

Resources and Information re COVID-19

(as of 03/23/20)

The Montrose Center has cancelled all meetings and events scheduled at the community center until May 10th. Please check with your group for additional information.

If you need help finding a doctor or accessing medical care, call 2-1-1 and they can direct you to low- or no-cost providers in your area as well as assistance to find food or other social services. There may be an increased volume of calls so if you cannot get through, call again.

COVID-19 Testing & Hotlines

Anyone currently experiencing COVID-19 symptoms should contact their healthcare provider. Residents can call for COVID-19-related questions:

Harris County Public Health Call Center: 832-927-7575

9am-7pm, 7 days a week

Or by text: Text CV19 to 888777

Ask My Nurse Helpline: 713-634-1110

Available 24hours a day, 7 days a week

If you are experiencing symptoms please call the hotline for your area:

City of Houston 832-393-4220 (M-F 9am-7pm, Sat 9am-3pm)

Ft. Bend County 281-633-7795 (M-F 8am-8pm, S-S 10am-2pm)

Harris County 832-927-7575 (9 a.m. until 7 p.m.)

For local information on COVID-19, please go to www.ReadyHarris.org or www.hcphtx.org.

FEMA

<https://www.fema.gov/coronavirus>

Mental Health Support

833-251-7544 (Toll Free, 24/7)

The Harris Center activated the COVID-19 Mental Health Support Line to support our community. The purpose of the line is to provide trauma informed support and psychological first aid to those experiencing stress and anxiety related to the COVID-19.

It is natural to feel stress, anxiety, grief, and worry during and after infectious disease outbreaks. Everyone reacts differently, and your own feelings will change over time. Notice and accept how you feel. Taking care of your emotional health during an emergency will help your long-term healing. If you or someone you know shows signs of stress for several days or weeks, get help by accessing Harris County's COVID-19 Mental Health Support Line.

Here is the CDC's page on managing stress and anxiety: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>

METRO

METRO is making several significant service modifications to allow for continued safe operations of critical public transportation services amid the [coronavirus COVID-19 response](#).

Local Bus

- Starting Monday, March 23, to support social distancing, passengers must use the rear door when boarding and exiting a local bus.
- Only passengers with mobility issues will be able to request the use of the front door of the bus to access the ramp.
- Beginning, Monday, March 23, local bus routes will be operating on a schedule similar to [Saturday service](#) Monday through Friday.

Additional adjustments have reduced customer seating by 50 percent and allow passengers to spread out while on board. The following changes have been implemented to encourage social distancing:

- Seats on buses and METRORail have been tagged as unavailable.
- Additional buses have been added to popular routes at peak commute times to reduce crowding on vehicles.
- Signs and notifications have been posted at transit centers, Park & Ride lots and rail stations to encourage passengers to practice responsible social distancing.
- When buses reach 50 percent seating, digital signs will advise customers to wait for the next bus.

METRORail

- METRORail will operate on normal schedules.

Fares and other Service Notes

- Beginning Monday, March 23, METRO is temporarily suspending collection of fares on local bus, light rail, Park & Ride and METROLift.
- The Authority is implementing this change to assist those facing sudden economic hardship and provide ease of use for medical workers.
- Starting, Monday, March 23, all RideStore locations will be closed.

Passengers are reminded to only take essential trips to support essential services and follow the advice of [public health officials](#). Customers should [check service alerts](#) for updated schedule information.

Telehealth

Many insurance companies and medical providers are providing care via phone or video conferencing. Contact your provider for more information. You can also call the Ask My Nurse Helpline for clinical questions:

Ask My Nurse Helpline: 713-634-1110
Available 24 hours a day, 7 days a week

Online Resources:

- [CDC | COVID-19: What people with HIV should know](#)
- [Coronavirus.gov](#)
- [COVID-19 prevention during pregnancy](#)
- [Texas Dept of State Health Services](#)
- [www.ReadyHarris.org](#)
- [www.harrishealth.org](#)
- [www.hcphx.org](#)
- [www.HoustonHealth.org](#)
- [www.HoustonEmergency.org](#)
- [www.fbchealth.org/ncov](#)