p> <ul style="list-style-type: none"> • If you have life-threatening symptoms, such as difficulty breathing, please call 911. • If you are experiencing common symptoms of COVID-19, such as fever or cough, please call your primary care provider for guidance. Call 2-1-1 if you do not have a primary care provider. • Your provider will instruct on how to get care without exposing other people to your illness. • For your safety and the safety of others, please do not come to an Urgent Care location or Emergency Department unless you have been instructed to do so. Patients who come to Urgent Care or the Emergency Department will be instructed to wait in their cars and to call the facility to be triaged by phone. 	https://www.elliethospital.org/website/EHS-COVID-19.php
	Farnum Center	Open to new patients. MAT services, outpatient counseling and detox program open.	https://farnumcenter.org/contact-us/covid-19-pandemic/



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			(603)263-8021
	Amoskeag Health	<p>Face to face visits available Monday-Friday 8-5 and telehealth visits offered on Saturday 8-5.</p> <p>Adult and pediatric primary care – routine physical exams cancelled; acute care patients (with symptoms of COVID-19) seen at Hollis Street and well clinic visits (no symptoms of COVID-19) are seen at Elm Street.</p> <p>No visitors allowed with patients unless a parent/guardian is accompanying a child under 18 y/o.</p> <p>MAT is open.</p> <p>Patient paperwork can be picked up at 1245 Elm St. location only.</p> <p>McGregor and Tarrytown locations are closed and services moved to telehealth. All physical locations will reopen after the pandemic.</p> <p>Legal clinic cancelled until further notice.</p> <p>Yoga for recovery cancelled.</p> <p>Podiatry and Optometry closed until further notice.</p> <p>ProHealth clinic closed.</p> <p>Telehealth appointments conducted as applicable.</p>	<p>https://www.amoskeaghealth.org</p> <p>Patients should contact AH at 603-626-9500 with questions or concerns.</p>
	Catholic Medical Center	<p>CMC is screening anyone who comes to the hospital or a CMC outpatient facility. New regulations for visitors see site for details.</p> <p><u>Laboratory Patient Service Centers</u> are closed until further notice: Bedford Medical Park (at Urgent Care), Lakeview Internal Medicine/Hooksett Medical Park, Family Physicians/Webster Street.</p> <p>Community education classes and group sessions, including pregnancy and childbirth preparation classes cancelled.</p> <p><u>Elective procedures</u> cancelled.</p> <p>Fitness classes cancelled.</p> <p>Phase 2 Cardiac Rehab cancelled.</p> <p>Wellness Center activities cancelled.</p> <p>Referrals for specialty care will be scheduled to after July.</p> <p>Not conducting wellness or routine visits at this time.</p> <p>Poisson Dental Clinic is closed for all dental patients until April 6.</p>	<p>https://www.catholicmedicalcenter.org/patients-visitors/coronavirus</p>
	Haas Dental	Closed for the next 3 weeks and is available for emergency care only during this time.	
	Armory Lab Testing	No longer available for testing as of 4/3 at 5:00.	
	Healthcare for the Homeless	Healthcare for the Homeless is co-located on-site with FIT/New Horizons to provide screening and monitoring.	Call our intake line at 603-663-8718.

		Healthcare for the Homeless, MHCGM and New Horizons using outreach team members to provide street medicine and services. Willows Substance Use Treatment team are now offering "Telehealth Sessions" via phone and Zoom!	
	Easterseals NH	Oral health emergency dental clinic is open.	(603)621-3482, option 4
Behavioral Health and Case Management	Catholic Charities	Our Counseling Services program is offering telehealth mental health counseling sessions. In-person appointments are suspended for the time being. For more information, click here .	
	MHCGM	Open and currently providing medication and therapy. Will be transitioning over the next few days to medication and therapy appointments to phone and computers whenever possible. If your client has an upcoming appointment whom they have not heard from, instruct them to call their therapist. Providers asking general health screening questions before deploying a mobile crisis team out into the community. We have temporarily consolidated our Acute Care Services into our 401 Cypress St location and can still be reached at 1-800-688-3544.	https://www.mhcgmm.org/covid-19-updates/ mobile crisis (800)688-3544
	Amoskeag Health	Case managers, community health workers, and behavioral health consultants are still providing services (primarily telehealth/phone consultation) and can be reached by calling their direct numbers or calling AH direct number.	(603)626-9500
	UpReach	Facility is closed through May 4 th .	Karen at (603) 497-2343 or email karen@upreachtec.org
	CREATE	Using telehealth exclusively through doxy.me platform. They are accepting new referrals but may not be seen immediately. If an existing client, need to update clinician with phone number and email for virtual appointments. If you're a new client call main line for more information.	(603) 625-0010
	WAYPOINT	HFA intakes and televisits. Other in-home services will be televisits. Support groups, workshops, trainings, and events, are being conducted via video/phone. Family Support warm line for help with everything from coping to parenting to managing to connecting. Kinship navigators are supporting caregivers who are raising relatives' children.	https://waypointnh.org/waypoint-s-response-to-covid-19 warm line: 800-640-6486
	BBBS	Large waitlist for Little Brothers but fewer on waitlist for Little Sisters, so they will get matched quickly. Encouraging use of existing platforms to connect and or pen/pal. Developing a platform to connect Bigs and Littles virtually.	https://www.bbbsnh.org/
	FIT/New Horizons	New Horizons shelter is closed for new intakes and does not have an ETA for opening. If a current client leaves, they are not able to return.	



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		<p>Opened a satellite location at St. Casimir School for homeless who are in need of quarantine.</p> <p>The Day Resource Program at the shelter is open and we are staggering entrance on the hour from 8 am - 4 pm to reduce traffic into the building.</p>	
	Catholic Charities	Our Counseling Services program is offering telehealth mental health counseling sessions. In-person appointments are suspended for the time being. For more information, click here .	
	Granite United Way	VITA sites are closed and AARP national sites are closed. Instructing individuals to use myfreetaxes.com and new filing deadline for everyone is July 15th. 2-1-1 NH is managing the COVID-19 hotline.	http://www.211nh.org/covid-19/
Domestic Violence	YWCA NH	<p>All employees are working remotely. No youth programming at this time.</p> <p>Crisis services for domestic violence 24/7.</p> <p>Shelter is still open.</p> <p>Advocates are currently not responding out in the community but will be available over the phone to listen, provide information, referrals and help survivors and friends or family members of survivors get the support, care and help they need.</p> <p>Donations available which can be accessed through the crisis line.</p> <p>Supports for Center for New Americans still available.</p>	<p>Crisis line:(603)668-2299</p> <p>https://www.ywcanh.org/covid-19</p>
Early Education and Education	The Moore Center	<p>ESS is still accepting referrals for children from birth to age 3 as usual. Evaluations are being offered through tele-health. Services for eligible children are currently being provided through tele-health as well.</p> <p>Emergency fund set up for families and staff to use for necessities like medicine and food. Within a few days they will mail Visa gift cards in \$50 – \$100 increments to those needing support.</p>	<p>Contact Beth Warner 603-206-2732 or Elizabeth.Warner@moorecenter.org for Early Supports and Services. For the emergency fund contact Sue at susan.goddard@moorecenter.org</p>
	Southern NH Services, Head Start	<p>Silver St. childcare is open for working families, normal hours (6:45-5:00).</p> <p>Part-day programs closed in accordance with Manchester School Department.</p>	1-800-322-1073
	Easterseals	<p>Open (8:30-4:30)</p> <p>Childcare at East and Westside locations is open and available until further notice.</p>	https://www.easterseals.com/
	Manchester School District	Remote learning and paper packets available through bus routes.	https://www.mansd.org/



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	Southern NH Services	Emergency Child Care Lines have been established. Call regarding vacancies and program status (open, closed, re-opening) and/or willingness to accept outside families in need of temporary emergency child care	1(855) 393-1731, ext. 28 or ext. 33 or (603) 578-1386, ext. 28 or ext. 33, email: crr@snhs.org
	Child Care Aware-NH	Website updated, www.nh.childcareaware.org , to include COVID-19 Tab and web page including COVID-19 Information, Updates, Resources and FAQ's. We have added a section for families to find alternative child care options through Child Care Match. Through this section, individuals who are temporarily unemployed in light of COVID-19 can provide their information to families seeking care by providing care in their home, in a child care setting or in a facility.	Maintaining Child Care Referral and Consultation Line (Families): 1(855) 393-1731, ext. 31
Food and Shelter	1269 Cafe	No longer have self-serve food pantries. Instead, we will be implementing a shopping-list system. Fill out your list, select your pickup day, and get it to us. We will do our best to meet your needs and have your supplies ready in 24 hours, or for your pickup day. Send us a PM (via Facebook) if you'd like a form emailed to you.	https://www.facebook.com/1269Cafe
	Shiloh Community Church	Food pantry still open on Friday (6-8) NO children allowed in. Serving meals on the 4 th Sunday of the month in conjunction with 1269 café.	https://www.facebook.com/ShilohHCC/
	Boys and Girls Club	Take-away food M-F from 2:30-4:00. They are giving out bags of groceries during the same time on Wednesdays ONLY.	
	Food for Children	JFK Coliseum, Saturdays 9am Protocol 1) Volunteers and patrons must wear gloves at all times. 2) All volunteers and patrons to wear gloves at all times. 3) All tables are sanitized at beginning and end of day. 4) Line to commence asap following setup and there will be no message from the back of the truck. No crowd gathering. 5) There will be sanitizing stations set up at the beginning of the line and halfway through. 6) Tables are to be set up two deep, and there is a minimum of ten feet separating each station/department providing for a one line approach for patrons and an approximate six foot buffer for volunteers. 7) Volunteers are to avoid any physical contact with each other or patrons and do their best to maintain a safe distance. 8) Patrons will be limited to 3-5 per station/department as they proceed through the line. 9) Using chalk or washable paint, the patron waiting area will be divided into 60 - 6 foot individual zones, 6 zones across the front of the line and 10 zones deep and be physically monitored for adherence to proper social distancing. One person per zone. 10) Patrons in the front 6 zones are to receive gloves and then will be allowed to proceed through the line.	



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	First United Methodist Church FP	961 Valley Street Tu 9-11:30	603-622-8863
	SNHU Center for New Americans/YWCA	M/F to known youth participants/families. 72 Concord Street	603-545-4041
	Goffstown Network	Wed 6-8 pm & Sat 10-12 9 No. Mast Road- Goffstown	603-497-3433
	St. VDP St. Marie Church FP	M-F as needed- by appt only . Leave voice message 133 Wayne Street	603-623-3649
	Sacred Heart Food Pantry	Thursday 10-12; by appt only 247 South Main Street	603-668-4004
	Manchester Church of God FP	Fridays, by appt only . Leave name & phone # 230 Mooresville Road	603-289-3428
	St. Raphael Food Pantry	Still open Mondays until further notice.	https://www.facebook.com/SRPFoodPantry/
	Salvation Army Manchester	Serving hot "to-go" meal to our unsheltered neighbors Monday-Friday 3:30pm-4:30pm until further notice. 1. Social services are by appointment only. No "walk-ins". Please call 603-627-7013. 2. Because the schools are closed, so are the Kid's Café and Fri/Sat Teen Night. However, we will be preparing and distributing hot to-go meals for children ages 6-18, Monday-Friday between 5pm-5:30pm 3. Food Pantry on Thursday, March 19th will still take place. People will line up at the door, where after a very brief "intake" is completed, they will be given a previously prepared food bag. 4. The N/A meeting on Tuesdays at 7:15pm is temporarily cancelled. 5. We will be unable to provide transportation for our church programs. 6. Currently, we are still conducting Church services on Sundays at 11am. There might come a time when this will not be possible. If that happens, we will broadcast our services on "FB Live" on this page.	https://www.facebook.com/salvationarmymanchesternh/?_tn=%2Cd%2CP-R&eid=ARACaQq7B-pncCEZNV6C5wcb9EO2SrE-3dAEBXVd1jwdt16A_Qr6YiJtbFynH1egP_QLnKKjVDkXEGw

	Catholic Charities	<p>Liberty House is maintaining operation of its sober transitional living program and our building is closed to visitors. Community veterans may still receive food and clothing assistance by ringing the front door, where someone will meet them.</p> <p>Continue to accept non-perishable food donations, we are not accepting clothing donations until further notice.</p> <p>We have paused our volunteer programs.</p> <p>Our Parish & Community Services, Immigration Legal Services, Adoption Services and Our Place programs remain operational.</p>	https://www.cc-nh.org/lp/our-response-to-covid-19/
	Families in Transition / New Horizons	<p>Distributing nonperishable boxes of food to Manchester residents who are income-eligible. To receive a box you MUST make an appointment by calling us at 603-641-9441 ext. 221.</p> <p>Dinner service at the New Horizons shelter has been temporarily limited to nighttime shelter participants only.</p>	https://www.facebook.com/fitnh/
	Manchester School District	Food distribution via daily bus routes.	https://www.mansd.org/
	SNHU/MSD	<p>Weekend meals for children. Grab bag lunch boxes for two weekend days. Packages will be ready for pickup starting at 9:30 a.m. Saturday, March 28. The sites are:</p> <ul style="list-style-type: none"> ▪ Police Athletic League building, 409 Beech St. (replaces location at JFK Arena) - please enter from Lake Avenue and exit onto Beech Street. ▪ Crystal Lake Park, 679 Bodwell Road ▪ Parkside Middle School, 75 Parkside St. ▪ Smyth Road School, 245 Bruce Road ▪ Memorial High School, 1 Crusader Way <p>Families are asked to pick the site closest to their home. Social distancing will be practiced.</p>	
	Southern NH Services	<ul style="list-style-type: none"> • WIC and Commodity Supplemental Food Program are available to eligible individuals. • Rapid rehousing services available for those facing homelessness. • Fuel and Electric Assistance available to eligible households. • * New applicants may apply and enroll over the phone – offices not open to clients and visitors for health and safety reasons. 	www.snhs.org/ 1-800-322-1073
	Amoskeag Health	<p>Contactless food pick-ups for patients on Wednesdays from 2-4 behind the 1245 Elm Street building – this event will occur weekly through May 27th.</p> <p>Manchester Diaper Pantry is open at Makeover Ministry for “drive-thru” pickups on the first and third Saturday of the month from 9-12:00.</p>	Contact Gabi, (603)391-5139

City Services	Manchester Welfare Department	Closed for walk-ins and individuals encouraged to fill out an online application.	Call (603)624-6484 or email the department at: welfare@manchesternh.gov
	Police Department	If you have non-emergency business we again ask that you call rather than walk in. If you need a copy of an incident or accident report, please call ahead. You will be directed to a member of the Records Division who will assist you. All fees normally associated with obtaining said reports will be waived if sent electronically.	https://www.facebook.com/Manc-hesterNHPolice (603)668-8711
	Health Department	Manchester Emergency Operations Center (EOC) is strongly recommending Manchester residents stay home whenever possible, and only leave home for essential services. Individuals looking to donate time, services, resources or funding can visit the Manchester Emergency Operations Center Page. Manchester Health Department COVID-19 hotline – call for information about basic needs.	https://www.manchesternh.gov/Departments/Health https://www.manchesternh.gov/Departments/Fire/Emergency-Center/COVID19-How-Can-I-Help (603) 668-1547
Retail/ Goods	Target	Hours: (8:00-9:00) drive up for purchases made online – a team member will bring to your car.	
	Walgreens	Hours: (9:00-9:00) drive through window available for prescriptions and select household essentials.	
	CVS	FREE prescription delivery – sign up on the app or call pharmacy.	
	Walmart	Senior Hours: (6:00-7:00)	
	Market Basket	Senior Hours: (5:30-7:00) Tues.-Thur. Shuttles 5:30am #10 drop off on Elm St.; 6:30am #10 and #12 and 7:30am #12 drop off in Market Basket Parking Lot; after 7:30am The Green Dash	
	Hannaford	Hours: (7:00-9:00) High risk shoppers able to go at 7am Tues.-Thur; to-go has been stopped	
	Comcast	Internet Essentials – 2 months of free internet to new customers and then \$9.99 per mo afterward. For qualifying families, must be eligible for free and reduced lunch program, Medicaid, SNAP, SSI etc..	https://www.internetessentials.com/
	Cox	Cox is offering one month of its low-income program, Connect2Compete, for free. Service is also providing free phone and remote desktop support for technical support.	https://www.cox.com/residential/internet/connect2compete.html
	FIT/New Horizons	The OutFITters store is closed and is not accepting store-related donations at this time.	



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Other	Court	<p>All NHJB courts are currently open and operating during their normal business hours.</p> <ul style="list-style-type: none"> The Courts have stopped holding in-person hearings except in essential case types Electronic filing available Anyone suffering from flu-like symptoms or are quarantined or unavailable due to COVID-19 reasons, should not go into the courthouse. Please call the Court's Information Center to explain your situation, (1-855-212-1234). <p>NH Legal Assistance</p> <ul style="list-style-type: none"> https://nhlegalaid.org/legal-issues-during-covid-19-crisis 	https://www.courts.state.nh.us/aoc/corona-covid-19.html
	Emotional Support	<p>Easterseals NH</p> <ul style="list-style-type: none"> Conference calls for caregivers of loved ones with Dementia and Alzheimer's on the first and third Wednesday of the month from 9:30-11:00 	(603)621-3425 conference number#789169
		<p>Waypoint</p> <ul style="list-style-type: none"> Warm line - help with everything from coping to parenting to managing to connecting. 	800-640-6486
	Financial Support	<p>IRS</p> <ul style="list-style-type: none"> Individuals who filed taxes with IRS and have direct deposit will get payment automatically. Those who do not receive direct deposit or did not file taxes can go to this portal link for information to get their payments. Portal to receive Economic Impact Payments (EIP) under the CARES Act which is the federal payment of \$1200 for most adults/\$500 for children 16 and younger. <p>Granite United Way and Amoskeag Health</p> <ul style="list-style-type: none"> COVID-19 relief fund for patients of Amoskeag Health E-gift cards will be distributed (amazon, Walmart) Accepting external referrals from local agencies <p>Granite United Way and Neighborworks</p> <ul style="list-style-type: none"> Coordinating emergency cash assistance Accepting external referrals from local agencies 	<p>https://www.irs.gov/coronavirus/economic-impact-payments</p> <p>Contact Gabi Teed, gteed@amoskeaghealth.org</p>