The Healthy Community Initiative (HCI) aims to positively impact the overall health of our community by creating programs and resources that focus on promoting healthy behaviors, disease prevention and overall well-being.

This resource guide aims to provide a link to health and human services to empower individuals with the tools they need to take better care of themselves and their families, as well as reduce barriers for solving problems in our community.

To learn more about the Healthy Community Initiative, please visit wphospital.org/hci.

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COVID-19, the disease caused by the coronavirus has greatly impacted the Westchester community. It is crucial to continue to practice preventive measures such as social distancing, wearing face coverings and handwashing.

While there is currently no vaccine or approved medication to prevent this virus, these simple steps can help stop the spread of this and other respiratory viruses.

White Plains Hospital Coronavirus Hotline | (914) 681-2900

White Plains Hospital: Coronavirus FAQ

White Plains Hospital & COVID News

White Plains Hospital: Convalescent Plasma Program

New York State (NYS) Official COVID-19 Website
COVID-19
Resources and Information

What is Coronavirus?
Coronaviruses are a large family of viruses that are common in people and many different species of animals, including camels, cattle, cats, and bats. Rarely, animal coronaviruses can infect people and then spread between people such as with SARS-CoV, MERS-CoV, and now with this new virus (named SARS-CoV-2).

How does it spread?
The virus is mainly thought to spread from person to person, through respiratory droplets produced by coughs or sneezes. This means that if you have been within 6 feet of an infected person for an extended period of time, there is potential for respiratory droplets to land in your mouth or nose, and then inhaled.

My friend or relative didn’t seem that sick. Could I still be infected?
According to the CDC, “a significant portion of individuals with coronavirus lack symptoms (“asymptomatic”) and that even those who eventually develop symptoms (“pre-symptomatic”) can transmit the virus to others before showing symptoms. This means that the virus can spread between people interacting in close proximity—for example, speaking, coughing, or sneezing—even if those people are not exhibiting symptoms.

What are the symptoms of Coronavirus?
Symptoms range from mild to severe, and may appear 2-14 days after exposure. They include fever, cough, shortness of breath, chills, repeated shaking with chills, muscle pain, headache, sore throat, loss of taste or smell.

What should I do if I think I have been exposed?
The first step is to call your healthcare professional. Please do not arrive at your doctor’s office before calling them in advance. If you would like to get tested for COVID-19, there are numerous facilities across Westchester including White Plains Hospital Emergency Department, Urgent Care at WPH Medical & Wellness in Armonk and Scarsdale Medical Group.
For a full list of local testing facilities, visit: coronavirus.health.ny.gov/find-test-site-near-you.

What if I live with someone who is diagnosed or under investigation? Do I need to isolate myself from a patient with COVID-19 at home?
Patients with COVID-19 may be isolated in their home to recover. In this case, you should seek the advice of your healthcare provider or physicians who are caring for your friend or family member in case you may have been at risk for exposure as well. Those without symptoms should continue to avoid the infected person as much as possible, and use a separate bedroom and bathroom if available.

What is the best way to protect myself?
The best way to prevent the virus is to avoid close contact with people who are sick, and practice regular hand-washing with clean running water. Lather your hands by rubbing them together with soap, including the back of hands, between fingers and under nails, for at least 20 seconds. Rinse and dry your hands using a clean towel or air dry them, and use a towel to turn off the faucet. When you must be out in public, practice social distancing rules by maintaining a 6-foot separation from other people. The CDC now recommends wearing a face mask or cloth covering in public settings where other social distancing measures are difficult to maintain.
About your Test Results/Exposure

What should I do if my COVID-19 test result came back positive?
Stay calm. You should not be embarrassed or ashamed of this test result – you are not alone. It is important that you self-isolate immediately. The CDC requires you to remain in isolation for at least 10 days or until you have been cleared by the Department of Health. Stay home and separate yourself from others as much as possible (click to read more about Quarantine vs. Isolation). It is important to isolate even if you feel fine, as you are still infectious. You should look out for symptoms such as shortness of breath, extreme weakness, or an inability to eat or drink. If these symptoms worsen, we recommend calling 9-1-1 or coming to the Emergency Department immediately.

What does it mean if my COVID-19 test result came back negative?
If you are symptomatic, your result could be a “false” negative and you should continue to self-isolate. Or, if you aren’t experiencing any symptoms, it is also possible that you were very early in your infection when your sample was collected and that you could test positive later. Wear a mask, look out for symptoms and quarantine if you had a close contact with a person who has COVID-19. To learn more, visit our Quarantine vs. Isolation page.

What should I do if I was directly exposed to someone who tested positive for COVID-19?
You should get a COVID-19 test 4 days after you believe you came in direct contact with that person – or if you start developing symptoms. Getting tested earlier than 4 days may result in a false negative and you risk potentially infecting others. Visit our Coronavirus/COVID-19 resource page for testing options and consult our Quarantine vs. Isolation page for guidance on keeping vulnerable family members and others safe.

What should I do if I’m sick but I’m not sure it is COVID-19?
Don’t take any chances – get tested; visit our Coronavirus/COVID-19 resource page for testing options. It is important that you wear your mask and stay away from others until you can be diagnosed. Please visit our website for more information on Quarantine vs. Isolation.

What should I do if I believe I may have been exposed, but am not sure?
Call the White Plains Hospital COVID-19 Hotline at 914-681-2900 for guidance. If you choose to get tested at White Plains Hospital or at our Urgent Care in Armonk, the current turnaround time for test results is 2-10 days. Watch for symptoms and schedule a virtual visit if you get sick.

Can I get a COVID-19 test for work or travel, or to rule out illness prior to visiting relatives?
Please be aware that the CDC is recommending against travel for the holidays and New York State has set a limit of 10 people for family gatherings. An increase in testing is leading to long wait times, shortages of tests, and delays in getting results. The current turnaround time for test results is 2-10 days. See our Coronavirus/COVID-19 resource page for testing options.
General Health and Wellness

White Plains Hospital remains committed to our mission – caring for our community. Now, more than ever, we are here and ready to treat the most advanced conditions safely and skillfully. Patients should have no fear of seeking the care they need to stay on top of their health. Not getting prompt, proper, regular medical care can have long-term consequences.

At White Plains Hospital and our physicians’ practices, we’ve exceeded the state and federal guidelines to protect you. Infection control was always our priority, and now we’ve taken further action, creating separate COVID patient areas, implementing extensive cleaning practices, and enhancing screening for all staff and patients.

If you do not have a primary care provider, please contact White Plains Hospital’s Family Health Center at (914) 681-1128 or call (914) 849-MYMD.

Have you recently lost health insurance coverage? New Yorkers without health insurance can apply through NY State of Health through December 31, 2020 visit nystateofhealth.ny.gov

United Way of Westchester and Putnam - Resources for hardworking families
General Health and Wellness
Virtual Visits

White Plains Hospital’s physicians are here for you when you need them – without even having to leave your home. Patients can now schedule a virtual visit with a WPH provider using the new White Plains Hospital Connect app.

The virtual visit is easy – you can connect through your iPhone, iPad, or computer that is equipped with a microphone and camera. During the 15-30 minute “live” consultation, you will have personal and private access to your own clinician, who will make a diagnosis, recommend treatment, and send prescriptions to your pharmacy just like they would during a normal office visit.

To schedule a virtual appointment, call your WP Hospital Physician Associates or Scarsdale Medical Group provider’s office. You can also call (914) 849-7099 if you need help finding the right provider for your needs. Insurance coverage may vary. Please check with your insurance provider before scheduling a virtual health visit.

Frequently Asked Questions
Frequently Asked Questions – Español

How to Download the App
How to Download the App – Español

Tips for a Successful Visit
Tips for a Successful Visit - Español

WPH Connect Video Tutorial

Medical emergencies such as chest pain, difficulty breathing, significant bleeding, or other serious conditions require immediate care. Please call 911 or
Virtual Visits

For adults and children seeking routine care and specialist opinions, White Plains Hospital Connect offers a quick and easy solution for connecting with your doctor. Through our virtual platform, we are able to treat conditions such as:

- abdominal pain (minor)
- allergy
- back pain (minor)
- cough
- diarrhea
- fevers (mild)
- gout
- headache (mild)
- heartburn
- pink eye (conjunctivitis)
- rashes
- sinus pain
- sore throat
- sprains or strains
- urinary tract infection (UTI)
- upper respiratory illness (mild)
- vomiting

In addition, WPH Connect providers offer several other specialities to patients including:

- allergy & immunology
- cardiology
- dermatology
- endocrinology
- family medicine/ internal medicine/ primary care
- gastroenterology
- nephrology
- orthopedics
- otolaryngology/ENT
- pediatrics
- podiatry
- pulmonology
- rheumatology
Mental Health Services

Now more than ever, it’s important to look after your mental well-being. The following resources are available to the community and offer a variety of outpatient mental health services utilizing a multi-disciplinary team approach to treatment. Financial assistance may be provided for patients who are unable to pay all or some of their medical costs.

White Plains Hospital: Coping with COVID-19 / Helping Children Cope with COVID-19

St. Vincent’s Behavioral Center
79 East Post Road
White Plains, NY 10601
(914) 286-4440

Mental Health Association of Westchester
300 Hamilton Avenue
White Plains, NY 10601
(914) 345-0700

ANDRUS
19 Greenridge Avenue
White Plains, NY 10605
(914) 949-7680

Westchester Jewish Community Services
Hartsdale Family Mental Health Center
141 North Central Avenue
Hartsdale, NY 10530
(914) 949-7699

Additional Resources
NYS Office of Mental Health COVID-19 Resources
OMH Emotional Support Helpline | (844) 863-9314
National Suicide Prevention Lifeline | (800) 784-2433 or (800) 273-8255
Crisis Text Line - Free 24/7 Support | Text HOME to 741741
Food Security

Food insecurity is defined as “the disruption of food intake or eating patterns because of lack of money and other resources.”

Feeding Westchester reported that 200,000 individuals, or 21% of residents in Westchester County, live in food insecure households.

Because of this, it is paramount to connect the community with resources that can increase one’s access to food. In addition, proper nutrition can help combat chronic diseases that are impacted directly by nutrition (i.e. type 2 diabetes, cancer, hypertension).

Feeding Westchester Distribution Calendar | (914) 923-1100

Feeding Westchester Distribution Site Locator

City of White Plains Food Distribution Programs

Supplemental Nutrition Assistance Program (SNAP) | (880) 342-3009

Frequently Asked Questions for the Emergency Allotment of SNAP Benefits
Here, one can find a collection of support services related to employment, career, and housing related information. There are many services available to assist with cover letters, resumes, and job search efforts, as well as unemployment guidance.

**How to Claim NYS Unemployment Benefits | (888) 581-5812**

The day you file is based on the first letter of your last name, and filing later in the week will not delay payments or affect the date of your claim. Claims are effective on the Monday of the week of filing.

Step-by-step process for filing:
A–F: Monday
G–N: Tuesday
O–Z: Wednesday
Missed your day: Thursday and Friday

Additionally, filing hours have been extended as follows:
Monday through Thursday, 8 a.m. to 7:30 p.m., Friday, 8 a.m. to 6 p.m., Saturday, 7:30 a.m. to 8 p.m.

**Immediate Hiring Opportunities**

**NYS Job Bank**

**Westchester Residential Opportunities** - rent and mortgage assistance
Interruptions in schedules can be challenging for everyone – especially children. During this time, it is increasingly important to ensure that children are receiving the care and attention they need. It is also crucial to support parents who may have limited access to childcare due to school and day-care closings, or financial reasons.

Programs for Children:

- Child Care Council of Westchester, Inc.
- White Plains Youth Bureau
- ArtsWestchester
- YWCA White Plains & Central Westchester
- White Plains Parks & Recreation - Fall 2020 Guide
- White Plains Public Library
- The Play Group Theatre
- Backyard Sports Cares
- Thomas H. Slater Community Center, Inc.
- El Centro Hispano
- Theodore D. Young Community Center

Parent Resources:
- Talking to your Children about Racial Bias
While stress may always exist in one's life, there are steps that can be taken to relieve the pressure and regain control. Various forms of exercise and meditation can greatly contribute to stress management.

**App Suggestions for At-Home Workouts**

**Wellness Week: Health & Wellness Resources- White Plains Youth Bureau**

**Why You Should Make Time to Meditate**

**Brief Meditation Exercises**
- Moment of Mindfulness - Candle
- Moment of Mindfulness - STOP to Find your Inner Peace
- Moment of Mindfulness - Quick Body Scan to Relieve Stress

**NYS Parks and Recreation**
- NYS Parks and Recreation and Historic Preservation COVID-19 Updates
- NYS Trails
- NYS Parks in Westchester County
Support Services for Seniors

Healthy aging is a priority and is even more critical during these uncertain times. Below, one will find resources and support services to ensure our aging community has access to all the services they need to remain physically and emotionally healthy.

Westchester Pandemic Older Adult Community Resource Guide - The Center for Aging In Place

Westchester County Department of Senior Programs and Services
90 South First Avenue, 10th Floor
Mount Vernon, NY 10550
(914) 813-6300

DOROT of Westchester
925 Westchester Avenue, Suite 200
White Plains, NY 10604
(914) 485-8354

Westchester Jewish Community Services
845 North Broadway
White Plains, NY 10603
(914) 761-0600 ext 2340

The LOFT LGBT
252 Bryant Avenue
White Plains, NY 10605
(914) 948-2932

National Council on Aging (NCOA) - COVID-19 Resources for Older Adults & Caregivers

National Institute on Aging - Exercise and Physical Activity

Benefitscheckup.org - Resource Library
Support Services for Seniors

Food Delivery Services

Meals on Wheels of White Plains | (914) 946-6878

Family Services of Westchester - Ride Connect Program | (194) 242-7433

Grocery Stores: special hours designated for seniors

Whole Foods Market | 7AM-8AM on Fridays
110 Bloomingdale Road
White Plains, NY 10605
(914) 288-1300

Stop and Shop | 7:30AM-12:00AM - Regular hours
154 Westchester Avenue
White Plains, NY 10604
(914) 997-0715

ShopRite | 7AM-8AM
13 City Place
White Plains, NY 10601
(914) 539-4500

Trader Joe’s | 8AM-9AM
215 N Central Ave
Hartsdale, NY 10530
(914) 997-1960

H Mart | 8AM-9AM
371 N Central Ave
Hartsdale, NY 10530
(914) 448-8888

Farmers Market Senior Nutrition Program - How to apply