

## Meeting Basic Needs during COVID-19 – Coos Family Resources

**This document was last updated on 3/30/2020 and the content is subject to change.** Under each subheading is a suggested agency where you can go for the most recently updated information.

### Utilities (Power/Water)

Pacific Power, Coos Bay – North Bend Water Board, and other utility companies have temporarily suspended service disconnections and late fees for non-payment. Contact the customer service line for your local utility company and ask about payment plans or suspensions during this statewide emergency.

Oregon Coast Community Action (ORCCA) continues to offer energy assistance at this time:

*Due to the closure of our office, key staff will be available to answer telephone, email or online submission inquiries. Applications for Energy Assistance are available [on our website](#) or by USPS mailing. Please feel free to contact us at 541-435-7080 or [energy@orcca.us](mailto:energy@orcca.us).*

**Updated information on the status of utility payments during COVID-19 can be found on the front page of the particular utility company or by contacting their customer service line.**

### Employment Assistance

Workers in temporary layoff situations related to COVID-19 can receive unemployment benefits without actively seeking work with other employers. For more information, review the [temporary rules for unemployment insurance benefits flexibility](#).

For information on sick time, temporary changes to the Oregon Family Leave Act, and other questions related to workplace laws, review the [Bureau of Labor and Industries Coronavirus and Workplace Laws page](#). For more assistance on COVID-19 and worker's rights from a legal perspective, review [this recent FAQ from the Oregon Law Center/Legal Aid Services of Oregon](#).

**The State of Oregon Employment Department has an updated page for you to access FAQs and other policies related to loss of employment during this period: [COVID-19 Related Business Layoffs, Closures, and Unemployment Insurance Benefits](#).**

### Child Care

DHS has made [the following changes](#) to child care assistance (Employment Related Day Care or ERDC) to help support families and child care providers during the state of emergency related to COVID-19. The [EDRC application](#) is the same as the SNAP application – just let the designated DHS worker know in your interview that you are interested in EDRC benefits.

[Essential workers](#) are prioritized to receive emergency child care. 211info Child Care provides free, customized referrals to child care providers and strategies for finding quality child care in Oregon. During this time, the service also includes information on emergency child care programs.

To speak with a Parent Educator about child care resources:

**CALL** 211 or 1-866-698-6155

**TEXT** keyword "children" or "niños" to 898211 (TXT211)

**EMAIL** [children@211info.org](mailto:children@211info.org)

**HOURS** Monday-Friday 7am-11pm; Saturday-Sunday 8am-8pm

If you have a child with special health care needs, you may be eligible to receive additional child care subsidies through the DHS High Needs Rate Program, a partnership with Inclusive Partners. To apply for additional child care benefits, contact your DHS worker or [Inclusive Partners](#) once your application for EDRC benefits is approved.

**Updated information on child care during COVID-19 can be found on the [Oregon Early Learning Division COVID-19 page](#) or by [contacting 211info](#) (contact information above).**

## Food

South Coast Food Share, member of the Oregon Food Bank statewide network, will continue to provide food to its community partners including food pantries, meal sites, Produce Programs and other supplemental programs. The South Coast Food Share ORCCA offices are closed to the public, but they are still taking phone calls and answering emails. They have provided [a current list of emergency food supports](#) on their website for Coos and Curry counties.

Consider [signing up for SNAP benefits](#) online. If you are already receiving SNAP benefits, Oregon now allows those receiving SNAP to [use their benefits to purchase food online](#) from Amazon and Walmart. Amazon and Walmart purchases may be delivered to your home.

**Updated information on finding food in Coos during COVID-19 can be found on the [Oregon Coast Community Action's South Coast Food Share page](#).**

## Housing

According to [guidance from Legal Aid Service of Oregon on COVID-19 and housing policy](#), Oregon Governor Kate Brown has [issued orders](#) that temporarily prevent most (but not all) evictions from moving forward.

The ORCCA housing department is continuing to provide services to low-income residents of Coos and Curry counties:

*Key staff will be available to answer questions and address any concerns via telephone, email, or online submission. Please feel free to contact us at 541-435-7080 ext. 370 or by email at [housing@orcca.us](mailto:housing@orcca.us).*

**Updated information on housing policy during COVID-19 can be found on [Governor Kate Brown's Coronavirus Information & Resources page](#).**

## Other Helpful Resources

- [\*\*Free Internet Access:\*\*](#) Xfinity WiFi hotspots in out-of-home locations will be available for free to anyone who needs them, including non-Xfinity Internet customers, to keep communities connected with their friends and family.
- [\*\*OHA COVID-19 Updates:\*\*](#) The Oregon Health Authority (OHA) serves as the lead agency for the public health response and posts resources and frequent updates on the developing COVID-19 situation and response in Oregon.
- [\*\*American Academy of Pediatrics, COVID-19 Info for Families of Children and Youth with Special Health Care Needs:\*\*](#) Here are things that parents can do to keep themselves, their families, and their children with special health care needs safe during the COVID-19 outbreak.
- [\*\*Health Insurance and Prescriptions:\*\*](#) The Oregon Division of Financial Regulation has an extensive FAQ on their COVID-19 Insurance and Financial Services page.