

# COVID-19

## Grand Canyon Community Resources

### **Unemployment** – Please read – updated information if your original claim was denied...

Please note the eligibility criteria has now changed – if you were denied see below and follow the process below.

#### **“What should people do who applied prior to the Executive Order?”**

If an individual was denied because they did not meet the eligibility requirements, they will receive a Determination of Deputy in the mail. However, if the individual believes they are eligible or disagrees with the determination, they should contact the call center at 1 (877) 600-2722, for assistance with their claim. **The Department will reconsider the claim using new information and the most up-to-date eligibility criteria.** If the reconsideration is denied and the claimant disagrees with the Determination of Deputy, they may file an appeal within 15 calendar days from the date the original determination was mailed. An appeal may be filed by telephone, in writing, or by going online at, <https://uiappeals.azdes.gov/> .

**If you need additional assistance NACOG can help too – call 928-778-1422 and they can help walk people through filing their claims for unemployment.**

#### **Frequently asked questions/answers from DES**

<https://des.az.gov/services/employment/unemployment-individual/covid-19-ui-qa>

## Food Pantry Information

**Grand Canyon Food Pantry** is open for business and recently received food for distribution. Food is pre-bagged and handed out. Their hours are

Monday 9 am - 11 am and 5 - 7 pm

Wednesday 11 am - 2 pm

Saturday 2 - 5 pm

Watch their Facebook page for updates <https://www.facebook.com/gcfoodpantryinc/>

If you want to volunteer, please call Mike: 207-229-1228.

#### **Tusayan Food Bank**

With the support of the Town of Tusayan and St Mary's Food Bank Alliance we have additional resources to assist you in these trying times. If you are in need of supplies, please register here. For the next distribution check <https://spiritofthecanyon.com/food-bank-calendar/>

## **Valle Food Bank**

Mike Scott has been able to work with St Mary's and get a temporary distribution site set at Valle Hardware Feed & Supply - 593 Carol Dr, Williams, AZ 86046

We ask that you register at <https://spiritofthecanyon.com/food-bank-calendar/> .

## **Laundry Services Available**

Laundry Facility Use during Covid 19

A local Tusayan business is generously donating their laundry facility to help the residents of this community. The policies MUST be followed in order for them to allow us to continue to use the facility.

If any person violates any of the policies, they will be banned from using the facility AND it will result in the facility no longer offering the service.

Follow the terms and conditions and don't ruin this for the other members of the community.

Available times will be 8 am, 10 am, 12 pm, and 2 pm.

There will be only TWO spots available during each time slot.

Only ONE person who reserved the time slot will be allowed inside the facility. Do NOT bring other people with you.

Click to sign waiver and sign up <https://spiritofthecanyon.com/laundry-facility-use/>.

## **Emotional Support**

**The Stronger as One flyer (attached) and Coping with a Disaster or Traumatic Event flyer plus:**

- Suicide Prevention Lifeline 1 (800) 273-8255 We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.
- Victim Witness Services 24/7 Crisis Line: 928-774-1414 (Flagstaff Police Department non-emergency line – you do NOT need to make a report, just ask for an advocate); Local Advocate: Bethany Larsen: 928-864-9791
- Northern Arizona Mental Health Crisis Line: 1-877-756-4090
- Northland Family Help Center 24/7 Crisis Hotline: 928-527-1900
- Northern Arizona Care and Services After Assault (NACASA): 928.522.9460
- National Sexual Assault Hotline – 1.800.656.HOPE (4673)

**“Local” Mental and Behavioral Health Providers offering telehealth:**

- The Guidance Center: (928) 527-1899
- Southwest Behavioral and Health Services: (928) 779-4550
- Child and Family Support Services: (928) 774-0775
- Encompass: (928) 645-5113
- North Country Behavioral Health (at Grand Canyon clinic) (928) 233-5125

### **Take time for yourself:**

- Hiking available – Rim Trails and Greenways are open to Village Residents. Inner canyon trails are day-use only during COVID-19. Please do not hike alone, rescue services cannot be guaranteed. Always tell someone where you are going and when you plan on returning – then don't forget to check in.
- Limited group hiking available with Grand Canyon Recreation call for schedule and to reserve a spot (928) 638-3389.
- Yoga – Virtual Yoga available Mondays and Wednesday 6 pm – 7 pm with Beth and Stephanie click here for information <https://event.webinarjam.com/register/5/zy9wlt4>.

### **Family / Parent Support available through Warmline**

“With people required to stay home and many losing jobs, the number of individuals experiencing mental, financial and family challenges just keeps growing. According to the Substance Abuse and Mental Health Services Administration (SAMHSA), depression, anxiety, and other mental health concerns are on the rise amid the COVID-19 pandemic. Yet services that help those struggling aren't as available as they normally would be right now.

COVID-19 suddenly changed how services could be provided, which is why Family Involvement Center's Warmline has become such a critical resource.

The support service provides free guidance and connects people to resources for helping deal with job loss, insurance, heightened anxiety and much more. FIC's Warmline has seen a jump in call volume over the last few weeks.

People need to know that they can still get help now. We're just having to be more creative in getting the word out so people know we're here if they need us.

FIC is urging any who feels overwhelmed due to life's current challenges to call the Warmline at 877-568-8468. The Warmline is answered Monday-Friday from 8 am to 6 pm and 8 am – 12 pm on the weekends. It's available statewide. If you prefer to not call, feel free to fill out our "Get Support Now" form found in our new FIC website: <https://www.familyinvolvementcenter.org/hel.../get-support-now> .“

**Coconino Coalition for Children** – They offer many on-line resources for families and children.  
<https://coconinokids.org/>

### **Grand Canyon Incident Command System**

The Incident Command System was established in March to address COVID-19. This is a formal structure that NPS uses to structure response. Here is a hierarchy of the structure



Operations are the folks who do the work of the incident. Planning keeps track of people, documents what gets done, and writes plans to communicate what people are to do. Logistics provides equipment and supplies. Finance keeps track of costs, especially personnel costs.

Public Information does press releases and formal communication. Safety Officer makes sure incident folks don't get hurt. Liaison Officer is a catch all for a place for significant stakeholder involvement.

What we're doing on the team right now is trying to be ready for what's next. This involves a lot of predicting the future and creating plans for what we'd do under a variety of scenarios.

The big exception to that is the Community Support Task force which is; coordinating communication, supporting the food banks, fostering mental health resources, and being responsive to new ideas/requests.

Any comments or questions can be emailed to [grca\\_incident\\_team@nps.gov](mailto:grca_incident_team@nps.gov) (underscores, not spaces, between the words)

## **Meeting information**

### **8:30 AM, Monday-Friday—Community Support Task Force meeting**

1-866-790-5709

Passcode: 7625044#

### **Every Wednesday at 5pm—Community Meeting Call**

1-877-491-6221

Passcode: 7074828#

Questions can be emailed [grca\\_incident\\_team@nps.gov](mailto:grca_incident_team@nps.gov)

### **Grand Canyon Community Wellness**

The Community Wellness group meets twice a month to discuss issues we face in our community. Many local businesses attend along with many supporting agencies. If you want to assist in solving community issues or have a community need you feel deserves more attention please join us. The group meets the first Wednesday of the month at 2:30 pm and the third Wednesday of the month at 2:30 pm. Due to COVID-19 all meetings are being held via conference call at 605-472-5380 access code: 639046. (Please note sometimes switchboard phones can't dial this number and you may have to use a cell phone).

## **Local Support Numbers**

### **North Country HealthCare - Grand Canyon**

Address: 1 Clinic Rd, Grand Canyon Village, AZ 86023

Phone: (928) 233-5125

The County has been conducting local testing in our area – please contact the clinic (number above) for next scheduled testing.

They also have an on-line symptom checker <https://northcountryhealthcare.org/covid-19symptomchecker/>

Need help enrolling in SNAP (flyer attached) or AHCCCS (State Health program) call Abby with North Country Health Care – she can assist you over the phone and can be reached at 928-522-1104.

### **Grand Canyon AA**

Grand Canyon chapter of Alcoholics Anonymous is meeting via phone calls - please text Nate- 513 518 0847 or Mikki- 412 478 8254 for more information.

<https://area03.org/>

## **Utility Support**

**APS** - The situation around COVID-19 Coronavirus continues to evolve and will impact our customers. During this time, we are making a few changes to help out:

- We are suspending shutting off power to our customers for non-payment.
- We are waiving late fees.
- We are setting up a Customer Support Fund for those who need assistance paying their bill. The fund will be available through our advisors by calling us at (602) 371-7171 (Phoenix) or (800) 253-9405 (other areas), weekdays from 7 am to 7 pm. We do expect call volumes could be high and will do our best to get to calls in a timely manner.

Customers who are past due on their APS bill can qualify for the fund if they have unexpected loss of income, higher medical or childcare expenses, or other financial hardship created by the COVID-19 virus.

**Coconino County** – Has utility assistance for electric, gas, wood, water and propane available to Coconino County Residents that meet their income eligibility. Call 928-679-7300 for more information.

## **Internet Access**

- Grand Canyon Recreation – call ahead reservations required (928) 638-3389
- Town of Tusayan – WiFi available in the town hall parking lot – codes are on the door. If you need a computer to file for unemployment please call them (928) 638-9909
  - If you live in Tusayan the Town is providing internet service to residents with Access Parks. Families of school children and others who would like to get

service, are asked to complete the 2-part process (sign up as a subscriber and then schedule an install). The most straight-forward way would be if you could click this link <https://subscriber.accessparks.com/> to set up your town-paid account for the homes then, click this link <https://booking.appointy.com/en-US/accessparks/bookings/calendar> to set up a couple of convenient time slots for the installs.

- Albright Training Center– WiFi from the parking lot near dorms Passcode is Mather!1

#### **Facebook Pages to watch:**

Grand Canyon Helpers – <https://www.facebook.com/groups/199575558148717/>

Grand Canyon Community Uprise <https://www.facebook.com/groups/609377872559526/>

Grand Canyon South Rim Chamber of Commerce <https://www.facebook.com/GrandCanyonChamber/>

Williams/Grand Canyon News <https://www.facebook.com/williamsnews/>

Grand Canyon Community Church – Doing live bible lessons  
<https://www.facebook.com/pg/grandcanyoncommunitychurch/posts/>

#### **Face Masks (how to make pdf attached)**

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>

Tusayan Fire Department is taking donations and have masks available for community members. Available masks are located on their picnic tables outside their front door. They need more so if you can help with making them or donating material that could be used please call (928) 638-3473.

#### **COVID-19 (CDC Symptom flyer)**

- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms-sp.pdf>
- <https://www.cdc.gov/coronavirus/2019-ncov/downloads/COVID19-symptoms.pdf>



**WE MAY BE APART,  
BUT WE DO NOT  
HAVE TO BE ALONE.**

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**IF YOU ARE IN  
CRISIS, PLEASE  
CONTACT:**

Behavioral Health  
Crisis Line:  
**1-877-756-4090**

National Suicide  
Prevention Lifeline:  
**1-800-273-8255**  
Or text 'hello' to  
**741741**

**FOR MORE  
INFORMATION  
REGARDING  
COVID-19 CONTACT**

Coconino County  
COVID-19 Call  
Center:  
**928-679-7300**



We are living in stressful times. COVID-19 is impacting all of our lives and affecting each of us in different ways. As this situation continues to unfold it is natural to feel scared, confused, or worried. During times like these, our health—and mental health, too—can suffer, even if we don't really notice it. Many of us can feel, and in fact are, physically separated or removed from our routines, friends, and families. During this time, separation is often necessary for everyone's health and safety. And while we are apart or stressed, we do not have to be alone. We may be physically separated, but we can and should stay connected. Please visit: <https://coconino.az.gov/2265/Stronger-As-One> for free resources to support you and your wellbeing during this unprecedented time. And remember, we are in this together, we are Stronger as One.

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**FOR RESOURCES TO MANAGE YOUR  
WELLBEING IN RESPONSE TO COVID-19.**

**VISIT:**  
<https://coconino.az.gov/2265/Stronger-As-One>

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# Coping with a Disaster or Traumatic Event



After a disaster, it is important to take care of your emotional health. Pay attention to how you and your family members are feeling and acting.

Taking care of your emotional health will help you think clearly and react to urgent needs to protect yourself and your loved ones.

Follow these tips to help you and your family recover or find support.

## Steps to Care for Yourself

- Take Care of Your Body
  - » Try to eat healthy, exercise regularly, get plenty of sleep, and avoid alcohol and other drugs.
- Connect
  - » Share your feelings with a friend or family member. Maintain relationships and rely on your support system.
- Take Breaks
  - » Make time to unwind. Try to return to activities that you enjoy.
- Stay Informed
  - » Watch for news updates from reliable officials.
- Avoid
  - » Avoid excessive exposure to media coverage of the event.
- Ask for Help
  - » Talk to a clergy member, counselor, or doctor or contact the SAMHSA helpline at 1-800-985-5990 or text TalkWithUs to 66746.

## How to Help Your Children

- Talk with them.
  - » Share age-appropriate information.
  - » Reassure them.
  - » Address rumors.
  - » Answer questions.
- Set a good example by taking care of yourself.
- Limit exposure to media and social media coverage of the event.

## Common Signs of Distress

- Feelings of shock, numbness, or disbelief
- Change in energy or activity levels
- Difficulty concentrating
- Changes in appetite
- Sleeping problems or nightmares
- Feeling anxious, fearful, or angry
- Headaches, body pain, or skin rashes
- Chronic health problems get worse
- Increased use of alcohol, tobacco, or other drugs

Seek help from your healthcare provider if these stress reactions interfere with your daily activities for several days in a row.

Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Hotline: 1-800-985-5990 or text TalkWithUs to 66746.



People with deafness or hearing loss can use their preferred relay service to call 1-800-985-5990.

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