

Community Resources and COVID-19 Information

Assistance

If you need assistance finding food, paying housing bills, accessing free childcare, or other essential services, dial **211** to speak to someone who can help. You may also visit <https://www.211info.org/> for more information.

Pacific Power

Pacific Power said it is "temporarily suspending disconnections and late fees for non-payment for customers in Oregon, Washington and California to support the state of emergency declared in all three states in response to the COVID-19 virus." Customers can call **1-888-221-7070** at any time to speak with a customer care agent who can help answer any questions.

Utilities

The City of Ashland will not be charging late fees or discontinuing services for non-payment through April 30. For more information, you can contact the Utility office at utilitybilling@ashland.or.us or **541-488-6004**.

Internet Access

Spectrum Internet is offering two free months of internet and WiFi services to new customers in households with Pre-K to 12 or college students who need remote education. This discount will be applied as a credit for your first two months of internet services. Spectrum will waive any installation or pre-payment fees to help get you started.

You can qualify for this offer if you:

- Have a student of qualifying age at your service address with remote education needs
- Have not subscribed to our internet services within the past 30 days

Call **1-855-243-8892** to sign up for this offer. For more information, please visit:

<https://www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer>

What can I do if my workplace temporarily closes because of coronavirus?

Unemployment Insurance (UI) benefits may be available to those who are on a temporary layoff. These benefits occur for claimants whose employer stops operation for a short period of time, such as cleaning following a coronavirus exposure. In these cases, employees expect to be back to work in four weeks or less. Workers can get UI benefits, and do not need to seek work with other employers. They must be able to work, stay in contact with you as their employer, and be available to work when called back. For more information about UI go to <https://www.oregon.gov/employ/Pages/COVID-19.aspx>

Applying for Unemployment

Anyone experiencing difficulty using the @ORemployment online claim system can also call the agency's contact centers, where Employment Department staff can help with starting a claim for unemployment benefits: **1-877-FILE-4-UI (1-877-345-3484)**. Online claims can be filed here: <https://secure.emp.state.or.us/ocs4/index.cfm?u=F20200317A055946B89883528.6819&lang=E>

Is anybody hiring?

In fact, yes. Fred Meyer and Safeway-Albertsons are all struggling to keep up with customer demand and want nearly as many workers as they can hire.

Fred Meyer has several pages of Oregon job openings on its website for all manner of positions. Safeway and Albertsons (they're the same company operating under different names) says it wants to hire 1,000 employees immediately and has scores of listings online, from meat cutter to cake decorator. For job postings, visit: <https://jobs.kroger.com/fred-meyer/go/Fred-Meyer/587600/?q=&q2=&alertId=&locationsearch=&title=&location=or&facility=&department>
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If I contract COVID-19 (the disease associated with the coronavirus) on the job, am I eligible for benefits?

In that case, file a workers' compensation claim. Visit: <https://wcd.oregon.gov/Pages/index.aspx>

Food Service through Ashland School District

Food service will be serving food to students at each Ashland School District site Tuesday through Friday. They will be providing grab and go sack lunches and breakfasts for the next morning. Students can either come to a school or staff will deliver to students as needed. Please email nutrition services (nutritionservices@ashland.k12.or.us) if you know of a family who needs this service.

Community Food Resources

Ashland Emergency Food Bank: Ashland Emergency Food Bank will be open Monday-Friday 9:30am-12:30pm at 560 Clover Lane Ashland, Oregon 97520. Call **541-488-9544** or visit <https://ashlandefb.org/for-services/> for more information.

COVID-19 Information and Online Resources

Oregon COVID-19 Information: <https://www.oregon.gov/gov/Pages/coronavirus2020.aspx>

Medford COVID-19 Information: <http://www.ci.medford.or.us/Page.asp?NavID=4444>

Ashland COVID-19 Information: <http://www.ashland.or.us/coronavirus>

Mental Health and Support Resources

In the event of an emergency, **call 911**

For 24-hour mental health crisis support, call or visit:

Jackson County Mental Health

140 S Holly St, Medford, OR 97501

541-774-8201

<https://jacksoncountyor.org/hhs/Mental-Health/Welcome>

National Suicide Prevention Hotline

1-800-273-8255

Crisis Textline

<https://www.crisistextline.org/>

Text HOME to 747-747

For assistance finding outside community services, including mental health services, please contact:

Camille Canty-Fischer

Options Care Coordinator

541-450-5035

For a list of current Mental Health Providers in the Rogue Valley, please visit:

<http://www.mhren.org/pages/referral-booklet>

For more information about Ashland-based community services, please visit:

Options for Helping Residents of Ashland

541-631-2235

<https://helpingashland.org/services/resource-guides/>