

COVID 19 RESOURCE GUIDE



Community Resource Center

March 2020

GENERAL INFORMATION

2-1-1 is the best general information resource for Vermonters. Food, shelter, and other resource searches are available by calling.

UNEMPLOYMENT RESOURCES

The general guidelines for unemployment due to the COVID 19 outbreak and subsequent shutdowns include the following:

You may be eligible for unemployment benefits if you meet the following criteria:

You are following the guidance of a medical health professional or public health official to self-isolate or quarantine due to COVID-19 exposure

You are not receiving paid sick leave or other types of leave from your employer

To ensure that you are properly filing your claim, please contact the **Department of Labor's Claimant Assistance Line at 877-214-3331**. Please note there will not be a work search requirement if your return to work date is within 10-weeks of separation.

If you are not receiving payment from your employer, such as paid sick leave or paid time off, you may be eligible for unemployment benefits during this period. For more information on establishing an unemployment claim, click here or contact the **Claimant Assistance Line at 877-214-3331**

Resources:

Governor's Hotline – 802 828-3333 or 800-649-6825

<https://labor.vermont.gov/covid19> (FAQs re: getting income during crisis)

VDOL Main Line – 802-828-4000 (Unemployment, option 1)

Claimant Assistance Line – 877-214-3331

<http://labor.vermont.gov> (Unemployment Info)

COMMUNICATION RESOURCES

Comcast: The cable giant is offering free access to its Xfinity WiFi hot spots for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers.

AT&T: The cable, phone and media giant is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees. Like Comcast, AT&T is also providing free access to its public WiFi hot spots. The company also said its consumer home internet wireline customers and fixed wireless internet customers would receive unlimited data.

Verizon: Verizon said it is waiving late fees and suspending service termination for customers "negatively impacted by the global crisis."

T-Mobile: The mobile phone service provider is providing unlimited data to all current customers who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.

Hyundai: The automaker is reviving its Hyundai Assurance Job Loss Protection Program to give owners "peace of mind in uncertain times" as the coronavirus outbreak leads to concerns that Americans will stop buying new cars and trucks. Hyundai said the program will provide up to six months of car payments to new buyers if they lose their jobs involuntarily. It will also provide 90 days of payment deferral on new purchases.

Ford Motor: Ford is offering customers "potential delay of payments to provide relief." It's also providing new-car buyers the chance to delay their first payment by 90 days.

Charter Communications: The telecommunications company is providing free Spectrum broadband and Wi-Fi internet for the next 60 days to households with K-12 students or college students who don't already have a subscription. Like Comcast and AT&T, it's also offering its Wi-Fi hot spots for free to the public.

Enterprise: The rental car company is reducing the minimum age for renting a car to 18 through May 31 "to make it easier for students to get home to their families" due to the suspension of college courses.

UTILITIES

For information about **rent/landlords and paying in the midst of the shutdown**, call the Governor's hotline: 1-802-828-3333

Green Mountain Power: The utility is suspending shutoffs and is deferring bill collection in recognition of financial hardships some customers may face due to the coronavirus outbreak.

Officials with **Vermont Gas** and **Vermont Electric Cooperative** also said Monday they would not be disconnecting customers through the end of April. VEC, a rural co-op with 32,000 members across the northern tier of the state, will halt on-site collection of past due bills. Vermont Gas will not send customers to collection during this time.

All of the utilities will continue to bill customers as normal.