



United Way of
Huntington County, Inc.

Covid-19 Resource
Guide For Residents
Of Huntington County

Updated Last 3/25/2020

Utility Resources

Duke Energy:

Since many customers may be facing unusual financial hardships as a result of COVID-19, we are suspending disconnections for nonpayment effective March 13, 2020. This applies to all home and business accounts in Florida, Indiana, Kentucky, North Carolina, Ohio and South Carolina. Have questions about your Duke Energy Bill: contact 1-800-521-2232

Nipsco:

NIPSCO today announced that it will voluntarily suspend shutoffs for nonpayment in response to the COVID-19 pandemic, effectively immediately. This suspension will apply to residential, commercial and industrial customers and will remain in effect until further notice. In addition, NIPSCO will offer its most flexible payment plans to customers who indicate either an impact or hardship as a result of COVID-19 and will suspend late payment charges until May 1. NIPSCO will continue to monitor current events and support our customers and communities.

“The safety of our employees and customers is at the forefront of everything we do at NIPSCO,” said NIPSCO President Violet Sistovaris. “We are taking a proactive, coordinated approach to prevent, mitigate and respond to COVID-19.”

Any customer who has received a termination notice or is having trouble paying his/her bill should call 1-800-4NIPSCO to discuss payment arrangements and/or financial assistance programs. In addition to the shutoff moratorium, NIPSCO is doing the following in response to the pandemic:

- Our employees are taking all appropriate precautions to keep themselves and our customers safe.
- NIPSCO has activated its incident management team and is closely monitoring the Centers for Disease Control and Prevention, World Health Organization, and local state and federal health agencies for updates related to the virus.
- To help reduce the spread of COVID-19, until further notice, employees whose positions allow it are working remotely.
- For those critical employees who must report in person to complete their work, additional precautions are being taken to minimize the spread.
- We will continue to ensure that our system is safe and, if an outbreak would occur in our service territories, have plans in place to suspend all non-emergency work if necessary.

REMC:

Until further notice, Heartland REMC will not be disconnecting any member’s electric service due to non-payment, allowing members experiencing financial challenges additional time to provide payment. Members should expect continued delivery of billing statements, as usage readings will continue. During this time of uncertainty, members with concerns should contact Heartland REMC to

discuss flexible payment arrangements and other available billing options. Members are also encouraged to pay what they can to avoid facing larger bills moving forward. Since you'll be home more, you're going to use more electricity. Be conscious of this and continue to practice energy-saving tips like unplugging appliances while not in use or turning the lights off when you leave a room.

Beginning Wednesday, March 18, Heartland REMC asks that members do not pay their bill in person or come into the office unless necessary. We will be open, but request that members reduce their interaction with our employees as much as possible. Members are encouraged to make payments from the comfort and safety of their homes. Bill payments can be made via phone, by calling the office at 260-758-3155, online at heartlandremc.com, or on the HREMC mobile application. A dropbox and drive through are also available.

Services that are not urgent or time-sensitive, but require in-person customer contact, such as energy audits, will be rescheduled. Heartland REMC staff will contact members to update them and reschedule those appointments.

The Heartland REMC team is closely monitoring the situation. Please refer to our website, www.heartlandremc.com, and our social media pages for the most up to date information.

Heartland REMC members should also be on the lookout for suspicious emails, phone calls, or persons impersonating business employees or charitable organizations. If you get a call from someone claiming to represent Heartland REMC that make threats or demands immediate payment, please hang up and call 260-758-3155.

Huntington City Utilities:

To protect city residents and city employees, in response to the COVID-19 pandemic the City of Huntington Water Billing payment window, located on the first floor of the City Building, will be closed until further notice.

Alternate payment methods are listed below:

Online

City Utilities offers the convenience of online bill payment.

Go to <https://www.drfrey.biz/3128/customerlogin.html>

Pay By Mail

Make a check payable to City Utilities and mail it to:

City Utilities

P.O. Box 5177

Huntington, IN 46750

It is recommended to mail your payment at least seven (7) days prior to its due date to allow time for delivery and processing.

To avoid potential late fees, be sure to send your payment to the correct address and include your payment stub in the envelope.

Banks

The following financial institutions will continue to accept city utility payments.

Lake City Bank, 1501 N. Jefferson St.

First Merchant Bank, 2845 Guilford St.

Bippus State Bank, 150 Hauenstein Road, 1303 S. Jefferson St.

First Federal Bank, 648 N. Jefferson St., 1240 S. Jefferson St., 100 Frontage Road

Drop Box

Available around the clock, payments can be dropped off at the Police Department entrance of the City Building. Be sure to include the payment stub portion of your bill. If customers choose to drop off a cash payment at the unattended drop box, the exact change is not required and any overage will be credited to their accounts. Automatic Payments

Call the Water Department office to have an ACH authorization form sent to you or download it here. Complete the form and send it back with a voided check to set up automatic payments. Please allow approximately 15 days for the ACH request to be processed and active on your account.

If you have questions ...

Contact the Water Department at (260) 356-3220 or send an email to jennifer.gunn@huntington.in.us.

Vectren:

CenterPoint Energy's mission is to deliver energy, service and value to our customers, who are at the center of everything we do. We care about you, our communities and our employees. In response to the Coronavirus (COVID-19), we have activated our Pandemic Preparedness Plan to help ensure the safe, reliable delivery of energy and service to homes and businesses.

Helping ensure uninterrupted natural gas and electric service delivery

- We are working closely with regulatory, government and emergency management organizations across our service territory to stay updated on Coronavirus (COVID-19) news and alerts
- We support our customers who may need payment assistance, arrangements or extensions
- We have temporarily suspended natural gas service disconnections for nonpayment

Food Resources

Huntington County Community School Corporation:

Grab & Go Meals:

We will continue to keep sites open for Grab and Go Meals until April 2 and re-open April 14th through April 30th. All sites are open every Tuesday and Thursday from 10am – 2pm. HNHS will also have evening pick up from 5-7pm. Pick up locations are Andrews Elementary, Roanoke Elementary, Salamonie Elementary, Riverview Middle School and Huntington North High School. **This schedule is subject to the access and availability of food supplies.**

Please be aware that these measures are being taken in an abundance of caution to reduce or limit exposure to the virus in our community. We encourage students to stay home during this time and continue to follow the healthy hygiene practices that have been laid out to help stop the spread of illness.

Love INC:

Salvation Army:

The Salvation Army is offering Huntington County residents a drive-thru, emergency food option. Pick-up is on Thursday afternoons. If you are interested in this service please call (260) 356-3485 by 12pm Wednesday each week.

New Life Meal Ministry:

The Soup Kitchen is located at 323 N. Jefferson Street Huntington, IN. 46750. Due to Covid-19 restrictions there is no dine in at this time. At the door each person will receive a sack with a hot meal in a to-go box and a bottle of water.

Monday - Friday 6:00pm - 7:00pm

Saturday - Sunday 5:00pm - 6:00pm

All meals are free.

UPDATED SCHEDULE AS OF 03/30/2020

FARM WAGON



The Farm Wagon mobile pantry program run through Community Harvest Food Bank will undergo schedule and location changes **effective March 30, 2020** due to developments with our COVID-19 virus safety plan.

What is Farm Wagon? – Farm Wagon distributes fresh fruits, vegetables, and dairy products to individuals and families in need. Distributions are outdoors after food is unloaded from our refrigerated truck.

Who can attend? – Any adult in need may attend a scheduled Farm Wagon. No ID is required.

Day	Time	Location	Address	City
Monday	9:00 a.m.	Garrett UMC	108 Houston St.	Garrett
Monday	1:00 p.m.	IGA Parking Lot	401 N. Main St.	Wolcottville
Tuesday	9:00 a.m.	Bluffton Middle School	1500 Stogdill Rd.	Bluffton
Tuesday	1:00 p.m.	Markle UMC	145 W. Morse St.	Markle
Tuesday	1:00 p.m.	CHFB North	1010 E. Coliseum Blvd.	Ft. Wayne
Wednesday	9:00 a.m.	Adams Central High School	222 W. Washington St.	Monroe
Wednesday	1:00 p.m.	Huntington	1330 S. Jefferson St.	Huntington
Thursday	9:00 a.m.	Angola Housing Authority	617 Williams St.	Angola
Thursday	1:00 p.m.	Crossroads Bank	105 E. Columbia St.	South Whitley
Friday	9:00 a.m.	Central Noble Jr/Sr High Sch.	302 Cougar Ct.	Albion
Friday	1:00 p.m.	St. Peter's Catholic Church	518 E. Dewald	Ft. Wayne



PLEASE SUPPORT OUR LOCAL BUSINESSES

RESTAURANTS/CATERERS:

- B&K Root Beer Stand** Full-service menu brought right to your car. Call ahead ordering, drive-in/drive-up ordering and delivered to your car. We have added a portable credit card machine to help accommodate those that do not have cash. If cash is used in the process of ordering, delivery will be much faster. Same business hours Monday to Saturday 10:30 a.m. to 8 p.m.; Sunday, 12 noon to 8 p.m. (260) 356-6920.
- Brick House Grill** Download our apps at the links below or search for brickhousegrillin in the app stores.
<https://apps.apple.com/us/app/brickhouse-grill-in/id1492365577?app>
<https://play.google.com/store/apps/details?id=com.chownow.brickhousegrillin>
We are offering curbside pickup. You can call an order in and then call again when you get here and we will bring the order to you. You can place the order on our website or app for pickup and call when you get here and we will bring it out to you. You can place the order on our website or app for delivery. We will bring it to you as soon as it's ready. Delivery will have a \$5 charge. Deliveries will only be made within a 5-mile radius of Brick House. www.brickhousegrill.org (260) 224-6696.
- Chapman's** March 16 through March 31, we will be open for carry-out only. You can call the Huntington Taproom for some of Jason's great food, growler fill or 4-pack of cans (supplies may vary or be limited). We will meet you at the door or if you give us the description, we will deliver to your car. We will be adjusting hours to following: Chapman's Brewing Company, Huntington Taproom. Monday- Saturday 11 a.m. to 8 p.m. (260) 200-1375.
- Crossroad Pantry, Inc.** We have two Crossroads Pantry locations within Huntington County. Our location in Markle at 115 W. Logan St. is still fully operational at this time, we have just went to carry-out or call in orders only. Hours of operation are still the same, along with our kitchen times. We run a daily lunch special from 10:30am 1:30pm and I have attached our monthly menu. I have attached our usual menu items available through lunch and until 7pm, as well. Our location in Warren is a 24/7 store (again hours listed on our website). They have a Subway located inside, which people are allowed to come in and order for to-go options only. Our website is www.crossroadspantry.com. (260) 758-3271.
- East of Chicago Pizza** In addition to regular carry-out menu, we are selling our salad bar items. Broccoli and cauliflower salad, potato salad, macaroni salad, pudding, beets, lettuce, carrots, cucumbers, radishes, peaches and applesauce; single serving \$2, larger quantities are also available. (260) 375-2000.
- Golfo di Napoli, LLC** Golfo di Napoli Dairy will remain open normal hours. Patrons may still purchase items from our dairy case and retail shelves. We are also offering carry-out, curbside pickup, and delivery within a 15-mile radius of the dairy of our full cafe menu. Orders can be placed on our website: www.golfodinapolidairy.com or by phone: (260) 355-5975.
- Jimmy Pops Pizza** Our entire menu is available for carry-out or delivery. We deliver to all of Huntington County. We're open from 10 a.m. to 9 p.m. Tuesday through Thursday, 10 a.m. to 11 p.m. Friday and Saturday and 11 a.m. to 9 p.m. on Sunday. For weekly/daily specials and our full menu visit our Facebook page. To order call (260) 200-1154.
- Kim's Katered Affair** Open regular hours 10 a.m. to 3 p.m. on Wednesdays with take out, curbside and delivery. Also, open Fridays 10 a.m. to 3 p.m. for lunch also with take out, curbside and delivery. (317) 625-3243.
- Lee's Food dba KFC** KFC Drive-through open daily 10:30 a.m. to 9:30 p.m. (260) 356-4112.
- Pizza Hut** Huntington Pizza Hut is offering its full menu for carry-out and delivery. Our hours are Sunday to Thursday 11 a.m. to 11 p.m.; Friday-Saturday 11 a.m. to 12 a.m. We are offering contactless carry-out and delivery options. For daily specials please look at our website at www.pizzahut.com. To place an order in person please call (260) 356-7022.
- Pizza Junction** During the time period that dine-in is not allowed we will still be offering carry-out and delivery at Pizza Junction 201 Court Street in Huntington, normal business hours. (260) 356-4700
- Rusty Dog Irish Pub, LLC** Curbside pickup, 5 p.m. to 8 p.m. Tuesday through Saturday; place an order, everything from our sandwich menu along with soups, salads, starters and slider baskets will be available for carry-out. (260) 579-0433.
- Wings, Etc.** We are offering carry-out, curbside and hoping to offer DoorDash in the near future. (260) 359-2146.

Unemployment

Work One:

All 11 WorkOne Northeast career centers are closed to the public indefinitely, effective March 24. The actions are designed to protect WorkOne customers, staff members, their families and the community at large as the region and nation tackle COVID-19. People must file for unemployment benefits online by computer, tablet or smartphone at www.unemployment.in.gov and can search for jobs online at www.indianacareerconnect.com or on this Facebook page. People will be able to contact by phone staff at the closed centers and leave a voicemail message. Because of the high volume of calls, return calls may take longer than usual. We apologize for any inconvenience. Career center numbers can be found at the Northeast Indiana Works website (www.neinworks.org). For statewide information on COVID-19, visit www.in.gov/coronavirus. For employers planning large layoffs (50 or more), please visit www.in.gov/dwd/4011.htm

Mental Health

Bowen Center:

The list of closures continues to grow in response to the novel coronavirus (COVID-19) in the United States, however, individuals in treatment for substance use and specifically in a Medication Assisted Treatment program cannot put their treatment on pause. Bowen Recovery Center, a division of Bowen Center, is open for treatment and new patients are also welcome.

In addition to health and safety measures taken company-wide, some additional options for treatment at Bowen Recovery Center will be available starting on Monday. The Bowen Recovery Center treats Opioid Use Disorder specifically using a complex treatment model that includes daily medication to remove withdrawal symptoms and cravings, along with therapy and case management to help patients rebuild their lives.

The Center has received approval from the Substance Abuse and Mental Health Services Administration (SAMHSA - a division of U.S. Department of Health and Human Services) and the Indiana Division of Mental Health and Addictions (DMHA - a division of the Indiana Family and Social Services Administration) to allow an expanded number of patients who are eligible to take prescribed medication home to self-administer for up to 28 days instead of daily commutes to the Center to receive their medication. Patients must follow a fully guided protocol to keep the medication and themselves safe.

In addition, most clinical services (psychiatric, therapy, and community-based case management) will be done via phone. The medical team will remain on-site during regular business hours and those services will continue as normal for patients not eligible for take-home medication and new patients.

Temporarily moving to this model will increase Bowen Recovery Center's capacity to see more patients and serve new and returning patients to help guard their mental and physical health. "This is a difficult time for everyone. When you add a serious disease like Substance Use Disorder to the mix you are compounding the stress level," said Dr. Carolyn Warner-Greer, Bowen Recovery Center Medical Director. "I am pleased we are able to proactively adapt to the situation to keep our patients safe without any disruption of services."

Bowen Recovery Center will continue to follow the guidance from SAMHSA, DMHA and the CDC to ensure the health and safety of its patients and staff and provide on-going, uninterrupted, life-changing care. For more information 24 hours a day, call (260) 433-7464.

Mental Health America:

MHA is doing the following- all virtual meetings:

- Parent Cafe
 - Parent Cafes are fun, free, supportive, educational, parent-led get-togethers where parents can talk openly with one another about the struggles of parenting and ways to strengthen their

families. Meetings are now being held virtually using Zoom, a free web conferencing software. You can view the current schedule of meetings on the Parent Cafe page of our website.

- Parent Support Facebook Group
 - Parents are invited to join our Facebook group, Strong Parent Lounge, to receive support and resources from other parents.
- Anxiety and Depression Support Group
 - In this uncertain time, Mental Health America of Northeast Indiana is offering a virtual support group. Open to any interested participants. No diagnosis needed to attend. The group will meet on Mondays at 10:30-12PM on Zoom. Please sign-up weekly for each meeting. We are looking forward to meeting you and supporting each other! You can register for Monday, March 23 on <https://www.eventbrite.com/e/monday-morning-depression-anxiety-support-group-tickets-100167230884>
- Wellness Recovery Action Plan Courses
 - Wellness Recovery Action Plan (WRAP) recovery courses are being conducted virtually using web conferencing software called Zoom, which you can access for free. WRAP courses teach you how to apply the Five Key Concepts of Recovery to your everyday life to improve your quality of life. Participants identify tools and action plans to counter the negative effects of life challenges. If you are interested in attending one of our newly-added courses, you can find them all on our Eventbrite page.

MHA is also compiling mental health resources and parents/kids focused stuff on our website at <https://mhanortheastindiana.org/coronavirus>

American Red Cross

The American Red Cross is offering virtual instructor-led offerings of Psychological First Aid that are open to community partners. This course provides practical suggestions for what a person can say and do as he/she practices the principles of Psychological First Aid in support of others. It helps people provide assistance to others when they most need it and to helps anyone working in an impacted area take better care of themselves and their colleagues when they are engaged in response and recovery activities. Please click on the preferred time below to register and receive session details.

- April 10th 2pm-5pm: <https://surveymonkey.com/r/april10PFA>
- April 13th 9a-12p: <https://surveymonkey.com/r/april13PFA>

Transportation

HAT:

Huntington Area Transportation (HAT) is a public transportation service for the citizens of Huntington County. HAT provides the reservations, scheduling, and operation of door-to-door service. Drivers are trained in safety and passenger assistance. Wheel-chair accessible vehicles are available.

We hope this [Rider's Guide](#) answers questions you may have. Should you require additional information, please call Huntington Area Transportation at [260-356-3006](tel:260-356-3006) or toll-free [1-800-491-3006](tel:1-800-491-3006). This information is also available in alternate format.

Thank you for riding with HAT!

Who do you call?

Call [260-356-3006](tel:260-356-3006) or toll-free [1-800-491-3006](tel:1-800-491-3006) to schedule a trip, make cancellations, ask any questions, or convey complaints.

Office Hours: Monday – Friday 8:00 a.m. – 4:30 p.m.

* Phone Calls Taken until 5:00 p.m.

Van Operation Hours: Monday – Friday 6:00 a.m. – 8:00 p.m.

***Restrictions may apply based on need.**

Internet

Comcast: Internet Essentials:

As our country continues to manage the COVID-19 emergency, Comcast is taking immediate steps to help connect low-income families to the Internet at home. New Internet Essentials customers will receive two free months of Internet service, which is available to all qualified low-income households for \$9.95/month plus tax. Apply by April 30, 2020. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service has increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect automatically for no additional fee and it will become the new base speed for the program going forward. English: 1-855-846-8376 Spanish: 1-855-765-6995

Metronet:

Housing:

Indiana Foreclosure Prevention Network

This is your Home. Hardest Hit Fundhelp you save it.

Are you currently struggling to pay your mortgage because of:

- an involuntary loss of or substantial reduction in employment income;
- a substantial reduction in household income due to death of a contributing household member;
- significant expenses related to non-elective medical procedures or emergencies;
- significant reduction in income due to military service?

Are you back to work following a period of unemployment, and struggling to catch up on missed mortgage payments?

Who's Eligible?

The applicant must:

- Be an Indiana homeowner residing in that home as their primary residence
- Have experienced a qualifying involuntary loss of or reduction in employment or household income on or after January 1, 2009
- Be within the income eligibility requirements based on county of residence (requirements can be found online at www.877GetHope.org)

Additional eligibility requirements are available at www.877GetHope.org.

If so, you may be able to receive mortgage payment assistance through Indiana's Hardest Hit Fund. For more information on the Hardest Hit Fund, please visit www.877GetHope.org, or call 1-877-GET-HOPE (877-438-4673). Applicant and property must meet all requirements; additional underwriting criteria may apply.

Indiana Foreclosure Prevention Network
30 S. Meridian Street, Ste. 1000
Indianapolis IN 46204
www.877GetHope.org
1-877-GET-HOPE (877-438-4673)

Pathfinder Services Homeownership Center:

Pathfinder HomeOwnership Center supports households in achieving their goal of homeownership. We offer credit coaching and financial coaching services, homebuyer education online, money management education online, matched savings accounts to help with home purchase, and responsible mortgage loan options to help working families reach their goal of buying a home. For more information visit:

<https://pathfinderservices.org/home-ownership/>

Childcare

Kids Kampus:

Kids Kampus is open from 6am to 6pm. There are still openings in each age group for families that need childcare so that they can continue to work. To learn more about Kids Kampus and our services, please call 260-356-0123, or email info@pathfinderservices.org.