

Where can I find translated information about COVID-19?

- Fliers with information about COVID-19, how it spreads and guidance for the community are available in 14 different languages at <https://louisvilleky.gov/government/health-wellness/covid-19-international-language-handouts>
- Video PSAs in multiple languages can be found here: <https://www.youtube.com/user/LouisvilleMetroTV/videos>

Who can we contact with our questions and concerns, or something urgent arises?

- For the latest information on COVID-19 in Kentucky, visit <https://govstatus.egov.com/kycovid19>. The website offers translation.
- If you think you may have COVID-19, call your healthcare provider or the state hotline at (800) 722-5725.
- If you have an emergency, call 911.

How and when can special funds from the One Louisville: COVID-19 Response Fund be accessed?

- Households seeking assistance should call their nearest Neighborhood Place location. , Along with guidelines about who qualifies and necessary documentation, a listing of Neighborhood Place locations can be found here: www.louisvilleky.gov/neighborhoodplace.
- The locations are closed to walk-ins but will have drop-boxes available to leave verification documents required for getting assistance. Everyone is encouraged to call first before dropping off any documents.
- For more information about the Fund, visit <https://www.cflouisville.org/>.

Will the One Louisville: COVID-19 Response Fund be accessible for both documented and undocumented immigrants?

- All individuals applying for Coronavirus Relief assistance must provide documentation, including:
 - Copy of picture ID
 - Copies of Social Security or ITIN (Individual Taxpayer Identification Number) cards for all household members. (Or proof of age for youth under 2 years old)
 - Proof of income within the last 30 days
 - Demonstrated need and a demonstrated loss of income mentioned above.

What is someone can't pay their monthly rent?

- All evictions have been suspended, and eviction court is temporarily closed. If you know someone who is violating the suspension, report it to Metro311 or call (502) 574-5000.
- Eligible individuals also can receive \$1,000 for rental assistance, childcare, transportation aid, and other essential needs through the One Louisville: COVID-19 Response Fund. Individuals should call their closest Neighborhood Place for additional details. Visit <https://louisvilleky.gov/government/neighborhood-place> to find a Neighborhood Place near you.

How are you planning to overcome the economic crisis in terms of those who work for hourly wages and have no income during this time as well as those who are stockpiling food and other supplies in mass?

- One Louisville: COVID-19 Response Fund, announced on March 18 by Mayor Greg Fischer, will provide flexible funding resources for rental assistance, childcare assistance, transportation aid, food access, utility assistance, and other support as determined, via \$1,000 payments to eligible households. Individuals should call their closest Neighborhood Place for additional details. Visit <https://louisvilleky.gov/government/neighborhood-place> to find a Neighborhood Place near you.
- One Louisville: COVID-19 Response Fund dollars will also be made available to community-based organizations that are being hit hard by the disruptions caused by the COVID-19 pandemic. Organizations should contact the Community Foundation of Louisville at (502) 585-4649 or go to <https://www.cflouisville.org>.
- Those who have lost their jobs can apply for unemployment at www.kcc.ky.gov/Pages/default.aspx. Kentuckians filing for unemployment benefits should follow a schedule designating what day they can file their claim. The schedule, which is based the first initial in their last name, as can be found here: <https://kcc.ky.gov/Documents/UI%20Info%20Graphic%20Next%20Two%20Weeks.pdf>

How are you working to protect those still working during this time?

- The Mayor spoke to the business community on March 16 to advise them of what actions as employers they need to take in order to be compassionate and understanding with employee needs. We are communicating the importance of social distancing and opportunities for teleworking – helping employers understand that anything that crosses the social distancing boundary unfortunately puts the rest of the community at risk.
- The CDC also offers resources for business and employers on how to respond to the COVID-19 pandemic in accordance with guidance from health professionals. Visit www.cdc.gov/coronavirus/2019-ncov/community/organizations/businesses-employers.html.

Are parks like Jefferson Memorial, Iroquois and others open?

- Yes. People need an outlet to maintain positivity and physical health. This can be obtained in a safe way while practicing social distancing in areas like our parks. However, please note that offices and visitor centers have been closed.

For adults receiving food, people need to show an ID. What kind of ID is being accepted? What if people don't have an ID?

- Proof of age is the only thing required. Bring any documentation you have that includes either your age or date of birth.

Will ICE be detaining people during the COVID-19 pandemic?

- No. Appointments at field offices, home visits, and arrests will all be suspended. They may continue to do check-ins via phone.

What language access is provided on the state hotline? At what point, can you let someone know you need an interpreter?

- Currently, Spanish is the only language other than English offered on the COVID-19 hotline.
- Spanish speakers should:
 - Call the hotline
 - Dial 6 as soon as you hear the automated message
 - When someone answers, tell them you need a Spanish interpreter
 - Be patient and calm when asking questions.

Our sales are beginning to slow down. What resources are available for small businesses?

- Visit <https://louisvilleky.gov/government/louisville-forward/small-business-resources-covid-19> for an updated list of small business resources, including SBA Disaster Loans and information about federal, state and local tax payment deferrals.

Is there a way that the Mayor's office can contact large companies like Amazon, Tyson and UPS and others around asking them to post the fact sheets inside employee locker rooms, lunchrooms, and so on?

- The Office for Globalization is working with our Economic Development partners to share this request with large local businesses.