

COVID-19: Resources

COVID-19 Hotline

(800) 722-5725

The COVID-19 hotline is a service operated by the healthcare professionals at the KY Poison Control Center who can provide advice and answer questions. Please be patient as we are handling a high volume of calls and want to give everyone the time they deserve. For general information, please review the website prior to calling the hotline (<https://govstatus.egov.com/kycovid19>). Guidance is being added as it becomes available.

Food Assistance

God's Pantry – No referral needed. Call 859-259-2308 to schedule an appointment. Food will be prepackaged and brought out to your vehicle. The Sheriff's Office is picking up God's Pantry boxes for seniors and immunocompromised.

FoodChain - free hot meals to-go, served Monday-Friday from 5:30-7:00 pm where Jefferson Street dead ends into West 6th.

Mary Queen of the Holy Rosary – free breakfast & lunch for children (breakfast 8-9a, lunch 11a-12p)

Mutual Aid Lexington – food, financial & social assistance; complete online form:

<https://docs.google.com/forms/d/e/1FAIpQLSeP4koOM1yO-tb6VicTWjZhCHTSrarcceghikJROf6QL2Nc8eQ/formResponse>

BREAKFAST - (Oak Hill Drive and Park View Ave @ 8am), (W. 7th St. and Florida St. @8:20am), (12th St. and Kees Rd. @8:40am), (N. Limestone and Broadview @9am).

LUNCH - (Oak Hill Drive and Park View Ave @ 11:30am), (W. 7th St. and Florida St. @11:50am), (12th St. and Kees Rd. @12:10pm), (N. Limestone and Broadview @12:30pm).

Cambridge Community Action Center: (1902 Cambridge Dr, Lexington, KY 40504) has a food pantry open daily (9am to 7pm); also offering hot meals 3x/day; need ID for pantry food, but hot meals are for anyone regardless of ID.

Humana's Basic Needs Team

If you determine that a Humana member is food insecure, you can request a meal kit delivery for a member in need. The Basic Needs Team will quickly match the request to a resource and fulfill the request.

How to submit a referral for food support:

- Meal referrals can be submitted in a form found on the following site:
<http://go/basicneeds> (if you have difficulty with the link, ...please call the Member Services number on the back of your insurance card to request the Basic Needs Team)
- Once you submit a request, you will receive an email confirmation with a reference number
- When the meal order is placed, you will receive a follow up email confirming the order details, and you can always visit <http://go/basicneeds> to view the order information

What members can expect

- All meal kits will provide 14 nutritionally balanced meals. Depending on nutritional needs and storage ability, we can send *either* prepared meals that come ready to heat-and-eat or shelf-stable meals that can be stored in a pantry.
- Orders are submitted daily, and delivery will vary based on fulfillment vendor. On average, a member can expect delivery between 2-5 days via FedEx, UPS, USPS or another local carrier.

Please note:

- We cannot accommodate meal *preferences* – please **only include** condition-critical dietary needs/restrictions such as dietary needs related to diabetes, heart conditions like CAD and CHF, pureed, vegetarian, or a known allergy.
- A member **must be able to freeze or refrigerate** 14 meals. If they cannot, we can send shelf- stable meals instead.
- In order to serve as many members as possible, we are asking to **limit meal requests to one per member**. If you identify an exception, the Basic Needs Team will evaluate on an availability basis.

As you connect with members you may identify needs beyond food. Please capture that information on the Meal Request Form and the Basic Needs Team will work to respond to you.

Daily Lexington meal updates:

Daily Meals	
Agency/Organization	Changes
New Life Day Center	Mon-Sat, 8a-10a
Catholic Action Center	No changes; Mon-Sun, 9a-10a, 12p-1p, 5:30p-6:30p
Lexington Rescue Mission	To-go meals; Mon-Sat, 9a-1p
Nathaniel Mission	To-go meals; Mon-Thurs, breakfast at 9:30a, lunch at 12:00p
St. Paul Catholic Church	
Lighthouse Ministries	To-go meals; Monday through Saturday, 12pm and 6pm
Hope Center	To-go meals; everyday, 5p-6p
Additional Meals	
Agency/Organization	Changes
The Health Department	To-go meals; Sundays, 1p-2p
Church Under the Bridge	No changes; Sundays, 3p-5:30p, Broadway Christian
Broadway Christian Church (Bread of Life)	To-go meals; Wednesday and Fridays, 5p-6p
First Presbyterian Church	To-go meals; Last Saturday of the month, 11:30a-1:30p
Embrace Church (The Gathering)	Closed today; meeting to determine future plans, will follow-up. Normally Mondays, 3p-6:30p
Grace Baptist Church	To-go meals today (2:30-5p), future plans to be determined
Main Street Baptist Church	No changes; Tuesdays and Fridays, 10:30a-12p; 4th Monday, 4:30p-6p
Maxwell Street Presbyterian	To-go meals; Thursday from 6pm-8pm
Open Door House Ministries	No changes; Tuesdays, 6-7:15p
SERVE	To-go meals; Mondays, 6p at New Life Day Center
Share Center	No changes! First and third Saturday, 12p-1p
Shiloh Baptist Church	Closed until further notice; Normally Wednesdays from 3p-5p

Transportation Assistance

LexTran – Limited services/routes, limiting non-essential travel.

Federated – One-on-one transit, expect delays. Call 859 258 2722 to schedule a ride for medical appointments.

Wheels – Operating as normal. Call 859 233 3433 to schedule a ride.

LexPark meters in downtown Lexington are now free throughout the day, with a 2-hour maximum

Rent & Utility Assistance

Kentucky American Water – Water service will not be disconnected during coronavirus pandemic and will restore previous disconnections.

KU – no disconnections or late fees during coronavirus.

Lexington Tenant Services: 859-300-5300

Catholic Charities: 859-253-3339

Centenary United Methodist Church Love Fund: 859-269-2800

Community Action Council: 859-233-4600

Salvation Army: 859-252-7706

Maxwell Street Presbyterian: 859-233-0723

Nathaniel Mission: 859-255-0062

Lexington Rescue Mission: 859 381 9600

United Way / 211 – Coronavirus Response Fund. If you need assistance finding food, paying housing bills, or other essential services dial 211 to speak to someone who can help link you to agencies that may be able to assist.

Spectrum Internet Assist – needs-based program for providing home internet for families; free internet access for at least 60 days to households with school-age children, including college students; installation fees will be waived for new student households; call 1-844-488-8395.

Step-by-Step Emergency Relief Fund for Moms & Kids - Launched to meet the urgent needs of young mothers and their children, including help paying the bills they can't pay in the short-term:

<https://secure.givelively.org/donate/step-by-step-inc-lexington-ky/step-into-beautiful-2020>

Financial Assistance

Main Street Church Lexington: 859-233-1898 or mainstreetlexky@gmail.com

West Neighborhood Center: 859-246-1196

Resource Office for Social Ministries: 859-246-2323

Southland Christian Church: 859-224-1600

Medicaid / SNAP Benefits

Individuals may apply for Medicaid by calling the Kentucky Healthcare Customer Service line toll-free at (855) 459-6328, contacting an application assister through the Kentucky Health Benefit Exchange website (<https://healthbenefitexchange.ky.gov/Pages/index.aspx>) visiting the Benefind (benefind.ky.gov) or by calling the DCBS Call Center toll free at (855) 306-8959. Recertification period has been extended due to coronavirus.

Employment Assistance

Employment / Companies Hiring – Amazon, Sayre Christian Village, Facilities Management Services (Louisville); some offering increased pay, Kroger to apply:

<https://jobs.kroger.com/search/?locationsearch=lexington%2C%20ky&q=>

Kentucky Chamber of Commerce -- Who's Hiring Weekly Report:

<https://www.kychamber.com/sites/default/files/uploads/Who's%20Hiring%20Weekly%20Report%203.26.pdf>

Unemployment Insurance (if you have lost your job or are sick due to COVID-19) – apply online: <https://kcc.ky.gov/Pages/default.aspx>. Wait period has been waived.

Medication Assistance

The governor has allowed pharmacies to temporarily refill routine, non-controlled medicines without contacting your doctor. You can call your pharmacy and request a refill.

HealthFirst Bluegrass Pharmacy automated refill line:

Southland Pharmacy: 859 721 2560

Bryan Station Pharmacy: 859 288 2357

Walgreens – free prescription delivery.

CVS - free delivery of prescriptions and everyday essentials.

Children's Needs

Community Action Council - emergency supplies (diapers, baby wipes, baby formula, feminine hygiene products); call, request items & make appointment for pick up:

<p>Fayette County: 913 Georgetown Street (Lexington)</p> <p>(859) 699-3198 for English (859) 693-9828 for Spanish <i>Hotline open:</i> Mon-Fri, 8:30-4:30</p> <p><i>Distribution days:</i> Tuesday & Thursday <i>Pick up hours (by appt):</i> 1pm, 3pm</p>	<p>Madison County: 1095 Kim Kent Drive (Richmond)</p> <p>(859) 353-8269 <i>Hotline open:</i> Mon-Fri, 8:30-5:00</p> <p><i>Distribution days:</i> Tuesday & Thursday <i>Pick up hours (by appt):</i> 9am, 11am, 1pm, 3pm</p>
<p>Nicholas County: 2323 Concrete Road, Suite A (Carlisle)</p> <p>(859) 289-7172 <i>Hotline open:</i> Mon-Fri, 8:30-5:00</p> <p><i>Distribution days:</i> Wednesday & Thursday <i>Pick up hours:</i> 10:30am-2:00pm</p>	<p>Harrison County: 216 Old Lair Road (Cynthiana)</p> <p>(859) 234-2121 <i>Hotline open:</i> Mon-Fri, 8:30-5:00</p> <p><i>Distribution days:</i> Tuesday & Thursday <i>Pick up hours:</i> 11:00am-3:00pm</p>

Lexington Rescue Mission - appointment only for diapers and baby wipes. Call 859 381 9600 to make an appointment.

Miscellaneous

Fayette County Sheriff Operation: Compassion – provides medications, groceries or essential supplies picked up; will also provide welfare checks for your loved ones who may be shut-in; call (859) 252-1771

Kentucky Refugee Ministries – translated informational documents about COVID-19

LEE Initiative Restaurant Workers Relief Program - The Lee Initiative and #LexUnite have started a relief program for restaurant workers providing food and essential services from 5pm-7pm each day. <https://www.lexunite.com/the-lee-initiative/>

Testing for COVID-19 for undocumented folks:

<https://www.uscis.gov/greencard/public-charge>

CDC link for COVID-19 info in Spanish:

https://espanol.cdc.gov/enes/coronavirus/2019-ncov/index.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Findex-sp.html

CDC info sheets in other languages other than English:

<https://wwwn.cdc.gov/pubs/other-languages?Sort=Lang%3A%3Aasc&Page=2>

U-Haul is offering free self-storage for 30 days for college students who have been displaced/affected by Coronavirus outbreak

Visit uhaul.com or call 1-800-GO-UHAUL to reserve a truck or trailer.

<https://www.uhaul.com/Articles/About/20625/College-Students-U-Haul-Offers-30-Days-Free-Self-Storage-Amid-Coronavirus-Outbreak/>

Online Support Options

Depression and bipolar disorder online support groups

DBSA online support groups provide people living with depression and bipolar disorder a place to share experiences, discuss coping skills, and offer hope to one another. DBSA support groups are peer-led, meaning they are facilitated by someone living with a mood disorder. Currently there are groups for peers, young adults, and friends and family members. Our online support groups are offered free of charge. Log in for meeting times:

<https://www.dbsalliance.org/support/chapters-and-support-groups/online-support-groups/>

AA/NA Online Meetings & Support

Bluegrass Intergroup Meetings

<http://www.bluegrassintergroup.org/wp/lexington-and-bluegrass-online-meetings/>

In The Rooms: An Online Addiction Recovery Community

<https://www.intherooms.com/home/>

Virtual NA Org Meeting list

<https://virtual-na.org/meetings/>