

COVID-19 RESOURCE GUIDE

Last Updated: September 3, 2020 1:00 PM

This document will be updated in order to ensure accuracy. You may also sign-up to our newsletter by emailing us at solagesm@nyassembly.gov to receive updated information.

Our office is open for services to all constituents. If you have questions, concerns or issues, please contact us by phone at (516) 599-2972 or by email at solagesm@nyassembly.gov.

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Cleaning and Disinfection Guides

- [List of Products Registered in NY for Use Against COVID-19](#)
- [Interim Guidance for Cleaning and Disinfection of Public and Private Facilities for COVID-19](#)
- [Interim Cleaning and Disinfection Guidance for Primary and Secondary Schools for COVID-19](#)
- [Coronavirus \(COVID-19\) Guidance for P-12 Schools \(March 9, 2020\)](#)
- [Interim Guidance for Cleaning and Disinfection for Non-Healthcare Settings Where Individuals Under Movement Restriction for COVID-19 are Staying](#)
- [Interim Guidance for Cleaning and Disinfection of Public Transportation Settings for COVID-19](#)

Consumer Protection Tips

Price Gouging

If you become aware of any stores that may be price gouging items such as cleaning supplies and hand sanitizer, please call the State Division of Consumer Protection at 1-800-697-1220 or call 311 to file a complaint. Report incidents of price gouging in Nassau County to pricegouging@nassaucountyny.gov.

Scams

Visit the Federal Trade Commission (FTC) Consumer Information on Coronavirus web page to learn about coronavirus scams and how the FTC is addressing them: <https://www.consumer.ftc.gov/features/coronavirus-scams-what-ftc-doing>.

Visit the U.S. Securities and Exchange Commission Look Out for Coronavirus-Related Investment Scams – Investor Alert web page: https://www.sec.gov/oiea/investor-alerts-and-bulletins/ia_coronavirus

New York Office of the Attorney General Guidance on Coronavirus Resources and Warnings about Consumer Scams web page: <https://ag.ny.gov/coronavirus>

Department of Financial Services

View the Department of Financial Services' most FAQ at: https://www.dfs.ny.gov/contact-us/check_our_faqs

If you cannot find an answer to your question, call them Monday through Friday from 8:30 AM to 4:30 PM at (800) 342-3736 or locally at (212) 480-6400 and (518) 474-6600.

You can also email them at consumers@dfs.ny.gov.

Department of Motor Vehicles

NYS Department of Motor Vehicles will now offer limited in-person services, by appointment only, and road tests. Additional services are available online.

Transactions available online

The DMV offers more than [60 transactions online](#) making it fast and convenient for all New Yorkers to complete transactions they need. The following services continue to be offered online:

- select driver license services, such as renewing or replacing a license
- vehicle transactions, such as renewing or replacing a registration
- requests for DMV records, like crash reports or driving abstracts
- address change
- paying fines and fees for suspensions, civil penalties, driver responsibility assessments
- pleading or paying New York City traffic tickets

[Visit the NYS DMV website for more information.](#)

Education

New York Gov. Andrew Cuomo the Board of Regents and Department staff created a framework to help guide schools and school districts as they planned for school to return in the fall, whether instruction takes place in person, remotely, or through some combination of the two.

Following the release of that framework, school districts, charter schools, and BOCES developed re-opening plans to address mandatory elements outlined in the Department's [Recovering, Rebuilding, and Renewing: The Spirit of New York's Schools – Reopening Guidance](#) document and in the guidance released by NYS Department of Health (DOH) on July 13, 2020.

The Department required that reopening plans be posted on the BOCES, district, or charter school's public website in a location that is easily located by students, parents, teachers, administrators, and other community stakeholders. Reopening Plans for each school were to be posted on individual school websites or centrally on one district-wide page.

For questions about a specific reopening plan, please contact your local school, district, or BOCES.

To access the links to school reopening plans, please click on one of the links below:

- [Links to District, School, and BOCES Reopening Plans – Excel Format](#)
- [Links to District, School, and BOCES Reopening Plans – PDF Format](#)

You can also click here to find your school district's plan:
<http://www.nysed.gov/reopening-schools/school-reopening-plans>

Employment Protections and Assistance

You may need to take time off from work if you are sick or if a family member is sick. Your employer may have a sick leave policy that provides you with paid sick days or you may have paid sick days if you are a union member. If your employer does not have a policy or contract guaranteeing you paid sick leave, you may still have protections under certain laws.

- NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to Coronavirus (COVID-19) closures or quarantines. You can apply for Unemployment benefits here: on.ny.gov/NYSUI
- Workers in New York State have up to 10 weeks of paid leave to care for a family member with a serious health condition. This leave may not be used for your own health condition. For more information, please visit the [NYS Paid Family Leave resource site](#) or call the **Paid Family Leave toll-free helpline at (844)337-6303.**
- For **complaints to the Department of Labor** in relation to COVID-19, please visit the [DOL Complaint resource site](#)
- The Family and Medical Leave Act provides for up to 12 weeks of unpaid leave if you have a serious health condition or are caring for a family member with a serious health condition. You must have worked for your employer for a year and your employer must have 50 or more employees. For more information, please visit [the U.S. Department of Labor.](#)
- If you are sick, you may also be able to request unpaid leave as a reasonable accommodation under laws that prohibit disability discrimination. For more information, please visit the [NYS Division of Human Rights](#) or the [NYC Commission on Human Rights.](#)

- **If you have questions about your rights in the workplace or if you believe your employment protections have been violated, please contact the OAG’s Labor Bureau at (212) 416-8700.**
- Short term disability insurance is potentially available to workers who take time off due to illness. For more information, please visit the [NYS Workers’ Compensation Board](#).
- **Please note that the NYS DOL has not issued guidance on the recent Presidential Executive Orders. That information will be made available once it is released.**

Federal Travel Advisory

The Department of State advises U.S. citizens to reconsider travel at this time due to the global impact of COVID-19. Many areas throughout the world are now experiencing COVID-19 outbreaks and taking action that may limit traveler mobility, including quarantines and border restrictions. Even countries, jurisdictions, or areas where cases have not been reported may restrict travel without notice. More information is available on the [Department of State website](#).

Incoming State Travel Advisory

In response to increased rates of COVID-19 transmission in certain states within the United States, and to protect New York’s successful containment of COVID-19, the State has joined with New Jersey and Connecticut in jointly issuing a travel advisory for anyone returning from travel to states that have a significant degree of community-wide spread of COVID-19. The newly-added states are California, Georgia, Iowa, Idaho, Louisiana, Mississippi, Nevada and Tennessee. The quarantine applies to any person arriving from a state with a positive test rate higher than 10 per 100,000 residents over a 7-day rolling average or a state with a 10% or higher positivity rate over a 7-day rolling average.

The number of new cases, percentage of tests that were positive and many other helpful data points are always available at forward.ny.gov.

The full, updated list of states on the travel advisory can be found here: <https://coronavirus.health.ny.gov/covid-19-travel-advisory>

Food Assistance

Island Harvest

Island Harvest is working closely with state and local authorities, our member agencies, commercial food donors/suppliers, local school officials, and others to provide supplemental food support to people affected by the coronavirus. For those in need of food assistance, please call 631-873-4775.

Long Island Cares, Inc. – The Harry Chapin Food Bank

Long Island Cares is a regional organization that distributes food through a network of member agencies located in Nassau and Suffolk Counties, New York. Member agencies distribute food to individuals who need food assistance. To locate a food pantry or assistance program in your area, visit:

<https://www.licares.org/uncategorized/locate-food/>

Valley Stream Emergency Food Distribution Center

Long Island Cares will open a temporary emergency food distribution center at the Valley Stream Presbyterian Church located at 130 South Central Avenue, Valley Stream, NY beginning Saturday, April 11, 2020. This site will help provide emergency food boxes and other supplies to families in Valley Stream and surrounding communities that are in need every Wednesday and Saturday.

Frequently Asked Questions

- [Simple steps help stop the spread of COVID-19 and other viruses](#)
- [Frequently Asked Questions About Monitoring and Movement Restrictions](#)
- [Nassau County Executive COVID-19 FAQ](#)

General Information

- [New York State Department of Health Website](#)
- [U.S. Centers for Disease Control and Prevention](#)

- **24/7 New York State Coronavirus Hotline:** 1-888-364-3065
- **Nassau County Coronavirus Hotline:** 516-227-9570

Housing

Gov. Andrew Cuomo announced on Thursday, March 19th that the state is imposing mortgage relief for 90 days. Mortgage payments will be waived based on financial hardship and if payments are waived, it cannot be reported to credit bureaus. The Governor also announced a 90-day moratorium on any residential or commercial evictions. More information can be found at the governor's website here: <https://www.governor.ny.gov/news/governor-cuomo-signs-new-york-state-pause-executive-order>

<https://www.governor.ny.gov/news/no-2029-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency>

He announced there would be a grace period for people who want to modify their loans, there will be no late payment or online payment fees, and foreclosures will be postponed or suspended. In addition to mortgage relief, the governor said, fees are waived for overdrafts, ATMs and credit cards.

The county sheriff has been directed to stop all eviction proceedings, and utility companies PSEGLI, National Grid, and local water authorities have been ordered to maintain service even if an account becomes delinquent. If you experience a shut-off, please let my office know by calling (516) 599-2972 and emailing solages@nyassembly.gov.

Department of Financial Services Consumer Questions: (Banking or Insurance)

If you can't find the answer to your question [in our FAQs](#), call us at (800) 342-3736. The DFS Hotline is available Monday through Friday, 8:30 AM to 4:30 PM (local calls can be made to (212) 480-6400 or (518) 474-6600) or send us an email. https://www.dfs.ny.gov/contact-us/check_our_faqs

Local Municipalities & Village Information

Nassau County

Nassau County officials are working diligently to ensure the health and safety of every county resident. The Nassau County Department of Health is coordinating the testing, tracking and reporting on coronavirus cases in our region. These are the key factors in combating community spread. Nassau is ready with battle-tested protocols in place and boots on the ground. County Officials are in constant contact with our state and federal partners to assess and respond to the situation, and we will continue to provide updates to the public as soon as we get them. Please visit the county government website for information about the county response to COVID-19:

<https://www.nassaucountyny.gov/4946/Coronavirus-COVID-19>

Enforcing Closure

Our County Fire Marshals and NCPD have been vigorously enforcing closures. We established shutdownenforcement@nassaucounty.ny.gov for the public to report businesses currently operating that should be closed. This email directs the report to our Marshals' supervisors immediately. Please let us know if you see any businesses where closure enforcement is required!

SMS Updates

Text COVID19NC to 888777 for secure SMS updates with important guidance on COVID19 in Nassau County.

Town of Hempstead

Please note that Hempstead Town Hall will be open, effective on Tuesday, March 17, 2020, with reduced staff and adjusted hours. New business hours are Monday through Friday from 10 a.m. to 2 p.m. The town, however, urges residents to call or use online services to conduct town-related business whenever possible so as to avoid excessive contact. Contact Hempstead Town Hall at (516) 489-5000.

For more information about the Town of Hempstead' COVID-19 response, please view the link below:

<https://hempsteadny.gov/press-releases/2361-supervisor-declares-state-of-emergency-for-town-of-hempstead-announces-adjusted-hours-and-services-to-ensure-safety-of-public-and-workforce>

Incorporated Village of Floral Park

As part of their efforts to assist in “SOCIAL DISTANCING” and help decrease the spread of the Coronavirus, the Village of Floral Park would like to remind its residents that many Village services can be obtained without an “IN PERSON” visit to the Village Hall, the Building Department or other Village facilities. Contact Floral Park Village Hall at (516) 326-6300.

Visit the village website for more information:

<https://fpvillage.org/alternative-ways-to-access-village-services-march-16-2020/>

Incorporated Village of Valley Stream

The Village of Valley Stream has issued an advisory stating that some essential village services will still continue, in particular, the Valley Stream Fire Department, Sanitation and Public Works Code Enforcement and Public safety will proceed normally. Please visit the village website for more information: <https://www.vsvny.org/>.

Contact Valley Stream Park Village Hall at (516) 825-4200

Long Term Care Facilities/Senior Centers

Older adults are one of the most vulnerable populations for contracting a severe case of the coronavirus. Out of an abundance of caution, the State has issued a directive, effective Friday, March 13, 2020, at 5 p.m., prohibiting non-medical visits at nursing homes and long-term care facilities until further notice. If your family member is currently at a nursing home, you can inquire about the possibility of setting up a Skype or other type of virtual visit. Staff will be screened and will be required to wear face masks to help prevent any spread of the virus. Additionally, please find the below resources for Seniors:

- **Nassau County Department of Senior Citizen Affairs Senior HELP-LINE Available Monday-Friday 9am-5pm: (516) 227-8900**
- **LICC Senior Helpline: 516-679-0000**
- **RSVP Suffolk Senior Reassurance Line: 631-979-9490**

Marriage Licenses

On April 18, 2020, Governor Cuomo issued an executive order that allows New Yorkers to obtain a marriage license remotely and allows clerks to perform ceremonies via video conference. The order is in effect until May 18, 2020. To learn more about obtaining a marriage license during this time, click [here](#).

Mental Wellness

A mental health hotline is available to New Yorkers who need it. We can't underestimate the impact this pandemic is having on mental health. I'm proud that over 6,000 mental health professionals have volunteered their time to help with New York's Coronavirus response. For free emotional support, consultation and referral to a provider, call 1-844-863-9314

Nassau County Bar Association

You can find regular updates from the Nassau County Bar Association at their website <https://www.nassaubar.org/announcements/update-regarding-covid-19/>

Face-Coverings Required

On April 17, 2020 Governor Cuomo issued an executive order requiring all medically capable people over the age of 2 to wear a face-covering in public.

A mask or cloth face-covering should be worn over the mouth *and* nose when in public, when unable to maintain social distancing, or when utilizing public or private transportation, including for-hire vehicles. Learn more [here](#).

Matilda's Law

Governor Cuomo announced "Matilda's Law" to protect New York's most vulnerable populations, including individuals age 70 and older, those with

compromised immune systems, and those with underlying illnesses. This measure requires these vulnerable groups of New Yorkers to stay home and limit home visitation to immediate family members or close friends in need of emergency assistance. If it is necessary to visit such individuals, the visitor should be prescreened by taking temperature and seeing if the person is exhibiting other flu-like symptoms. Both individuals should wear a mask for the duration of the visit. For more information visit:

<https://www.governor.ny.gov/news/governor-cuomo-signs-new-york-state-pause-executive-order>

Parks

For updates on visiting parks during the COVID-19 outbreak, please visit the [NYS Parks, Recreation & Historic Preservation website](#).

Small Businesses

As New York State continually monitors and responds to developments related to COVID-19, Empire State Development (ESD) is providing up-to-date guidance for small businesses and other stakeholders impacted by the virus. This is a rapidly changing situation and ESD will be updating its website to reflect the latest information available. You can find more information about ESD COVID-19 resources here: <https://esd.ny.gov/esd-covid-19-related-resources>.

Small Business Administration (SBA) COVID-19 Loans

The U.S. Small Business Administration is offering two COVID-19 loan programs to small businesses throughout NYS.

<https://esd.ny.gov/small-business-administration-sba-covid-19-loans>

For more information about **Essential business** guidelines:

<https://esd.ny.gov/guidance-executive-order-2026>

Business FAQ from Empire State Development:

<https://esd.ny.gov/novel-coronavirus-faq-businesses>

Business Interruption FAQ's:

https://www.dfs.ny.gov/consumers/coronavirus/business_interruption_insurance_faqs

Coronavirus (COVID-19): Small Business Guidance & Loan Resources

Health and government officials are working together to maintain the safety, security, and health of the American people. Small businesses are encouraged to do their part to keep their employees, customers, and themselves healthy. Some emergency policies are having an impact on many small businesses in our community. Here are some additional resources for small businesses impacted by COVID-19:

- SBA disaster assistance program is working to offer loans to affected businesses. You can reach them at disastercustomerservice@sba.gov or call 1-800-659-2955.
- If you are applying for assistance, let Nassau County know so that they can see what businesses/sectors are being affected. Email: SmallBusinessImpact@NassauCountyNY.gov.
- [CDC Business Planning Checklist for Pandemics](#)
- Visit the SBA government website for a full guide to resources and business guidances: <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources>

Student and Medical Debt Relief

On March 17, 2020, New York Attorney General Letitia James and New York Governor Andrew M. Cuomo announced that — effective immediately — the state will temporarily halt the collection of medical and student debt owed to the State of New York and referred to the Office of the Attorney General (OAG) for collection, for at least a 30-day period, in response to growing financial impairments resulting from the spread of 2019 novel coronavirus (COVID-19).

New Yorkers with non-medical or non-student debt owed to the State of New York and referred to the OAG, may also apply to temporarily halt the collection of state debt. Individuals seeking to apply for this temporary relief can [fill out an](#)

[application online](#) or visit the [OAG's coronavirus website](#) to learn more about the suspension of payments. If an individual is unable to fill out the online form, they can also call the OAG hotline at **1-800-771-7755** to learn more.

Testing and Health Care

The following are guidelines that are important to follow in order to help prevent further spread of the coronavirus:

- If you have questions about symptoms you are experiencing, or about getting tested for the coronavirus, please call your primary care provider or an urgent care center to discuss your situation. If you do not have a primary care provider, please call the **24-hour state hotline at 1-888-364-3065** or **311** to receive assistance.
- As of March 17, 2020, a drive-through COVID-19 test site has been opened at Jones Beach State Park. In order to get tested, you must have an appointment. For more information, please call the New York State Coronavirus Hotline at **1-888-364-3065**.
- Please do not go to your primary care provider's office, an urgent care center, or to an emergency room without calling first unless you are experiencing a medical emergency. This is important in order to protect the safety of health care providers and other patients.
- As directed by Governor Cuomo, all New York insurers will waive cost-sharing for COVID-19 testing. If you have questions or concerns about health insurance costs related to COVID-19 tests or care, please call the Office of the Attorney General's Health Care hotline: **1-800-428-9071**.
- On March 16, 2020, New York State Department of Financial Services announced a special healthcare enrollment period for uninsured New Yorkers. Read more at <https://on.ny.gov/2Uej4fU>. For more information about the NY State of Health Marketplace, please visit <https://nystateofhealth.ny.gov/> or call Customer Service at 1-855-355-5777, TTY: 1-800-662-1220 or find an enrollment assistor.

For additional information on COVID-19:

- The Department of Health has implemented a Novel Coronavirus Hotline at 1-888-364-3065 and provides public health information and guidance here: <https://www.health.ny.gov/diseases/communicable/coronavirus/>.
- The Centers for Disease Control's website offers up to date information at: <https://www.cdc.gov/coronavirus/2019-ncov/>
- The Department of Financial Services has issued a circular letter on COVID-19 for health insurers here: https://www.dfs.ny.gov/industry_guidance/circular_letters/cl2020_03

Veterans

The Department of Veterans Affairs (VA) and its medical facilities are taking steps to protect and care for veterans during the outbreak. Veterans should refer to the VA's website for the most current information: www.va.gov/coronavirus. Guidance from local VA medical facilities about their current operating status is available on each facility's website, which can be found through VA's facility locator tool at: <https://www.va.gov/find-locations>.

Veterans experiencing coronavirus symptoms are encouraged to call their VA medical facility or call MyVA311 (844-698-2311, press #3 to be connected).

Volunteer Opportunities

Donate Goods, Services, or Space

As New York battle the COVID-19 public health emergency, you can donate any good, services or space by following this link:

<https://apps.health.ny.gov/pubpal/builder/survey/nys-covid19-tracking-offers>

Donate Plasma for Antibody Testing

If you have recovered from COVID-19 and would like to donate your plasma for antibody testing, follow this [link](#).

Health Care Professionals

Health care professionals interested in offering their medical services to New York State during the pandemic can follow this link:

<https://apps.health.ny.gov/pubpal/builder/survey/retired-health-professional>

Selling Goods (PPE/ventilators)

For those interested in selling much needed goods to New York can fill out the Procurement Form at the following link:

<https://www.governor.ny.gov/content/procurement-form>

Amid a shortage of personal protective equipment (PPE) products in the state, including gloves, masks and gowns, the Governor is asking all PPE product providers to sell to the state any products that are not essential or not currently being used. Businesses interested in selling products to the state should contact Simonida Subotic at (646) 522-8477 or by email at covid19supplies@exec.ny.gov.

The Governor is also encouraging any company with the proper equipment or personnel to begin to manufacture PPE products if possible. The state is willing to provide funding to any company to obtain the proper equipment and personnel. Businesses interested in receiving state funding to manufacture PPE products should contact Eric Gertler at (212) 803-3100 or COVID19supplies@esd.ny.gov.