

Congressman
RAÚL M. GRIJALVA

Proudly Serving the People of Arizona's 3rd Congressional District

COVID-19 Resource Guide

<p>Arizona Department of Health & Human Services</p>	<p>A COVID-19 hotline to answer questions from the public and healthcare providers about testing, symptoms, and any other questions about the virus has been set up - Call 2-1-1, (520) 626-6016 (Pima County) or 1-844-542-8201 (State) to reach a health care professional.</p> <p>Visit https://arizonatogether.org/ - Resources for AZ Residents</p> <p>As of March 18, most testing is still being restricted to those who have a doctor's order. If you start having symptoms, call your primary care doctor OR the state helpline at 844-542-8201. Your doctor will work with local and state officials to determine if you need to be tested.</p> <p>Don't visit an urgent care or hospital without first calling your family doctor, unless it's an emergency, such as if you are having difficulty breathing. This will help prevent spreading the virus to other patients.</p> <p>Symptoms can include:</p> <ul style="list-style-type: none">• , Fever.• , Dry cough.• , Shortness of breath.• , Aches, chills, tiredness.• , Congestion, runny nose, sore throat.• , Vomiting, diarrhea.
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	<p>Updated Recommendations - 3/20/2020</p> <ul style="list-style-type: none"> ▪ Effective close of business Friday, March 20, all restaurants in Arizona counties with confirmed COVID-19 cases are required to provide dine-out options only. ▪ Effective close of business Friday, March 20, all bars, movie theaters, and gyms in counties with confirmed COVID-19 cases are required to close. ▪ Halt all elective surgeries in the state of Arizona. If someone in your family has tested positive for COVID-19, keep the entire household at home and contact your medical provider. ▪ Expiration dates on Arizona driver licenses are delayed. ▪ State-wide closures of Arizona schools through end of school year. ▪ Recommendations to cancel or postpone mass gatherings of 10 or more people. ▪ Recommend telework and other alternatives when available. <p>https://www.azdhs.gov/index.php</p>
<p>Arizona HOUSING</p> <p>Housing & Urban Development</p> <p>Bank of America</p>	<p>FHA-Approved Mortgagees' Loss Mitigation Home Retention Options for Assisting Borrowers, visit https://www.hud.gov/sites/dfiles/Main/documents/LossMitigation-Guidance-Single-Family-Stakeholders-March2019.pdf, https://www.hud.gov/coronavirus and (602) 379-7100.</p> <ul style="list-style-type: none"> * Consumer and Small Business deposit accounts: clients can request refunds including overdraft fees, non-sufficient funds fees, and monthly maintenance fees. * Consumer and Small Business credit cards: clients can request to defer payments, refunds on late fees. * Small business loans: clients can request to defer payments, refunds on late fees. * Auto loans: clients can request to defer payments, with payments added to the end of the loan. * Mortgages and home equity: clients can request to defer payments, with payments added to the end of the loan. * In all of these instances, there will be no negative credit bureau reporting for up-to-date clients. * We have also paused foreclosure sales, evictions and repossessions. <p>https://www.bofam.com/en-us/content/managing-through-coronavirus-impact.html</p>

Arizona Schools

Public Schools - Closure of all K-12 public schools. Closures will take effect beginning March 16 through April 10, 2020. Visit your District website [here](#).

Meals:

TUCSON DISTRICTS (Meals)

Amphitheater Public Schools:

Amphitheater Public Schools will begin offering grab-and-go meal service to children 18 years old and under starting Monday, March 23. Children **DO NOT** have to be students in the district to receive meals, and no signup is required. Pick-up stations, which are listed below, will be open 10 a.m. to 1 p.m. Monday-Friday.

- **Amphitheater High:** 125 West Yavapai Road, Tucson
- **LM Prince Elementary School:** 315 East Prince Road, Tucson
- **Canyon Del Oro High:** 25 West Calle Concordia, Oro Valley
- **Coronado K-8 School:** 3401 East Wilds Road, Tucson
- **Marion Donaldson Elementary:** 2040 West Omar Drive, Tucson
- **Frances Owen Holaway Elementary:** 3500 North Cherry Avenue, Tucson
- **Helen Keeling Elementary:** 2837 North Los Altos, Tucson
- **La Cima Middle:** 5600 North La Canada Drive, Tucson
- **Mesa Verde Elementary:** 1661 W. Sage Street, Tucson
- **EC Nash School:** 515 West Kelso Street, Tucson
- **Rio Vista Elementary:** 1351 East Limberlost Drive, Tucson
- **Lulu Walker School:** 1750 West Roller Coaster Rd., Tucson

For updates, visit <https://www.amphi.com/>

Flowing Wells Unified School District:

Pick-up stations, which are listed below, will be open for breakfast (7:30-8:30 a.m.) and lunch (noon-1 p.m.) Monday through Friday.

Walter Douglas Elementary and Flowing Wells Junior High will begin their free meals Wednesday, March 18.

The meals will be free to all students 18 years old and under.

- Centennial Elementary: 2200 West Wetmore Road
- Homer Davis Elementary: 4250 North Romero Road
- Walter Douglas Elementary: 3302 North Flowing Wells Road
- J. Roberts Hendricks Elementary: 3400 West Orange Grove Road
- Laguna Elementary: 5001 North Shannon
- Richardson Elementary: 6901 North Camino De La Tierra

- Flowing Wells Junior High: 4545 North La Cholla Boulevard
- Flowing Wells High School: 3725 North Flowing Wells Road

For updates, visit <http://flowingwellsschools.org/>

Marana Unified School District:

The Marana Cares Mobile bus will be at the following locations each day.

- **11 a.m. to noon** -- Sandario Road and Anthony Road, near the Marana Congregation of Jehovah's Witness Church
- **12:30-1:30 p.m.** -- 6560 W. El Tiro Road, at the Marana Domestic Water Improvement District

For updates, visit <https://www.maranausd.org/Page/302>

Sunnyside Unified School District:

The district will offer grab-and-go breakfast and lunch to all children ages 1-18 years old.

Students who show up for breakfast will be able to also take lunch with them, but parents and students will not be allowed to eat on site.

There is no need to register for meals and there is no income requirement.

The sites, which are listed below, will be open 7:30-10 a.m. Monday through Friday.

- **Craycroft Elementary:** 5455 East Littleton Road
- **Drexel Elementary:** 801 East Drexel
- **Elvira Elementary:** 250 West Elvira Road
- **Los Amigos Elementary:** 2200 East Drexel Road
- **Mission Manor Elementary School:** 600 West Santa Rosa Street

Tucson Unified School District #1:

Starting Monday, March 23, Tucson Unified will be distributing food at 32 sites, which will be announced Tuesday.

The district will have a drive-thru system and the child or children must be in the vehicle. The district will provide one hot meal (lunch) per child with a breakfast option for the following morning.

The sites will be open Monday through Friday and all children 18 years old and under are eligible.

The plan is pending approval by the TUSD Board, which is scheduled to vote during its meeting Wednesday night. For updates, visit <http://www.tusd1.org/COVID-19>

WEST VALLEY (Meals)

Avondale Elementary School District #44:

Breakfast and lunch will continue to be provided at select sites to any child through the age of 18, whether or not they are enrolled in the district. Student must be present at time of pick up. Avondale ESD will make available a grab-n-go lunch meals at the following sites:

- Michael Anderson School
- Avondale Middle School
- Eliseo C. Felix School
- Lattie Coor School
- Centerra Mirage STEM Academy
- Desert Thunder School -Desert Star School
- Wildflower Accelerated Academy

Breakfast will be available for pick up between 7:30 a.m. and 8:30 a.m. Lunch will be available for pick up between 11:00 a.m. and 12:30 p.m. at the sites listed above. For updates, visit <http://www.avondale.k12.az.us/updates>

Buckeye Elementary School District #33:

Breakfast and lunch will be available at all of our sites through a drive through pick up on Monday. Breakfast will be available from 9:00am to 10:00am and lunch will be available from 12:00pm to 1:00pm. Buckeye preschool parents will be able to access meals at the Buckeye Elementary campus. This meal service is available for any child under the age of 18 at any of our schools. For updates, visit [For updates, visit https://besd33.org/wp-content/uploads/2020/03/Food-Services-During-Closure.pdf](https://besd33.org/wp-content/uploads/2020/03/Food-Services-During-Closure.pdf)

Pendergast Elementary School District:

The Pendergast Elementary School District has a Food Service plan in place that will provide meals to our students (through the age of 18 yrs), beginning Monday, March 16. All twelve school sites within our district will provide a grab and go breakfast and lunch meal. Our sites will be open from 8:30 am to 12:00 pm for the grab and go meals at the entrances of each of our cafeterias. Breakfast and lunch will be handed out during these hours. For updates, visit http://www.pesd92.org/COVID_19_Food_Services.html

YUMA County (Meals)

Yuma School District One:

During this time of school closures, District One is committed to providing valuable food service to **ALL** students in Yuma, 18 and younger. **ALL** students in Yuma can visit a District One school to pick up a lunch/breakfast meal, M-F, 11am-1pm.

Somerton School District:

All Somerton Schools will serve Breakfast 7am-10am and Lunch 11am-1pm every day. For updates, visit www.ssd11.org

Gadsden Elementary School District:

All Gadsden Elementary Schools will offer Grab N Go (pick up only) meals for all individuals 18 years of age or younger, beginning March 16. Meals will be offered M-F from 11 AM to 1 PM. Individuals will be provided lunch along with breakfast for the following day. For updates, visit www.gesd32.org

NOGALES & RIO RICO Schools (Meals)

Nogales Unified School District:

The district will provide free meals for children 18 and under.

Pick-up stations, which are listed below, will be open for breakfast and lunch Monday through Friday

- **AJ Mitchell Elementary (855 North Bautista Street):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.
- **Monte Carlo Park (386 East Calle Sonora):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.
- **Mountain Points Apartments (800 Baffert Drive):** Breakfast 8:25-8:30 a.m.; Lunch Noon-12:20 p.m.
- **Boys & Girls Club (590 North Tyler Avenue):** Breakfast 8:25-8:40 a.m.; Lunch Noon-12:30 p.m.
- **Las Terrazas Apartment (661 East Patagonia Highway):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.
- **Salud Por Vida Community Center (350 West Western Avenue):** Breakfast 8:25-8:40 a.m.; Lunch: Noon-12:30 p.m.
- **Villa Hermosa (3208 N. Calle Villa Hermosa):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.
- **Community Food Bank (2636 North Donna Avenue):** Breakfast 9-9:15 a.m.; Lunch Noon-12:20 p.m.
- **Lomas Mariposa Apartments (1790 North Loma Mariposa):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.
- **Mariposa Manor (945 West Manor Drive):** Breakfast 8:25-8:40 a.m.; Lunch Noon-12:30 p.m.
- **Nogales Public Library (518 North Grand Avenue):** Breakfast 8:25-8:40 a.m.; Lunch Noon-12:20 p.m.
- **Pete Kitchen Trailer (Cochise Drive):** Breakfast 8:25-8:40 a.m.; Lunch Noon-12:20 p.m.
- **Rolling Hills, near Coronado Elementary (Al Harrison Road):** Breakfast 8-8:20 a.m.; Lunch 11:30-11:50 a.m.

For Updates, visit <https://www.nusd.k12.az.us/>

Santa Cruz Valley Unified School District:

The district said meal services for student will begin Tuesday, March 17, and details will be released soon. For updates, visit <http://www.scv35.org/>

Colleges and Universities:

	<ul style="list-style-type: none"> - Arizona State University - Arizona State University is closely monitoring the spread of COVID-19 and is moving classes to an online format through the end of the spring semester. Housing, dining and all other essential services remain open. For updates, visit https://eoss.asu.edu/health/announcements/coronavirus. - Arizona Western College – Canceling classes starting Monday, March 16, and Tuesday, March 17, and then transition from in-person classes to online delivery wherever possible starting Wednesday, March 18. For updates, visit https://www.azwestern.edu/about/news/awc-temporarily-shift-person-online-classes - Estrella Community College - As a precaution, all in-person classes are suspended. Online/distance classes resume March 16. Students are encouraged to contact their instructors for any additional class information. For more, visit https://www.estrellamountain.edu/ - Grand Canyon University - After carefully monitoring the spread of the coronavirus disease (COVID-19) and the recent developments that are impacting the entire country, Grand Canyon University has been working diligently to ensure we are protecting the health and well-being of our campus community. Effective March 23, we have made the decision to transition all but a few classes on our Phoenix campus to an online-only environment for the final four weeks of the spring semester. https://www.gcu.edu/coronavirus-disease-2019-information - Norther Arizona University - Effective Monday, March 23, NAU will move to online instruction for the remainder of the semester. More at https://nau.edu/coronavirus/ - Pima Community College - Transitioned to Virtual Learning and Virtual Services the week of March 23. More https://www.pima.edu/press-room/coronavirus/index.html - University of Arizona - Students asked not to return to campus for classes; all Spring 2020 classes to move online through the end of the semester starting 3/18. For more, visit https://www.arizona.edu/coronavirus-covid-19-information.
<p>Arizona U.S. District Court</p> <p>Phoenix Division: (602) 322-7200</p> <p>Tucson Division: (520) 205-4200</p>	<ol style="list-style-type: none"> 1. All civil and criminal jury trials scheduled to commence on or before April 10, 2020, are continued pending further order of the Court. The Court may issue other orders concerning future continuances as necessary and appropriate. Trials that have already begun shall be completed. 2. All trial-specific deadlines in criminal cases scheduled to begin before April 10, 2020, are continued pending further order of the Court. Individual judges may continue trial-specific deadlines in civil cases at their discretion. 3. Individual judges presiding over criminal proceedings may take such actions consistent with this order as may be lawful and appropriate to ensure the fairness of the proceedings and preserve the rights of the parties. 4. Due to the Court’s reduced ability to obtain an adequate spectrum of jurors and the effect of the public health recommendations on the availability of counsel and Court staff to be present in the courtroom, the time period of the continuances implemented by this General Order will be excluded under the Speedy Trial Act. The Court specifically finds that the ends of justice served by ordering the continuances outweigh the best interests of the public and any defendant’s right to a speedy trial, pursuant to 18 U.S.C. §3161(h)(7)(A). Any motion by a criminal

AZ Supreme Court	<p>defendant seeking an exception to this order in order to exercise that right should be directed to the District Judge assigned to the matter. Absent further order of the Court, the period of the exclusion shall be from March 16, 2020, through April 10, 2020.</p> <ol style="list-style-type: none"> 5. Individual judges may continue to hold hearings, conferences, and bench trials in the exercise of their discretion, consistent with this order. 6. All non-case related activities scheduled in the Sandra Day O'Connor U.S. Courthouse in Phoenix, Evo A. DeConcini Courthouse in Tucson, and the John M. Roll Courthouse in Yuma, are canceled until further notice. This includes naturalization ceremonies, attorney admission ceremonies, mock trials, CLE events, school tours, and all other non-case related gatherings. 7. The Clerk's Office, U.S. Probation, U.S. Pretrial Services and all other Court services shall remain open pending further order of the Court. <p>http://www.azd.uscourts.gov/sites/default/files/general-orders/20-10.pdf</p> <p>https://www.azcourts.gov/covid19/</p>
City and County Updates	<p>City of Avondale - https://www.avondaleaz.gov/our-city/covid-19-response</p> <p>City of Nogales – www.COVID19.nogalesaz.gov</p> <p>City of Tucson - https://www.tucsonaz.gov/manager/covid-19-updates</p> <p>City of Phoenix - https://www.phoenix.gov/newsroom/em-and-hs/1038</p> <p>City of San Luis - www.cityofsanluis.org</p> <p>City of Somerton - https://www.somertonaz.gov/</p> <p>City of Yuma - https://www.yumacountyaz.gov/government/health-district/divisions/emergency-preparedness-program/coronavirus-2019-covid-19-yuma-county-updates-3651</p> <p>Maricopa County - https://www.maricopa.gov/5460/Coronavirus-Disease-2019</p> <p>Pima County – https://webcms.pima.gov/cms/One.aspx?portalId=169&pageId=527452</p> <p>Pima County Treasurer's office plans to limit in-person office visits to appointments only. This will take effect Monday, March 23. Pima County Treasurer Beth Ford encourages customers to make their tax payments online, by mail or through their bank's on-line bill pay systems. Customers who still need to come to the Treasurer's Office in-person should call 520-724-8351 to make an appointment. Online payment and other information is available on the Treasurer's website at https://www.to.pima.gov/</p>

Yuma County Office Operations:

Adult Probation – The office is open. Please call for an appointment or services at (928) 329-2210.

Assessor's Office – The office is open with no public access. Please call for an appointment or service by phone at (928) 373-6040 or email at assr_info@yumacountyaz.gov.

Constable #1 – The office is open. Please call for information at (928) 817-4200.

Constable #2 – The office is open. Please call for information at (928) 314-5100.

County Administrator – The office is open. Please call for information at (928) 373-1010.

County Attorney – The office is open but physical access by the public is strictly limited to only those whose in-person attendance is essential at the time for the operation and function of the office. Please call for information at (928) 817-4300.

Courts – The Courts are open in limited capacity. Please call for information at (928) 817-4083.

Development Services – The office is open. Please call for information at (928) 817-5000.

Elections – The office is open with no public access. Please call for an appointment or service by phone at (928) 373-6034.

Emergency Management – The office is open. Please call for information at (928) 317-4681.

Facilities Management – The office is open. Please call for information at (928) 817-5100 or email at Facilities@yumacountyaz.gov.

Financial Services – The office is open. Please call for information at (928) 373-1012 or email us at Finance@yumacountyaz.gov for general financial related inquiries; or Payroll.Services@yumacountyaz.gov for payroll related inquiries only.

Housing – The office is open. Please call for an appointment or information at (928) 304-7333.

Human Resources – The office is open. Please call for information at (928) 373-1013.

Information Technology Services – The office is open with no public access. Please call for information at (928) 373-1000.

Juvenile Justice Center – The office is open with limited access based on business need. Please call for an appointment or services at (928) 314-1900.

Legal Defender – The office is open. Please call for an appointment or information at (928) 817-4650.

Libraries - The facilities are closed. Please call for information at (928) 782-1871 or visit the website at <https://yumalibrary.org>.

Public Defender – The office is open. Please call for an appointment or information at (928) 817-4600.

Public Fiduciary – The office is open. Please call for an appointment or services at (928) 373-1145.

Public Health – The office is open. Please call for an appointment or services at (928) 317-4550. To report a communicable disease, including COVID-19, please call (928) 317-4624.

Public Works – The office is open. Please call for information at (928) 341-2500.

	<p>Recorder’s Office – The office is open with no public access. Please call for an appointment or service by phone at (928) 373-6020. The manner in which the office is handling appointments and in-person business is limited and controlled.</p> <p>School Superintendent – The office is open. Please call for information at (928) 373-1006.</p> <p>Sheriff - The office remains a 24/7 operation in all divisions (patrol services, 911 dispatch, county jail, civil). Please call for information at (928) 783-4427.</p> <p>Solid Waste Transfer Facilities – The solid waste transfer facilities are open with normal operating days and hours. Measures will be taken to ensure social distancing between customers and employees. Please see our website for more information at https://www.yumacountyaz.gov or by calling (928) 341-2500.</p> <p>Treasurer’s Office – The office is open with no public access. Please call for an appointment or service by phone at (928) 539-7781 or email at Treasurer.Office@yumacountyaz.gov.</p>
Community Food Banks	<p>All open. Find a food bank near you, visit here or call (800) 445-1914.</p> <p>Interfaith Community Services - https://www.icstucson.org/what-we-do/emergency-assistance/food-bank/</p>
Community Information and Referral	<p>For assistance with Food, Rent, or Utilities Contact: Dial 2-1-1 within Arizona or visit www.cirs.org</p>
Federal Agencies	<p>Department of Education- If you have student loan debt, Congress secured several options outlined below for borrowers that help provide relief through September 30, 2020. During this period, a borrower will be able to:</p> <ul style="list-style-type: none"> • Pause payments for federal student loan borrowers who have Direct Loans and Federal Family Education Loan (FFEL), which means these borrowers will not be required to make any payments toward outstanding interest or principal balance. • Suspend interest accrual for such loans so that these balances don’t accrue. • Avoid forced collections such as garnishment of wages, tax refunds, & Social Security benefits. • Halt negative credit reporting. • Ensure a borrower continues to receive credit toward Public Service Loan Forgiveness, Income-Driven Repayment forgiveness, and loan rehabilitation. • For additional guidance on how to apply and learn about next steps as this critical relief becomes available, please refer to the U.S. Department of Education website. <p>Immigration & Customs Enforcement (ICE) - During the COVID-19 crisis, ICE will not carry out enforcement operations at or near health care facilities, such as hospitals, doctors’ offices, accredited health clinics, and emergent or urgent care facilities, except in the most extraordinary of circumstances,” https://www.ice.gov/covid19#wcm-survey-target-id</p>

Internal Revenue Service (IRS) -

- [IR-2020-58, Tax Day now July 15: Treasury, IRS extend filing deadline and federal tax payments regardless of amount](#)
- [IR-2020-57, Treasury, IRS and Labor announce plan to implement Coronavirus-related paid leave for workers and tax credits for small and midsize businesses to swiftly recover the cost of providing Coronavirus-related leave](#)
- Treasury News Release: [Treasury and IRS Issue Guidance on Deferring Tax Payments Due to COVID-19 Outbreak](#)
- [IR-2020-54, IRS: High-deductible health plans can cover coronavirus costs](#)

The IRS has established a special [section](#) focused on steps to help taxpayers, businesses and others affected by the coronavirus.

Key Points:

- The due date for 2019 federal income tax returns is extended from April 15, 2020 to July 15, 2020
- Taxpayers can also defer federal income tax payments due on April 15, 2020, to July 15, 2020, without penalties and interest, regardless of the amount owed
- This deferment applies to all taxpayers, including individuals, trusts and estates, corporations and other non-corporate tax filers as well as those who pay self-employment tax
- Taxpayers do not need to file any additional forms or call the IRS to qualify for this automatic federal tax filing and payment relief
- Individual taxpayers who need additional time to file beyond the July 15 deadline, can request a filing extension by filing Form 4868 through their tax professional, tax software or using the Free File link on [IRS.gov](#)

More information on the extensions of time to file and pay is in IRS [News Release 2020-58](#), copy attached and below.

For calls:

Individuals: 800-829-1040, 7 a.m. to 7 p.m. local time

Businesses: 800-829-4933, 7 a.m. to 7 p.m. local time

Non-profit taxes: 877-829-5500, 8 a.m. to 5 p.m. local time

MEDICARE has temporarily expanded its coverage of [telehealth services](#) to respond to COVID-19.

Medicare beneficiaries can temporarily use telehealth services for common office visits, mental health counseling and preventive health screenings. This will help ensure Medicare beneficiaries are able to visit with their doctor from their home, without having to go to a doctor's office or hospital, which puts themselves and others at risk.

- If you have an existing healthcare appointment, or think you need to see your doctor, please call them first to see if your appointment can be conducted over a smartphone with video capability or any device using video technology, like a tablet or a laptop. For some appointments, a simple check-in over the phone without video capabilities may suffice.

National Park Service to Temporarily Suspend Park Entrance Fees, more [here](#).

Small Business Administration (SBA) – The SBA will work directly with state Governors to provide targeted, low-interest loans to small businesses and non-profits that have been severely impacted by the Coronavirus (COVID-19). The SBA's Economic Injury Disaster Loan program provides small businesses with working capital loans of up to \$2 million that can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing. SBA disaster assistance customer service center, visit <https://www.sba.gov/disaster-assistance/coronavirus-covid-19>, call 1-800-659-2955 or e-mail disastercustomerservice@sba.gov.

- PIMA COMMUNITY COLLEGE OFFERS HELP WITH SMALL BUSINESS LOAN APPLICATIONS - Small businesses affected by the COVID-19 coronavirus can apply online for a low-interest federal disaster loan from the U.S. Small Business Administration (SBA). The Pima Community College Small Business Development Center (SBDC) is offering free help to complete the loan application. For assistance, call (520) 206-4580 and leave a voicemail. A consultant will respond to your message. You can also call SBA's Customer Service Center at (800) 659-2955, or email disastercustomerservice@sba.gov for more details. Individuals who are deaf or hearing impaired should call (800) 877-8339. Follow the link below for more information and a link to the application.

Social Security Administration (SSA) and Office of Hearings Operations – All local Social Security offices will be closed to the public for in-person service starting Tuesday, March 17, 2020. This decision protects the population we serve—older Americans and people with underlying medical conditions—and our employees during the Coronavirus (COVID-19) pandemic. However, we are still able to provide critical services. For updates, www.ssa.gov. Office of Hearings Operations – Until further notice, hearings are being conducted telephonically.

US Citizenship & Immigration Services (USCIS) –

- On March 18, U.S. Citizenship and Immigration Services suspended in-person services at its field offices, asylum offices, and Application Support Centers (ASCs) to help slow the spread of Coronavirus Disease 2019 (COVID-19).

USCIS offices **will reopen on April 7 unless the public closures are extended further**. Employees in these offices are continuing to perform mission-essential services that do not require face-to-face contact with the public.

- USCIS will continue to provide limited emergency services. Please call the Contact Center for assistance with emergency services.
- In response to the Coronavirus (COVID-19) pandemic, U.S. Citizenship and Immigration Services announced that it is adopting a measure to assist applicants and petitioners who are responding to requests for evidence (RFEs) and notices of intent to deny (NOIDs) dated between March 1 and May 1, 2020.
- For applicants and petitioners who receive an RFE or NOID dated between March 1 and May 1, 2020, any responses submitted within 60 calendar days after the response deadline set forth in the RFE or NOID will be considered by USCIS before any action is taken. USCIS is adopting several measures to protect our workforce and community, and to minimize the immigration consequences for those seeking immigration benefits during this time.
- USCIS will provide further updates as the situation develops and will continue to follow CDC guidance. Education and precautions are the strongest tools against COVID-19 infection. Please visit uscis.gov/coronavirus for latest facts and other USCIS updates.

US Consulates & Embassies (DOS) –

- The health and safety of those who work at and visit our embassy and consulate facilities is our highest priority. In response to the global pandemic COVID-19, and in line with the Mexican government’s call to increase social distancing, the U.S. Embassy in Mexico City and all U.S. consulates in Mexico will suspend routine immigrant and nonimmigrant visa services starting March 18, 2020, and until further notice. The U.S. Embassy and consulates will continue to provide essential consular services to U.S. citizens as well as emergency visa services. For updates, visit <https://mx.usembassy.gov/status-of-u-s-consular-operations-in-mexico-in-light-of-covid-19/>

US Passport Services –

- Due to public health measures to limit the spread of COVID-19, effective March 20, 2020, we are only able to offer service for customers with a qualified life-or-death emergency and who need a passport for immediate international travel within 72 hours.
- [Life-or-death emergencies](#) are serious illnesses, injuries, or deaths in your immediate family (e.g. parent, child, spouse, sibling, aunt, uncle, etc) that require you to travel outside the United States **within 72 hours (3 days)**. You must provide:
 - A [passport application with supporting documents](#)
 - Proof of the life-or-death emergency such as a death certificate, a statement from a mortuary, or a signed letter from a hospital or medical professional. Documents must be translated or in English.

	<ul style="list-style-type: none"> ○ Proof of international travel (e.g. reservation, ticket, itinerary) ● To make an appointment at a passport agency or center for a life-or-death emergency, you must call our National Passport Information Center at 1-877-487-2778 (1-888-874-7793 TDD/TTY) on Monday- Friday, 8:00am to 5:00pm Eastern Time, except federal holidays or on Saturdays, 10:00 am to 3:00 pm Eastern Time. Call 202-647-4000 outside of these hours to make an appointment. ● If you applied and requested expedited service on or before March 19, 2020, we will honor our commitment of 2-3 weeks door-to-door for expedited service. If you applied in-person at a passport agency or center on or before March 19, 2020, the passport agency or center will contact you and ask if you want to pick-up your passport in person or have it mailed to you. ● Customers in Puerto Rico should be aware that our San Juan Passport Agency is closed to the public until at least March 30, 2020. ● Due to public health measures to prevent the spread of COVID-19, some passport application acceptance facilities, which include libraries, clerks of court, and post offices may not be accepting U.S. passport applications at this time. If you need to apply in person for your U.S. passport, please contact the facility directly to confirm if they are accepting applications. ● If you are applying for or renewing a U.S. passport on or after March 20, 2020, we will not offer expedited service and routine service may be delayed.
Domestic Violence	Call 911, your local hotline at 1-888-428-0101, or the U.S. National Domestic Violence Hotline at 1-800-799-7233
Homeless Shelter Assistance	Visit https://housing.az.gov/general-public/homeless-assistance or call (602) 771-1000.
Housing Evictions	<p>Pima County Constable’s Office will not be conducting evictions until further notice. https://webcms.pima.gov/government/constables/</p> <p>Maricopa, Pima and Yuma County as well as City of Phoenix and City of Tucson - Halt all evictions until further notice. All offices are closed to the public at this time.</p> <p>The Federal Housing Administration (FHA) published Mortgagee Letter 2020-04, “Foreclosure and Eviction Moratorium in Connection with the Presidentially-Declared COVID-19 National Emergency,” which announces an immediate foreclosure and eviction moratorium for all FHA-insured single-family mortgages for a 60-day period. Read Press Release from the U.S. Department of Housing and Urban Development (HUD) on the subject.</p>

	<p>The Secretary of HUD authorized these moratoriums as a result of the national emergency declared by the President of the United States. They are part of a broader federal government effort to address impacts to the financial well-being of individuals, families, and businesses, and to ensure families are not displaced during this critical period.</p> <p>Updates to Single Family’s COVID-19 Q&A Available: FHA has developed and is maintaining a Q&A document to provide stakeholders with the latest information about FHA’s response to the Presidentially declared COVID-19 national emergency. An updated version of the FHA Single Family COVID-19 Q&A is now posted.</p> <ul style="list-style-type: none"> • View Mortgagee Letter 2020-04 • Access the HUD Press Room • View FHA COVID-19 Q&A <p>Please direct all COVID-19 housing counseling questions to: housing.counseling@hud.gov or to your housing counseling agency’s HUD Point of Contact (POC).</p>
<p>Resources for Older Adults & their families</p>	<p>Pima Council on Aging - Effective Monday, March 16 through March 31, Community Lunch Programs are suspended.</p> <p>In-person programming is not being held at the following sites, but take-home meals will still be provided to participants who are already registered at these Centers. Please call the Center directly for information about meal pick-up days and times.</p> <p>Archer Center - (520) 791-4353 Armory Park Center - (520) 791-4865 Clements Center - (520) 791-5787 El Rio Neighborhood Center - (520) 791-4683 Freedom Park Center - (520) 791-4969 Donna R. Liggins Recreation Center - (520) 791-3247 El Pueblo Center - (520) 791-3250 Quincie Douglas Center - (520) 791-2507 Somerton Senior Center – (928) 627-9878</p> <p>Currently, PCOA requests you call to make an appointment before going to their office. Please call PCOA’s Helpline at 520-790-7262 to speak with a member of their staff about how they can assist you. For updates, visit https://www.pcoa.org/ways-we-help/covid-19-information/.</p>

Stores Opening Early for Senior Shoppers	https://www.abc15.com/entertainment/events/food-city-bashas-ajs-fine-food-stores-opening-early-for-senior-shoppers?mc_cid=3c84299c68&mc_eid=4f2523b3f6
Other Arizona Agency on Aging	<p>An Area Agency on Aging (AAA) is a public or nonprofit private agency that helps older Arizonans. They offer information on programs, options, and community supports for older Arizonans.</p> <ul style="list-style-type: none"> • Maricopa County - (602) 264-2255 • Pima County - (520) 790-7262 • Apache, Coconino, Navajo, and Yavapai Counties - (877) 521-3500 • La Paz and Yuma Counties - (928) 217-7114 • Mohave County - (928) 753-7038 • Pinal and Gila Counties - (800) 293-9393 • Cochise, Graham, Greenlee and Santa Cruz Counties - (520) 432-2528 • Navajo Nation - (928) 871-6869 • Inter-Tribal Council of Arizona - (602) 258-4822 <p>The Arizona Commodity Senior Food Program (CSFP) is a federally funded food distribution program that provides a once a month food package to people 60 years of age or older. More at Arizona Commodity Senior Food Program</p> <p>Eldercare Locator - A public service of the U.S. Administration on Aging connecting you to services for older adults and their families that can be reached at (800) 677-1116</p> <p>The primary purpose of the Long-Term Care Ombudsman Program is to identify, investigate and resolve complaints made by or on behalf of residents of nursing homes, assisted living facilities, and adult foster care homes. More at Long-Term Care Ombudsman Program</p>
National Suicide Prevention	1-800-273-8255
Scams	Federal Trade Commission- Submit a complaint for scams or selling of fraudulent products https://www.consumer.ftc.gov/blog/2020/02/coronavirus-scammers-follow-headlines

	https://www.ssa.gov/news/press/releases/2020/#3-2020-3
Travel to U.S.	<p>Message from Department of State: reminder/request to help ensure that constituents overseas who have registered with STEP (https://step.state.gov/) update their registration if their location, contact details, or other information changes from the time of their initial registry. This is to ensure that State remains able to quickly reach everyone who is interested in repatriating.</p> <p>Suspension of Entry as Immigrants and Nonimmigrants of Certain Additional Persons Who Pose a Risk of Transmitting 2019 Novel Coronavirus - https://www.whitehouse.gov/presidential-actions/proclamation-suspension-entry-immigrants-nonimmigrants-certain-additional-persons-pose-risk-transmitting-2019-novel-coronavirus/</p> <p>Country Specific Information - https://travel.state.gov/content/travel/en/traveladvisories/COVID-19-Country-Specific-Information.html</p>
- Airlines	<p>American Airlines - https://www.aa.com/i18n/travel-info/coronavirus-updates.jsp</p> <p>Delta - https://news.delta.com/delta-evaluating-europe-flights-helping-customers-return-us-after-coronavirus-travel-directive</p> <p>United Airlines - https://www.united.com/ual/en/us/fly/travel/notices.html</p> <p>Alaska - https://www.alaskaair.com/content/advisories/travel-advisories?int=AS_HOMEADVISORY_-prodID:Awareness</p> <p>Lufthansa - https://www.lufthansa.com/xx/en/flight-information.html</p> <p>Air France - https://www.airfrance.co.uk/GB/en/common/page_flottante/hp/news-air-traffic-air-france.htm?_ga=2.151355582.620657880.1584376027-984197261.1584376027</p> <p>KLM - https://www.klm.com/travel/gb_en/prepare_for_travel/up_to_date/flight_update/index.htm</p>
- Ports	<p>CBP's Office of Field Operations – https://twitter.com/CBP, https://twitter.com/CBPArizona</p> <p>US/MX: https://www.dhs.gov/news/2020/03/20/joint-statement-us-mexico-joint-initiative-combat-covid-19-pandemic</p>

<p>- Trusted Travel</p>	<p>In order to ensure that essential travel can continue, the United States and Mexico are also temporarily restricting all non-essential travel across its borders. “Non-essential” travel includes travel that is considered tourism or recreational in nature. Additionally, we are encouraging people to exercise caution by avoiding unnecessary contact with others. This collaborative and reciprocal initiative is an extension of our nations’ prudent approach that values the health and safety of our citizens in the joint decisions made by our respective leaders regarding cross-border operations. This joint initiative will commence at 00:01 Saturday March 21 throughout the US-Mexico land border for a period of 30 days subject to extension upon review.</p> <p>U.S. Customs and Border Protection will temporarily suspend operations at Trusted Traveler Program enrollment centers nationwide from March 19 until at least May 1, 2020. more at https://www.cbp.gov/newsroom/national-media-release/cbp-temporarily-closes-trusted-traveler-program-enrollment-centers</p>
<p>Unemployment Benefits</p>	<p>Employer Resources - Employers experiencing a slowdown in their businesses or services as a result of the coronavirus impact on the economy may apply for the UI Shared Work Program. This program gives employers an alternative to layoffs and allows the retention of trained employees by reducing their hours and wages that can be partially offset with UI benefits. Visit Arizona Shared Work Program to learn more..</p> <p>Employee Resources - You must apply online at https://des.az.gov/services/employment/unemployment-individual. If you don't have a computer, you may visit a One-Stop Center or DES Employment Service office resource center (access to computers is available free of charge). Staff at the One-Stop Centers or DES Employment Service office can help with the online application. Staff at those offices can also provide information about the other services available to help you find employment. To find a One-Stop Center or DES Employment Service Office, visit the Arizona Job Connection web site or call (602) 542-2460.</p>
<p>Utilities & Other Essentials</p>	<p>Arizona Public Service (APS) - If you need assistance paying your bill, APS offers a number of programs that can help. Learn more at aps.com/support or call at 602-371-7171 (800-253-9405)</p> <p>AT&T</p> <p>Century Link will waive all late fees and not turn off anyone’s service - https://news.centurylink.com/covid-19</p> <p>Cox is relaxing data overage fees - https://newsroom.cox.com/Cox-response-to-virus</p>

Progressive - <https://www.progressive.com/support/covid19/>

Southwest Gas - Southwest Gas is immediately starting a **temporary moratorium on natural gas disconnections for non-payment that is in effect until further notice**. For more, visit <https://www.swgas.com/en/home> or call (877) 860-6020

[Sprint](#)

SRP Utility - Suspending power shutoffs for non-payment and waiving all late payment fees. More information at <https://www.srpnet.com/about/customer-assistance.aspx>. If anyone is having difficulty paying their electric bill for any reason, we encourage them to notify SRP as quickly as possible to make arrangements that can help. Customer service center is open 24/7, 365 days a year, at (602) 236-8888

[T-Mobile](#)

Tucson Electric Power (TEP)– Offering payment extensions or enrollment in short-term assistance and bill discount programs. TEP is also suspending service disconnections and late fees until further notice. For more, visit <https://www.tep.com/covid-19/> or call (520) 623-7711.

Tucson Water will not disconnect potable water service for non-payment. Those currently disconnected will be re-connected. Customers will be responsible to pay for all water service received during this time and should continue to make payments of their Utility Services Bill to avoid higher bill later. For updates, visit <https://www.tucsonaz.gov/water/tucson-water-covid-19-preparedness> or call (520) 791- 3242.

[Verizon](#)

- **Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis**
- **Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households**
- **Adds 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary**
- **Verizon provides first responders with priority and preemption abilities for voice and data**

	<ul style="list-style-type: none"> • Consumer and small business Fios and DSL broadband internet plans have no data caps <p>Waste Management (WM) – Standard Operations. For updates, visit https://www.wm.com/us/en/myhome or call (520) 744-2600.</p>
Veterans	<p>Veterans, if you have flu-like symptoms such as fever, cough and shortness of breath, call the VA Desert Pacific Healthcare Network (VISN 22) Nurse Advice Line at 1 (877) 252-4866 before you visit your local medical center or community clinic. In addition to calling first, consider using virtual care options such as telehealth or My HealthVet Secure Messaging. Visitors, if you do not feel well, please postpone your visit. Read VA’s latest information on the new coronavirus at https://www.publichealth.va.gov/n-coronavirus/.</p> <p>Crisis Line - Call the Veterans Crisis Line at 1-800-273-8255 and Press 1, send a text message to 838255, or chat online.</p> <p>Southern AZ Tucson VA Health Care System – All visitors and patients who enter the Tucson VA Medical Center or community-based outpatient clinics (CBOCs) will be screened for COVID-19 symptoms. To view a map of the COVID-19 Screening locations at the Tucson VA Medical Center visit https://www.tucson.va.gov/docs/COVD19Map.pdf. For more information, please visit https://www.tucson.va.gov/ or call (520) 792-1450.</p> <p>The Southern Arizona VA Health Care System (SAVAHCS) will be closing off all outlying buildings and administrative lobbies at the main Tucson VA Medical Center until further notice. Veterans can access the following administrative services via telephone:</p> <p>Billing information 520-792-1450 extension 1-5487 Care in the Community Office 520-792-1450 extension 1-6555 Eligibility and Enrollment 520-792-1450 extensions 1-6572 or 1-4152 Patient Advocate 520-629-4933 Privacy Office 520-792-1450 extension 1-4347 Patient Travel Claims Office 520-792-1450 extension 1-4713</p> <p>The VA Patient Transportation and Disabled American Veteran (DAV) transportation services will still be open in Building 81. Veterans are encouraged to call before visiting the building 81 lobby for transportation services. VA Patient Transportation 520-792-1450 extension 1-4626 or DAV Travel at 520-792-1450 extension 1-6565.</p>

The **Tucson VA Optical Shop** located in the lobby of Building 80 will be closed until further notice. Veterans can contact our main number at 520-792-1450 or 800-470-8262 and ask to be connected to any of our services or clinics.

Phoenix VA Health Care System - <https://www.phoenix.va.gov/> or call (602) 277-5551.

Phoenix VA Regional Office - The Phoenix VA Regional Office is closed to the public starting March 19, 2020.

- VBA will continue to process claims, but will not accept in-person visits for claims assistance, vocational rehabilitation counseling, or other services, except through telephone or, for vocational rehabilitation, VA Video Connect.
- VA's official information bulletins, including regional office (RO) operations, are posted at www.va.gov. You may contact us via the Inquiry Routing & Information System (IRIS) at <https://iris.custhelp.va.gov/> or by telephone at 1-800-827-1000. You also may follow on Facebook (@VeteransBenefits) and Twitter (@VAVetBenefits).

GI Bill and Monthly Housing Allowance -

https://www.facebook.com/gibillEducation/posts/10156878366516615?_tn=-R. Also, Latest info on school closures: School closes – discontinues training all students – If the educational institution has closed due to COVID 19, affected students will continue to receive their MHA until the end of the term or 4 weeks (28 days) from the date of the closure. When this occurs, the educational institution does not need to submit enrollment adjustments for the current term.

All U.S. Department of Veterans Affairs (VA) national cemeteries are open and will continue to provide interments for Veterans and eligible individuals. However, effective March 23 - as part of the agency's response to the coronavirus (COVID-19) - committal services and the rendering of military funeral honors will discontinue until further notice

Additional Resource: VA [FAQ](#) on COVID-19.