



the OFFICE *of*
NEW AMERICANS
and Immigrant Communities

COVID-19 GUIDE TO CITY OF HOUSTON RESOURCES FOR IMMIGRANTS & REFUGEES

City of Houston Office of New Americans
& Immigrant Communities

Department of Neighborhoods

HOW TO FIND COVID-19 INFORMATION AND RESOURCES

This guide provides immigrants and refugees with information about COVID-19. Many services are available regardless of immigration status and at no cost, and you do not need to speak English to get assistance. The City of Houston provides free interpretation for non-English speakers and American Sign Language interpretation for the deaf or hard of hearing. When visiting a City facility, you can ask an employee for an interpreter.

You can click the hyperlinks (words in blue letters), which will automatically take you to the website listed in this guide.

The Office of New Americans and Immigrant Communities is a division of the Department of Neighborhoods.

FREQUENTLY ASKED QUESTIONS ABOUT COVID-19 FOR UNDOCUMENTED IMMIGRANTS & REFUGEES

1. What are the symptoms of COVID-19? What should I do if I am feeling sick?

COVID-19 symptoms range from mild to severe and may appear two to fourteen days after exposure to the virus. Symptoms vary from person to person and may include cough, difficulty breathing, fever, muscle pain, sore throat, or loss of taste or smell. Some people may have the virus without showing any symptoms. If you think you have COVID-19, call your healthcare provider. Contact the Houston Health Department COVID-19 call center at 832-393-4220 for information about free COVID-19 test sites. The call center is open weekdays from 9 a.m. to 7 p.m. and weekends from 9 a.m. to 3 p.m. You can also click on the following hyperlink for a weekly schedule of testing sites: www.houstonemergency.org/covid-19-testing. If you are experiencing severe symptoms or difficulty breathing, call your doctor or a hospital for medical advice.

2. I am undocumented. Am I allowed to get a free COVID-19 test?

Yes. Everyone residing in the Greater Houston area, regardless of immigration status, is eligible for COVID-19 testing at designated testing sites.

3. Do I need identification to get tested?

Some testing sites may require some form of identification. If you do not have an ID, call the City of Houston Health Department at 832-393-4220 for a list of testing sites that do not require identification to take a test.

4. How and where can I get a free COVID-19 test?

Call the Houston Health Department at 832-393-4220 to find out how and where you can get tested. You can also find a list of updated testing sites for the City of Houston by visiting www.houstonemergency.org/covid-19-testing/. Get help immediately if you have emergency warning signs, like trouble breathing, pain, or pressure in the chest. You will not be required to show proof of residency, citizenship, or insurance. You can also find a list of updated testing sites for the City of Houston by visiting www.houstonemergency.org/covid-19-testing/.

5. What is contact tracing?

Contact tracers work with people who have COVID-19 to let their close contacts know that they may have been exposed to the disease. Choosing to work with contact tracers helps protect you, your family, and your community by slowing the spread of COVID-19. Contact tracers will never ask for your social security number, bank information, or credit card number. Information gathered during the contact tracing process is not used for any other purpose.

6. How can I get vaccinated once a vaccine is available?

As vaccines are authorized, there is a limited supply at first as manufacturing and distribution ramps up. Everyone who wants to get vaccinated will eventually be able to do so, but initial doses are allocated for critical populations as identified by the [Texas Department of State Health Services](#).

As vaccine availability increases in 2021, people will be able to get vaccinated at doctor's offices, pharmacies, hospitals, and other "usual" sites. Visit the [Texas COVID-19 Vaccine Provider Locations map](#) to find and call nearby providers to see if they have a vaccine available to you.

As supply increases, the Houston Health Department will offer vaccines at its health centers, multi-service centers, mobile units, and at community locations. Visit [HoustonEmergency.org/covid19](#) or call **832-393-4220** for the latest information.

7. Will getting tested prevent me from getting a green card?

COVID-19 services do not affect Green Card status or application for a permanent residency card. Call the Houston Immigrant Rights Hotline at 1-833-468-4664 for more information.

8. Where can I get personal protective equipment (PPE) such as a mask, gloves and hand sanitizer?

Some organizations are giving out free PPE. Call the United Way 2-1-1 helpline for more information.

9. If I am undocumented, where can I get food for my family and me?

Call the Houston Food Bank at 832-369-9390 or text the word FOOD to 855-308-2282 to find the nearest food pantry in your area.

10. I am undocumented and unemployed. How can I get utility or rental assistance?

For help with utility or rental assistance call the 2-1-1 United Way Helpline or go to [www.accesshou.org/search/?service=money&entity=program](#) to find a list of organizations offering legal advice and food, housing, employment and financial assistance, among other services.

11. What can I do if my landlord is trying to evict me?

If you have received a Notice to Vacate or a citation to be removed from your home/evicted, you can call Houston Volunteer Lawyers at 713-228-0735, or go to their website at [www.makejusticehappen.org/node/589](#). You can also call the Eviction Defense Coalition Hotline at 713-982-7340.

12. Are there services available for people living with disabilities?

Yes. Call the City of Houston Mayor's Office for People with Disabilities at 832-394-0814 or send an email at mopdmail@houstontx.gov. You can visit [www.houstontx.gov/disabilities/emergency.html](#) for more information.

13. I need to speak to an immigration attorney. Who do I call for help?

Call the Immigrant Rights Hotline at 1-833-468-4664, Monday through Friday, 9 a.m. to 5 p.m. (except holidays). Callers can get help with general questions about current immigration laws, rules, and regulations, including the Executive Orders on immigration issues. You can also visit [www.accesshou.org/search/?service=legal&entity=program](#) for a list of other legal resources.

COVID-19 HELP & INFORMATION

There are many community-based organizations that help immigrants and refugees living in the Houston area. Contact these agencies for more information.



For referrals to community organizations, dial 2-1-1 to call the United Way Helpline, 24 hours a day, 7 days a week, and speak to someone who can provide a comprehensive list of resources.



AccessHOU is an online database for agencies that provide help to immigrants in the Houston area. Go to www.accesshou.org to find assistance for legal issues, food, housing, employment, financial assistance and more.

IN AN EMERGENCY, DIAL 911 IMMEDIATELY!

An emergency is a situation that requires immediate assistance from the police, fire department or an ambulance. Examples include: a fire, a crime or robbery (especially if in progress), someone breaking into your home, a car crash (especially if someone is injured), and a medical emergency (especially symptoms that require immediate medical attention.)

To request non-emergency police service for locations within Houston city limits, dial the HPD non-emergency line at (713) 884-3131. If you live outside the jurisdiction of the Houston Police Department and have a problem or situation that requires police service, please contact your local law enforcement agency.

CITY OF HOUSTON



The City of Houston 3-1-1 Service and Information Helpline will provide you with information on how to reach a City of Houston department, service, or to report problems such as garbage collection, street and sewage repairs, etc. You can reach the helpline by calling 3-1-1 or 713-837-0311. The helpline operates 24 hours a day, 7 days a week. Interpretation services are available to assist non-English speakers if you ask for an interpreter. You can also report your request online at www.houston311.org or download the Houston 3-1-1 app to submit on your smartphone or tablet.

HARRIS, FORT BEND & MONTGOMERY COUNTIES

County governments serve a larger area of land than cities and offer administrative and other public services. Harris, Fort Bend, and Montgomery Counties may be able to help people who live within those counties. You can call the numbers below for assistance.

HARRIS COUNTY

General Number	713-755-5000
Public Health Information	713-439-6000

FORT BEND COUNTY

General Number	281-342-3411
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MONTGOMERY COUNTY

Customer Service	1-240-777-0311
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DISCLAIMER

This resource guide was put together by the City of Houston Office of New Americans and Immigrant Communities with the assistance of many communities, private, and governmental organizations. This information is provided as a free public service, for informational purposes only. The City of Houston does not assume responsibility and disclaims all liability regarding the third-party services above and the accuracy of the information listed in this guide. Translations of any materials into languages other than English are intended solely as a convenience to the non-English-reading public and are not legally binding. The City does not guarantee the accuracy of the translated text. We have attempted to provide an accurate translation of the original material in English, but due to the nuances in translating to a foreign language, slight differences may exist.

The City provides this non-exhaustive information about service offerings so individuals seeking assistance can request help from various third-party service providers. Although this guide provides information about various third-party service providers, the City does not endorse any providers, verify the accuracy of information on the provider's sites or information provided by these providers, and the City does not control and is not responsible for any of these third-party resources/websites. The inclusion of these providers on this site does not imply and should not be interpreted as constituting or implying any endorsement, recommendation, sponsorship, support, affiliation, or approval by the City of that provider or, nor the information, products or services they offer. The City makes every effort to keep the information on this guide up to date, but does not guarantee the accuracy, reliability, or currency of this information.



Receive City of Houston Neighborhood Updates by phone!



COVID-19 updates - Neighborhood services - Community meetings - Seasonal notifications - Public service activities

Options:

- Voicemail, text or both
- English or en Español

1

Call 3-1-1 or 713-837-0311

2

Tell them you would like to subscribe to "Neighborhood Updates"

3

Give them your name, address, zip code and phone number

"Neighborhood Updates" is an initiative of the City of Houston Department of Neighborhoods in partnership with the Houston Office of Emergency Management and Houston 3-1-1, a division of the Administration and Regulatory Affairs Department. To unsubscribe, call 3-1-1.



Department of Neighborhoods



HELP & INFO



CITY OF HOUSTON
OFFICE OF EMERGENCY MANAGEMENT



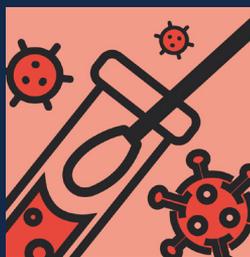
Don't stop.



Don't forget.



MASK UP.
SOCIAL DISTANCE.
WASH HANDS.
GET TESTED.



houstonhealth.org



HOUSTON HEALTH
DEPARTMENT



www.houstontx.gov