



# Community Resources: Quick Reference Guide

CSN is committed to keeping you connected to resources during the COVID-19 pandemic. Below are several community resources that may assist you during this time. For a more comprehensive list visit: [Community Resource Guide](#). You can also find help 24/7 by dialing 2-1-1 or Texting your zip code to 898211 or visiting <https://www.nevada211.org/>

## MISCELLANEOUS

Organization	
United Way of Southern Nevada HELP Services	<a href="https://www.uwsn.org/COVID19">https://www.uwsn.org/COVID19</a> use the <a href="#">GET HELP</a> Link
Price Gouging in Nevada - Nevada AG Office	report online at <a href="https://t.co/CwrmeYsAx2">https://t.co/CwrmeYsAx2</a> 775-684-1100
Parents PBS <i>How to Talk to Your Kids About Coronavirus</i>	<a href="https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus">https://www.pbs.org/parents/thrive/how-to-talk-to-your-kids-about-coronavirus</a>
<a href="#">Wellness in the Face of Coronavirus Uncertainty</a>	<a href="https://afsp.org/taking-care-of-your-mental-health-in-the-face-of-uncertainty/">https://afsp.org/taking-care-of-your-mental-health-in-the-face-of-uncertainty/</a>
CVS and Walgreens waive delivery fees for medication	Contact your regular pharmacy

## CRISIS HOTLINES

Organization	Website	Phone Number
Crisis Support Services	<a href="http://cssnv.org">cssnv.org</a>	800-273-8255
Suicide Prevention Hotline	<a href="https://suicidepreventionlifeline.org/">https://suicidepreventionlifeline.org/</a>	800-273-8255
Domestic Violence	Chat at the <a href="http://www.thehotline.org">www.thehotline.org</a>	800-799-7233 TTY 1-800-787-3224

## SHELTERS & HOUSING

Organization	Website	Phone Number
Catholic Charities of Southern Nevada	<a href="http://www.catholiccharities.com">www.catholiccharities.com</a>	702-385-2662
Family Promise of Las Vegas	<a href="http://familypromiselv.com">familypromiselv.com</a>	702-638-8806
Salvation Army	<a href="https://www.salvationarmysouthernnevada.org/">https://www.salvationarmysouthernnevada.org/</a>	<b>Family Services</b> Las Vegas -702-649-8240 Henderson – 702-565-9578 X 1224 Mesquite – 702-345-5116 Pahrump – 702-727-5093

## SHELTER

Organization	Location	Phone Number
Family Promise	320 S 9th St Las Vegas, NV 89101	702-638-8806
Help of Southern Nevada	1640 E Flamingo Rd, Las Vegas, NV 89119	702-369-4357
Lutheran Social Services	73 Spectrum Blvd Las Vegas, NV 89101	702-639-1730
Economic Opportunity Board of Clark County	330 W. Washington Ave. Suite 101 Las Vegas, NV 89106	702-445-7105 <a href="mailto:tcollinsgolden@eobcapsnv.org">tcollinsgolden@eobcapsnv.org</a>
HopeLink of Southern Nevada (Henderson residents only)	178 Westminster Way Henderson, NV 89015	702-566-0576 ext 303 <a href="mailto:Kristin@link2hope.org">Kristin@link2hope.org</a>

## TRANSPORTATION

Organization	Website	Phone Number
Regional Transportation Commission of Southern Nevada	<a href="https://www.rtcnsnv.com/">https://www.rtcnsnv.com/</a>	800-228-3911
Para Transit Services	<a href="https://www.rtcnsnv.com/">https://www.rtcnsnv.com/</a>	702-228-4800
Help of Southern Nevada	<a href="http://helpsonv.org">helpsonv.org</a>	702-369.4357
Enterprise Rent-A-Car	Travel assistance to get home from out-of-state for 18 yr and older college students	Contact any local branch

## CSN Student Emergency Fund

- **Award Amount** - Up to \$250 per academic year awarded as a grant.
- **Eligibility** - The emergency fund provides enrolled degree-seeking students taking six or more credits with short-term financial assistance. Applicant must submit appropriate documentation with application (state-issued photo identification card or CSN student ID), have no administrative holds on records and have not received a financial aid refund in excess of \$3,000. For further details go to Emergency Fund Criteria and Award Protocol.
- Application available [here](#) or go to <https://at.csn.edu/documents/student-emergency-fund-application>

## GOVERNMENT ASSISTANCE BENEFITS

- **State of Nevada Unemployment Insurance**
  - You do not have to be unemployed to file a claim in Nevada; if your hours are reduced, you can file for lost income. File claim 24/7 at [ui.nv.gov/css.html](http://ui.nv.gov/css.html)
  - Contact Congressman Horsford office at 702-963-9360 for more info.
  - The Nevada Department of Employment, Training and Rehabilitation (DETR) Call Center will have expanded hours (M-F) for those unable to file online.
    - North (775)684-0350
    - South (702)486-0350
    - Rural (888)890-8211
- **Health Insurance**
  - Extended enrollment period for qualified persons who missed the Open Enrollment Period; runs March 17, 2020 to April 15, 2020.
    - English enrollment: <https://www.nevadahealthlink.com/sep>
  - Spanish enrollment: <https://www.nevadahealthlink.com/sepes>
- **Small Business Assistance**
  - Small Business Administration (SBA) announces Economic Injury Disaster Loan program to provide small businesses with working capital loans up to \$2 million. Apply at <https://www.sba.gov/funding-programs/disaster-assistance>
- **Bartender Emergency Assistance Program**
  - Bartenders or families of bartenders are eligible to apply for emergency grants to offset economic distress from lay-offs, furloughs, or other coronavirus-related job loss.
  - Contact: 855-655-8724

## Employment Opportunities

Places hiring immediately:

- Costco
- Smiths
- Amazon

## FOOD ASSISTANCE & GROCERIES

- **Clark County School District** in partnership with **Three Square** provides breakfast and lunch (8:00 AM - 11:00 AM Monday thru Friday) to students who receive free meals. Student must be

present and show school ID. Location and distribution center updates at <https://ccsd.nutrislice.com/menu>

- **Three Square Food Bank** established a Coronavirus Emergency response with food distributions at 43 emergency sites. For a complete list of Three Square’s emergency food distribution sites and hours of operation, visit <https://www.threesquare.org/help>. Contact: 702-644-3663
  - **Assisting seniors over 60 yrs old** - Call 702-765-4030 Monday-Friday between 9 a.m. and 5 p.m. to speak with an advocate.
- **Community Walk-in Food Pantries**

<b>Calvary Downtown Outreach</b> 2101 E. Owens Ave., North Las Vegas, NV 89030 Wednesday & Thursday 10 a.m. - 12 p.m.	
<b>Catholic Charities of Southern Nevada</b> 1501 N. Las Vegas Blvd., Las Vegas, NV 89101 Monday – Saturday 8 a.m. - 4 p.m.	<b>Our Savior’s Lutheran Church</b> 59 Lynn Ln., Henderson, NV 89105 Monday, Wednesday & Friday 12:30 - 2 p.m.
<b>Central Church</b> 1001 New Beginnings Dr., Henderson, NV 89011 Sunday & Wednesday - 8 a.m.	<b>St. Therese Center</b> 215 Palo Verde Dr., Henderson, NV Monday - Thursday 8 a.m. - 3 p.m. Friday - 8 a.m. - 12 p.m.
<b>City Impact</b> 950 E. Sahara Ave., Las Vegas, NV 89104 Tuesday – Thursday -10 a.m. - 12 p.m.	<b>Truth Christian Ministries</b> 5101 N. Rainbow Blvd., Las Vegas, NV 89130 Saturday - 7 - 9 a.m.
<b>International Church</b> 6610 W. Katie Ave., Las Vegas, NV 89103 Tuesday 4 - 5:30 p.m. Thursday 12 - 4 p.m. Last Saturday of the month 11 a.m. - 1 p.m.	<b>Veterans Village</b> 1150 S. Las Vegas Blvd., Las Vegas, NV 89104 Sunday - 12 - 1 p.m. Monday, Wednesday & Friday 12 p.m. until food is gone

- **Pop-Up Food Pantry** - <https://thejustoneproject.org/pop-up-%26-give-locations>
- **FREE Meals at Local Eateries for Kids Affected by School Closures:**
  - Aloha Kitchen - Chicken teriyaki bowls for kids (**with student ID**) between 2-4PM at designated locations and days until April 3<sup>rd</sup>:
    - Monday: Aloha Kitchen, 2605 S. Decatur Blvd Sahara & Decatur
    - Tuesday: Aloha Kitchen, 8150 S Maryland Parkway Winmill & I-215
    - Wednesday: Aloha Kitchen and Bar 2605 S Decatur Blvd Sahara & Decatur
    - Thursday: Aloha Kitchen, Maryland Parkway at UNLV 4745 S Maryland Parkway
    - Friday: Aloha Kitchen 4466 E Charleston Blvd
  - Cereal Killerz Kitchen- Free build your own waffle for children (no questions, no purchase) between 12 pm - 3 pm. Show staff member the post: <https://www.instagram.com/p/B9z92YKn7f9/>
  - Griddlecakes and Stacks & Yolks - Pancake, eggs and home fries to kids (no questions asked). Monday - Friday 11 am - 1 pm
    - Griddlecakes Locations -

- 9480 S. Eastern Ave #170, Las Vegas, NV 89123
- 6085 S. Fort Apache Rd, Las Vegas, NV 89148
- 6584 N. Decatur Blvd., Las Vegas, NV 89131
- Stacks & Yolks Locations -
  - 3200 N. Jones Blvd., Las Vegas, NV 89108
  - 7150 S. Durango Dr. #140, Las Vegas, NV 89113
- Smoked Burger and BBQ - Kids 12 or under eat charge lunch or dinner off of kids menu FREE 7 days per week. Valid for 30 days: <https://www.instagram.com/p/B91PwPcHci4/>
- Settebello Las Vegas – As long as CCSD school closures are in effect, any student enjoy free lunch pizza from 11 am - 3 pm: <https://www.instagram.com/p/B9zn6vsnRlm/>
- Bluem Vegas - provide free food for all kids 12 and under from 3 pm - close until further notice. Choice of: buttered Noodles, Cheese Burger & Fries, Chicken Tenders & Fries, Grilled Cheese & Fries: <https://www.instagram.com/p/B9yPEtzH3J0/>
- My Garage - for two week will be offering free Junior cakes for children between pre-k to 5th grade, Monday through Friday from 10 am to 12 pm (pick up only): <https://www.instagram.com/p/B90aWFPHXql/>
  - 5770 Centennial Center Blvd., Las Vegas, NV 89149 Suite 145
- Lucinos Pizza LV - \$5 bucks for a whole meal: <https://www.instagram.com/p/B90gDXuHQTq/>
- **Serving our Kids Foundation (weekend meals)** [servingourkids.org](http://servingourkids.org) and 702-358-1056
- **Supplemental Nutrition Assistance Program (SNAP)** at 800-221-5689
- **Women, Infants and Children (WIC) COVID-19 formula supply** at 800-8-NEV-WIC

## GROCERIES

- The Just One Project emergency food assistance at (702)462-2253.
- College students in Las Vegas offer to shop for at-risk people; to volunteer or request help, visit their [Facebook](#) page, send an email to [shoppingangelsnv@gmail.com](mailto:shoppingangelsnv@gmail.com), or call (702)526-9856.
- Senior Shopping:
  - State department offers hotline for seniors who need assistance with shopping 1-800-432-2080
  - Smith's will be allowing seniors (60+) to shop early on Mondays, Wednesdays, and Fridays from 7am-8am.
  - [LIST: Las Vegas stores with special hours for seniors, vulnerable shoppers](#)

## UTILITY BILLS

- **NVENERGY** suspends disconnects for nonpayment, waives late fees and deposits, offers payment plans, and makes allowances for those unable to pay due to self-isolation. Contact customer care center at (702) 402-5555 or go online to <https://www.nvenergy.com/>
- **SOUTHWEST GAS** suspends service disconnects for delinquent and/or non-payment. Payment plans are available. Call (877) 860-6020 Monday through Friday 7 a.m. to 6 p.m. (hearing impaired should call 711) or visit <https://www.swgas.com/en/home>.
- **LAS VEGAS VALLEY WATER DISTRICT** suspends customer shutoffs for delinquent and/or non-payment. Payment plans available. Contact: 702-870-4194
- **COX COMMUNICATIONS** will not terminate services; will waive late fees; will open wi-fi hotspots Contact: 1-844-221-3930

- **AT&T** will not terminate residential or small business customer wireless service, broadband or phone due to payment inability caused by the coronavirus pandemic Contact: 1-800-288-2020

## Technology/Wifi Connectivity/Internet Access

### Free Comcast Xfinity Internet

- Currently offering its [Internet Essentials](#) program free for two months to new customers.
- Wi-Fi hotspots are also open and free to use by anyone.

### Free Charter Spectrum Internet

- New customers with K–12 and/or university students in the household get the first two months of internet free. Installation fees for those who qualify for the offer. Call [1-844-488-8395](#) to enroll.
- Wi-Fi hotspots are also currently open and free to use.

### Free Altice Internet

- Providers Suddenlink and Optimum offer 60 days of free internet service with speeds up to 30 Mbps for households with K–12 or college students. To sign up, call [1-866-200-9522](#) if you live in an area with Optimum internet service, or call [1-888-633-0030](#) if you live in an area with Suddenlink internet service.

### Free low-income internet from Cox

- Until May 12, 2020, Cox is offering the first month of its low-income internet program, [Connect2Compete](#), for free. The internet service is also providing free phone and remote desktop support for technical support during that time.
- Hotspots will be open to help keep the public connected in this time of need.
- Cox will not terminate service to any residential or small business customer due to inability in paying brought on by coronavirus pandemic disruptions. Cox will also waive late fees for residential and small business customer challenged by the coronavirus pandemic.
- Contact: 1-844-221-3930

[FCC agreement](#) states that providers will waive late fees, not cutoff service for lack of payment, and open hot spots.

[T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers.

[Chrome Extensions for Struggling Students and Special Needs](#) available to all

For updated information of the above and a list of programs for low-income internet visit this site:

<https://www.highspeedinternet.com/resources/are-there-government-programs-to-help-me-get-internet-service>

### Free Wi-Fi at the Las Vegas Library

- While the Library itself will be closed, the Wi-Fi extends into the libraries' parking lots for customer remote use.
- Library cardholders utilize <https://lvccld.org/> to take advantage of vast collection of digital resources, which are available 24/7. Includes downloadable eBooks and audiobooks, streaming music, TV shows, databases, and eResources such as Lynda.com, Rosetta Stone, and Socrates

(helps kids in grades K-5 improve their knowledge base outside of school, while having fun playing games).

**Links to CANVAS Tutorials**

- <https://community.canvaslms.com/docs/DOC-10701-canvas-student-guide-table-of-contents>
- <https://community.canvaslms.com/docs/DOC-10460-canvas-instructor-guide-table-of-contents>

**Free and Discounted Ed Tech Tools for Online Learning**

- <https://campustechnology.com/articles/2020/03/16/free-and-discounted-ed-tech-tools-for-online-learning-during-the-coronavirus-pandemic>

**GoCSN and OTS Collaboration Tools**



**GoCSN**

GoCSN is your primary portal to access available tools. Log into your GoCSN account to access Office 365 tools, department drives, and links to most commonly used resources for students and staff.

**CONFERENCING & COLLABORATION TOOLS**

TOOL	FUNCTION	ACCESS	RECOMMENDED FOR
Microsoft Teams	Collaborative workspace for teams, departments, and groups for chatting, management of documents, and communications.	Log into GoCSN and access via the "email" icon and your Office account or download the Teams application and log in using your CSN credentials.	Faculty, Staff, Students
WebEx	Meeting and collaboration tool for screen sharing, video, and call in features from anywhere in the world, with any device, at any time.	Go to csnedu.webex.com and click the sign-in link on the right and log in using your CSN credentials.	Faculty, Staff

**PROGRAMS & TOOLS**

TOOL	FUNCTION	ACCESS	RECOMMENDED FOR
Office 365 Suite	Co-authoring of various documents, presentations. Content creation, file sharing, cloud storage. Free Office license for downloading on devices	Log into GoCSN and access via the "email" icon and search under all apps in your Office account.	Faculty, Staff, Students
Microsoft Stream	Video storage and sharing, automated captioning available.	Log into GoCSN and access via the "email icon" and search under all apps in your Office Account	Faculty, Staff, Students
Adobe Creative Suite	Create and edit PDF, AI, PSD files.	Log into Adobe.com with your CSN credentials.	Faculty, Staff

**STORAGE TOOLS**

TOOL	FUNCTION	ACCESS	RECOMMENDED FOR
Network Storage	Department or Personal drives (H/J/Z)	Log into GoCSN and access via the "web storage" icon	Faculty, Staff
Microsoft OneDrive	Personal (non Pii) file storage. Desktop sync, remote access.	Log into GoCSN and access via the "email" icon and your Office account.	Faculty, Staff, Students

\*See our [guidelines for what files to store and where.](#)

## PRECAUTIONS TO AVOID CONTRACTING CORONAVIRUS

### Advice for Public

**Wash your hands frequently** - Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water. **Why?** Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

**Maintain social distancing** -Maintain at least 3 feet distance between yourself and anyone who is coughing or sneezing. **Why?** When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

**Avoid touching eyes, nose and mouth** - **Why?** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

**Practice respiratory hygiene** -Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately. **Why?** Droplets spread virus. By following good respiratory hygiene, you protect the people around you from viruses such as cold, flu and COVID-19.

**If you have fever, cough and difficulty breathing, seek medical care early** -Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority. **Why?** National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to direct you quickly to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

### COVID-19 Myth Busters

#### **Does the new coronavirus affect older people, or are younger people also susceptible?**

People of all ages can be infected by 2019-nCoV. Older people, and people with pre-existing medical conditions (such as asthma, diabetes, heart disease) appear to be more vulnerable to becoming severely ill with the virus.

#### **Cold weather and snow CANNOT kill the new coronavirus.**

There is no reason to believe that cold weather can kill the new coronavirus or other diseases. The normal human body temperature remains around 36.5°C or 98.6°F, regardless of the external temperature or weather. The most effective way to protect yourself against the new coronavirus is by frequently cleaning your hands with alcohol-based hand rub or washing them with soap and water.

#### **Taking a hot bath does not prevent the new coronavirus disease**

Taking a hot bath will not prevent you from catching COVID-19. Your normal body temperature remains around 36.5°C or 98.6°F, regardless of the temperature of your bath or shower. The best way to protect yourself against COVID-19 is by frequently cleaning your hands. By doing this you eliminate viruses that may be on your hands and avoid infection that could occur by then touching your eyes, mouth, and nose.

#### **Can spraying alcohol or chlorine all over your body kill the new coronavirus?**

No. Spraying alcohol or chlorine all over your body will not kill viruses that have already entered your body. Spraying such substances can be harmful to clothes or mucous membranes (i.e. eyes, mouth). Be aware that both alcohol and chlorine can be useful to disinfect surfaces.

### When and How to Use Masks

#### **When to Use a Mask**

If you are healthy, you only need to wear a mask if you are taking care of a person with suspected 2019-nCoV infection.

- Wear a mask if you are coughing or sneezing.
- Masks are effective only when used in combination with frequent hand cleaning with alcohol-based hand rub or soap and water.
- If you wear a mask, then you must know how to use it and dispose of it properly.

#### **How to Use a Mask**

- Before putting on a mask, clean hands with alcohol-based hand rub or soap and water.
- Cover mouth and nose with mask and make sure there are no gaps between your face and the mask.
- Avoid touching the mask while using it; if you do, clean your hands with alcohol-based hand rub or soap and water.
- Replace the mask with a new one as soon as it is damp and do not re-use single-use masks.
- To remove the mask: remove it from behind (do not touch the front of mask); discard immediately in a closed bin; clean hands with alcohol-based hand rub or soap and water.

## Anti-Discrimination

### **CSN Resources**

The virus has sparked some incidents of xenophobic backlash against Chinese citizens across the nation. If you see or have experienced any acts of bias or discrimination in your online classrooms or while engaging with a CSN community members, please report it immediately to any of the following resources:

- Office of Institutional Equity, & Title IX, Dr. Armen Asherian: [armen.asherian@csn.edu](mailto:armen.asherian@csn.edu) | Phone: (702) 651-7481

### **Reminders for the Undocumented Community**

- [ACLU Nevada Resources](#)
- [Informed Immigrant: Know Your Rights](#)
- [Your Rights Inside Your Home](#)