



## UPDATE from the City Manager for Wednesday, April 15, 2020

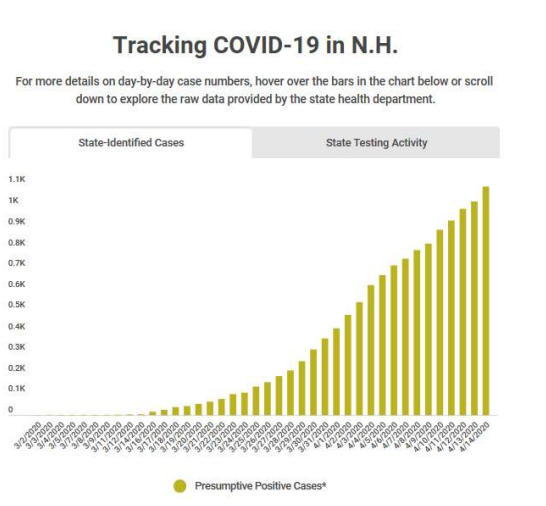
### **“Where to find answers” edition.**

**On April 14, Governor Sununu reinforced that his Stay At Home order is in effect, through May 4, 2020. No decision has been made yet on when there might be a gradual reopening.**

**The City Health Officer reminds everyone to be vigilant.**

- 1. DO NOT CONGREGATE!**
- 2. Wear cloth face masks in public. Reserve medical grade PPE for healthcare workers and first-responders. Directions for making your own face mask in 45 seconds, [here](https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/cloth-face-cover.html).**
- 3. Self-quarantine for 14 days if you have just returned from a stay out-of-state. For more information, [click here](https://www.cityofportsmouth.com/sites/default/files/2020-04/Home%20Isolation%20and%20Quarantine%202020.04.09.pdf).**
- 4. Tell first responders if anyone in the household is quarantined for COVID-19, either as a positive, or awaiting results from testing.**

**Sign up for the Daily Advisory, [here](#). The latest news is always at the top, in red.**



## #alonetogether does not mean “You’re on your own.”

### Here are some quick links to frequently asked questions:

#### I no longer have a paycheck coming in. What now?

- File for unemployment **online** [<https://www.nhes.nh.gov/>]/or by calling the hotline at **603-271-7700**. Your application appointment is based on the first letter of your last name. There are still delays in processing, but you should start seeing a check 9 days after filing. You must file weekly to receive weekly benefits.
- The CARES Act supplements your unemployment pay with a \$600 per week benefit.
- Check out the Chamber Collaborative of Greater Portsmouth’s COVID-19 emergency Job Board. <http://portsmouthcollaborative.org/jobs>

#### My business is closed and I’m worried about paying my employees and my other expenses.

- Apply for the Payroll Protection Plan with your bank. If you use the funds you receive for payroll, it becomes a grant. Small businesses, independent contractors, freelancers and other individual business owners can also apply. For a Small Business Guide to the CARES Act relief program, click here. <https://www.sba.gov/page/coronavirus-covid-19-small-business-guidance-loan-resources#section-header-2>
- Find links to business advocates providing additional guidance, webinars on navigating through the available programs, visit **the City’s Economic Development Department** webpage detailing current available [COVID-19 business assistance resources](https://www.cityofportsmouth.com/economic/covid-19-response-resources-businesses-employees). <https://www.cityofportsmouth.com/economic/covid-19-response-resources-businesses-employees>
- **For information about business assistance resources**, go to the [Chamber Collaborative's COVID-19 website page](#).

#### What about non-profits?

- The PPP program applies to non-profits, too.
- In addition, the NH Community Development Finance Authority [<https://nhcdfa.org/covid-19-resources/>] and the Business Finance Authority started accepting applications for funding on April 13.
- The Support Seacoast Arts [<https://www.portsmouthnh.com/support-seacoast-arts/>] group was formed early in the COVID-19 emergency to encourage donations to keep Portsmouth’s arts and cultural institutions afloat while they cannot present performances or event.
- The NH Charitable Foundation has created a [COVID-19 "Community Crisis" response grant program](https://www.nhcf.org/about-us/community-crisis-action-action-fund/). <https://www.nhcf.org/about-us/community-crisis-action-action-fund/>

#### I’m under self-quarantine at home. What do I do about groceries and medications?

- First, the US Postal Service and other delivery services are working hard to get vital supplies to people’s homes. Take advantage of online ordering.
- Local restaurants are also providing takeout service and delivery via GrubHub, DoorDash, TakeoutGuys and similar services. For a list of takeout options, click here. <https://www.cityofportsmouth.com/sites/default/files/2020-04/Restaurant%20Takeout%202020.04.08.pdf>
- Ask a neighbor if they might pick up what you need and leave it on your doorstep. (Neighbors, check on your neighbors!)
- Local grocery stores and pharmacies have special hours for seniors and other immune-challenged people to shop when there are fewer people in the stores. For a list of options, click here. [https://www.cityofportsmouth.com/sites/default/files/2020-04/Portsmouth%20Food%20Resources%20-%20April%208%202020\\_0.pdf](https://www.cityofportsmouth.com/sites/default/files/2020-04/Portsmouth%20Food%20Resources%20-%20April%208%202020_0.pdf)
- Although COAST has suspended the regular fixed route services, Senior Transportation, ADA Service, Community Rides, and accessible Ready Rides are still in operation. <https://coastbus.org/pst>

#### I rely on the VA. What now?

The VA Medical Center in Manchester urges veterans to use the VA’s online tools for telehealth appointments, prescription needs, questions and automated text messages. As with all doctors’ appointments, *call first*. Click here

<https://www.myhealth.va.gov/mhv-portal-web/home> for the VA's online patient portal. There's also a VideoConnect app. For more information on that, [click here https://www.mobile.va.gov/app/va-video-connect](https://www.mobile.va.gov/app/va-video-connect)  
For more general COVID-19-related information, [click here. https://www.connectedcare.va.gov/](https://www.connectedcare.va.gov/)

### **I'm worried about where my next meal is coming from.**

- **GATHER, our local food pantry, can help.** Pantry hours are Mon, Tues, Wed: 10 am – 3 pm at 210 West Road #3 in Portsmouth. Thurs: *Closed*. Fri: 9am-1pm at Community Campus, 100 Campus Drive in Portsmouth.
- **Operation Blessings drive-up food pantry** at 600a Lafayette Rd. Wed-Fri, 10am to 4pm, for Portsmouth residents only. For more information, please call 603-430-8561. **Senior mobile food pantry** to the residents of the Portsmouth area, ages 62 and up, Mon-Sat 10am-4pm. Anyone who is interested please contact Tammy Joslyn at 603-988-2671
- **Meals on Wheels** makes deliveries to Portsmouth seniors on Monday, Wednesday and Friday with the extra meals for Tuesday and Thursday included in the delivery. Additionally, they will continue to deliver extra shelf-stable food and frozen meals, just in case. New customers are still being accepted, so please call 603-431-0561 to complete an application over the phone.
- **The Portsmouth School Department provides daily lunches, Monday through Friday, to schoolchildren.** See the schedule for pickup and drop-off, here: <https://www.cityofportsmouth.com/school/press-releases/portsmouth-schools-offering-breakfast-lunch-and-delivery-schedule-update>. The School Department is also working with End 68 Hours of Hunger to supply weekend meals to food-insecure children.
- For other food resources, see this map. <https://unhcoopext.maps.arcgis.com/apps/MapSeries/index.html?appid=5caa235e0e024beb8bebba50a0297d15#>
- **The NH Local Welfare Administrators Association** has advised Portsmouth that SNAP (Food Stamp) benefits are being supplemented for the already approved clients who receive less than the maximum monthly benefit. Contact the City of Portsmouth Welfare Department for more assistance. Call 603-610-7267 or email WFDept@CityofPortsmouth.com

### **I feel so helpless without my usual support network, I don't know what to do.**

- **Seacoast Mental Health** has geared up for exactly these challenges call 603-431-6703 or [click here. https://smhc-nh.org/covid-19-updates/](https://smhc-nh.org/covid-19-updates/)
- **SOS Recovery Community Organization** on the Seacoast is answering the phones Mon-Sat from 9 am to 8 pm and on Sunday, noon to 4 pm. [Click here](#)
- **The Doorway**, NH's substance-abuse treatment and recovery offers phone assistance during the week and teams with the statewide 2-1-1 system on weekends. <https://thedorway.nh.gov/home>
- **Alcoholics Anonymous** in New Hampshire programs are operating by zoom and other work-arounds, including relying on each group's telephone hotline of other members. <https://seacoastaa.org/meetings/>
- **The NH Department of Health and Human Services** is alert to greater concerns about domestic and child abuse when families are confined to close quarters and under stress. For more information, [click here. https://www.cityofportsmouth.com/sites/default/files/2020-04/Family%20Well-Being%20Guide%20COVID-19.pdf](https://www.cityofportsmouth.com/sites/default/files/2020-04/Family%20Well-Being%20Guide%20COVID-19.pdf)
- **Seacoast Mental Health** has geared up for exactly these challenges call 603-431-6703 or [click here.](#)
- **Seacoast Pathway's virtual clubhouse supports adults living with mental illness** on their paths to recovery through a focus on health, wellness, employment-preparedness, and community fellowship. [Click here www.seacoastpathways.org](http://www.seacoastpathways.org)

### **When will the public schools reopen? What about April School Vacation Week?**

- A decision has not yet been made about when to reopen schools in a manner that is safe for students, teachers and staff.
- Online-learning packets continue to go out regularly.

- School will continue as usual during the week of April 27-May 1. Instead of April Vacation schools may be able to end for the school year on June 10.

### City Hall is closed. How do I conduct business with the City?

- For the key contact information, click here. <https://www.cityofportsmouth.com/city/covid-19-information>
- All of the City Departments are fully operational, though working with staggered shifts, reduced capacity and telecommuting physical-distancing. But pay bills online, click here. Contact the City Clerk's office for license renewals. [https://www.invoicecloud.com/portal/\(S\(jstxdukvwet41atugusnhle2\)\)/2/Site.aspx?G=0055530e-d1ee-4599-a935-a8e88ab5b845](https://www.invoicecloud.com/portal/(S(jstxdukvwet41atugusnhle2))/2/Site.aspx?G=0055530e-d1ee-4599-a935-a8e88ab5b845)
- For licenses, birth and death certificates and other vital records, <https://www.cityofportsmouth.com/cityclerk/birth-marriage-death-certificates> Call or email the City Clerk at 603-610-7245 or [cityclerk@cityofportsmouth.com](mailto:cityclerk@cityofportsmouth.com)
- City Boards, Commissions and Committees continue to conduct business via zoom and teleconference meetings. Check the Municipal Calendar on the City website homepage for specific dates, agendas and participation instructions. City Council meets again on Monday, April 20 at 7 pm.
- Take advantage of City services and resources, including free access to the Portsmouth Public Library and the treasures of the Recreation Department network of parks <https://www.cityofportsmouth.com/sites/default/files/2020-03/3revClosedPlaygrounds%202020.03.26.pdf> and off-leash dog parks. <http://files.cityofportsmouth.com/maps/OffLeashArea.pdf> Join the #TreeCityHug effort to prepare a virtual celebration of Arbor Day on April 24. Or Adopt-A-Spot. <https://www.cityofportsmouth.com/publicworks/adopt-spot>

### What can I do to help?

- **THURSDAY, April 16 from 1-2 pm. Face Mask Drive! Donations of PPE Masks for Healthcare Workers/First Responders and Fabric Masks for Seniors.** Community Campus tennis court parking lot. Drive up and leave the masks in the box. Brinn Sullivan, Senior Services Supervisor will be on site to collect them. Contact 603-767-2697 to coordinate or if you have any questions. If these times do not work, please call. All homemade masks will be washed before being distributed.
- **Donate.** Food to GATHER. Empty plastic bottles (for homemade hand sanitizer) to Operation Blessings (contact Tammy Joslyn at 988-2671). Funds to your favorite non-profit. Time to health care workers, homeschooling/telecommuting parents. Additional suggestions: [United Way of the Greater Seacoast, New England Grassroots Environmental Fund](#). [United Way of the Greater Seacoast <http://www.uwgs.org/covid-19-family-support-fund/>](http://www.uwgs.org/covid-19-family-support-fund/) and [New England Grassroots Environmental Fund <https://grassrootsfund.org/dollars/rapid-response-funding>](https://grassrootsfund.org/dollars/rapid-response-funding)
- **FRIDAY at 7 pm. Clap, ring bells, toot horns.** Every Friday at 7 pm to show those on the frontlines #WeClapBecauseWeCare.
- **Volunteer: For those who need volunteers and those who want to volunteer,** sign up with [VolunteerNH.org](http://VolunteerNH.org) which is focusing on COVID-19 related relief right now. **Operation Blessings**
  - **Those who are interested in volunteering,** please use this online system, [click here](#).

### You'll find quick links to COVID-19 resources by clicking on the banners at the top of the homepage. The links include:

- Health-related information <https://www.cityofportsmouth.com/health/coronavirus-preparedness>
- Food aid, grocery resources and restaurant takeout options <https://www.cityofportsmouth.com/city/covid-19-food-resources>
- Business and employee resources <https://www.cityofportsmouth.com/economic/covid-19-response-resources-businesses-employees>
- Archive of all City Manager Daily Advisories <https://www.cityofportsmouth.com/city/city-manager-daily-updates>
- For answers to other questions about the City's response to COVID-19, please email: [hotline@cityofportsmouth.com](mailto:hotline@cityofportsmouth.com)
- For more information, visit City's page on COVID-19, <https://www.cityofportsmouth.com/city/covid-19-information>
- For more information from the State of NH, call 2-1-1

