



Dear Chicago Residents and Partners,

The State's order for Illinois residents to stay home remains in place until the Governor's Disaster Proclamation expires on April 7, 2020. When we think about the support families need to manage during this time, access to food - especially for those that are most vulnerable - is a top priority for the City of Chicago.

We have worked with dozens of private and philanthropic partners to ensure residents have food and other basic services. As a reminder, during the [stay-at-home order](#), grocery stores, pharmacies, and convenience stores remain open. And for residents seeking assistance with meals or other necessities, we encourage everyone to visit chicago.gov/coronavirus, call 311 or contact any of these partners:

- **The Illinois Retail Merchants Association (IRMA)** has directed retailers to help support access to groceries and shopping, with more local grocery store chains stepping up and providing [special hours for seniors to shop](#).
- **The Greater Chicago Food Depository** has [a network of 700 partner agencies and programs](#), almost all of which remain open. These sites are modifying their distributions to promote social distancing, including offering pre-packaged boxes of groceries. The Food Depository's benefits outreach team [can also help you apply for SNAP and Medicaid and make referrals for other public benefits](#). You can call their hotline at [773-843-5416](tel:773-843-5416) for a free confidential interview Monday through Friday, 8:30 a.m. – 5 p.m.
- **The Salvation Army's** 19 Chicagoland food pantries remain open to provide curbside service and will continue to serve as a resource for anyone who needs assistance. In addition, the Salvation Army is prepared to serve individuals who are in shelters or quarantine/isolation, as well as first responders. For more information on emergency assistance, call 773-725-1100 or visit salarmychicago.org/coronavirus.
- Until March 27, **the Chicago Department of Family and Support Services (DFSS)** will provide [take-away boxed meals to seniors](#) in need at six senior centers, 15 satellite centers and 30 community sites. Meals will be home-delivered instead of provided onsite. Seniors in need of such supports can call 312-744-4016 any time between 9 a.m. – 5 p.m., Monday-Friday. In addition, Meals on Wheels will continue to operate, and will provide meals to homebound seniors ages 60+.

- **Chicago Public Schools (CPS)** are open Monday through Friday, 9 a.m. - 1 p.m., to provide meals (breakfast and lunch). Families can receive [three days of meals for each young person in the household](#). If families have trouble getting to a site, they can call 773-553-KIDS or email at familyservices@cps.edu to make a request for food delivery.
- **The Archdiocese of Chicago** offers 120 sites to support residents, which includes schools open for drive-by meal pick up Monday-Friday. **Catholic Charities** will continue to serve residents at their [Food Pantries and Evening Meal Programs](#). To access other services please call 312-655-7700.

The City of Chicago is committed to fighting COVID-19 and bringing all resources to bear to support our residents, businesses and healthcare system. And remember, stay home, stay safe.

What's New

- Mayor Lightfoot announced [two new measures to slow the spread of the virus in our communities by providing critical resources for residents needing shelter](#).
 - First, the City has reached agreements with local hotel operators to provide more than 1,000 hotel rooms for those exposed to or mildly ill with COVID-19 to safely quarantine or isolate themselves if they cannot be at home.
 - Second, the City has built upon existing social service partner agreements to provide emergency homeless shelter space that will better protect residents experiencing homelessness, who are more vulnerable to the spread of the virus.
- **The Department of Buildings (DOB)** issued an alternative [procedure to submit easy permit applications for remote processing and electronic payment](#) until further notice. These procedures will allow this vital city service to continue while minimizing the need to access City Hall for permitting services. The procedure is subject to change, so please check the DOB website at chicago.gov/buildings.
- On **Thursday, March 26 at 7 p.m.**, AARP Illinois, Mayor Lightfoot, and Commissioner Lisa Morrison Butler from the City's Department of Family and Support Services (DFSS) will co-host [a telephone town hall](#) to address questions about health, wellness and service offerings available to the City's senior population. Listeners will learn how to access resources throughout Chicago, including those made available by the City to offer assistance to older people, as well as those caring for them.

Latest Guidance

- [Older Adults and Other People at Higher Risk](#)
- [Homeless Shelters](#)
- [COVID-19 Screening Tool](#)
- [Food Service](#)
- [Travelers](#)
- [Pregnant Women and Children](#)
- [Childcare Programs - **New!**](#)
- [Schools and Institutions of Higher Education](#)
- [Businesses and Employers](#)
- [Faith-based Organizations](#)
- [Healthcare Professionals](#)
- [First Responders](#)
- [Funeral Homes - **New!**](#)
- [City of Chicago Employees](#)

Additional Resources:

- [Get the Facts: Coronavirus Disease 2019 \(COVID-19\) \(English, Spanish\)](#)
- [What to do if you have COVID-19 symptoms \(English, Spanish, Polish\)](#)
- [What to do if you have been exposed to someone with COVID-19](#)
- [What to do if you have been diagnosed with COVID-19](#)
- [What to do if you don't have health insurance](#)
- [Tips on Managing Anxiety about COVID-19](#)
- [Guidance for Parents in Talking to Children about COVID-19 - **New!**](#)

Tips For Keeping Chicago Healthy

- Stay home as much as possible.
- Call to check on family, neighbors, and older adults instead of visiting.
- Check with your doctor about telehealth options.

In the News

- On Monday, March 23, Mayor Lightfoot announced [large scale efforts to develop a system caring for all of the City's residents](#) during COVID-19.
- On Sunday, March 22, Mayor Lightfoot and Sittercity, America's first online resource for in-home care, announced [a new initiative to help Chicago's most essential workforce](#). A new, dedicated website – sittercity.com/chicagoresponds – will make it easier for healthcare workers, first responders and the teams who support them to find reliable childcare that will allow them to continue their crucial work.
- On Friday, March 21, Mayor Lightfoot joined The Salvation Army, Greater Chicago Food Depository, Illinois Retail Merchants Association (IRMA) and the United Way as part of [a new partnership to further ensure access to food and basic services](#) while operations are limited and more residents are at home.

For more information, visit chicago.gov/coronavirus.