



Resources for Veterans and Military Families and Community Members During COVID-19 Crisis, 23 April 2020

VA Healthcare Information

- **Outpatient Clinics Closed:** All VA Maryland Health Care System outpatient clinics are closed until further notice to protect against the spread of COVID-19. All routine outpatient clinic visits will be conducted via a telephone or video visit or rescheduled as appropriate, except for oncology, radiation oncology and other specialty care clinic visits that are medically necessary. You will be contacted by your clinical team if you are still scheduled for a face-to-face visit.
- **Universal Masking Policy:** Patients are required to wear a mask at all times when visiting a VA Maryland Health Care System facility for a scheduled, onsite clinic appointment. To prevent the spread of COVID-19, patients that refuse to wear a mask will not be allowed to enter a VA facility or will be asked to leave if they do not wear a mask while waiting for an appointment or traveling throughout a VA facility. Patients with a scheduled, onsite clinic appointment will be issued a mask when entering the VA facility.
- **Medical Emergencies:** If you are having a medical or mental health emergency, dial 911 immediately.
- **Telephone Care Line:** If you need medical advice, call the Telephone Care Line 24 hours a day, 7 days a week at 800-865-2441.
- **Veterans Crisis Line:** If you are a Veteran in crisis, there are specially trained responders ready to help you, 24 hours a day, 7 days a week, 365 days a year by calling 800-273-8255 and Press 1.
- **Flu-Like Symptoms:** If you are experiencing flu-like symptoms such as fever, cough and shortness of breath, call the Telephone Care Line at 800-865-2441, and press 1.
- **Mail-Order Prescriptions Only:** Pharmacy is only processing mail-order prescriptions in order to limit exposure to COVID-19. The Outpatient Pharmacies at the Baltimore and Perry Point VAMC will ONLY honor emergent prescription needs for in-person pick up. Emergent prescriptions include post-surgical, emergency department and discharge medication needs. All other medications and supplies will be mailed. Please allow 7 to 10 days for prescription delivery. Veterans have the following options to refill their prescriptions:

- By calling the Prescription Refill Line at 410-605-7395. After hearing the greeting, enter your full nine-digit Social Security number followed by the “#” sign. Next, press option “2” for Pharmacy Information, and then press option “1” to order prescription refills.
- By completing and signing the refill request slip you received with your prescription and using the mailing label that was included to send it in to one of our two pharmacies.
- By submitting a refill request through My HealthVet at www.myhealth.va.gov.
- If you have no remaining refills, call the Prescription Refill Line at 410-605-7395. After hearing the greeting, enter your full nine-digit Social Security number followed by the “#” sign. Next, press option “2” for Pharmacy Information, and then press option “8” to talk to a pharmacy representative.
- COVID-19 Testing: The VA Maryland Health Care System is currently only offering COVID-19 testing for hospitalized patients who meet specified criteria. COVID-19 testing is not currently offered for outpatients or walk-in patients.
- Mask Guidance in Community: To maximize our personal protective equipment (PPE) for the potential surge at patients, the VA Maryland Health Care System is currently only offering masks to outpatients with scheduled onsite clinic appointments and VA employees to protect against the spread COVID-19. Veteran patients in the community are reminded to stay at home, practice social distancing, wash your hands frequently, call the Telephone Care Line if you are experiencing flu-like symptoms and refer to the following CDC website for options for how to make a cloth mask without sewing: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
- Visitor Guidance: Visitors are not authorized throughout the VA Maryland Health Care System to protect our patients and staff from the spread of COVID-19, except for the following:
 - Two visitors for end-of-life care and decision making;
 - One escort for patients being discharged from inpatient care;
 - One escort for medically compromised outpatients for oncology, radiation oncology or another specialty care clinic appointment;
 - One visitor who has been asked by the inpatient care team to attend and be part of the treatment and discharge planning process.
- All visitors will be screened for flu-like symptoms and will be required to wear a mask at all times while in a VA facility. Visitors that do not pass the screening process will not be allowed to enter the facility

- Perry Point Campus Closure: For the protection of our veteran patients and employees against the spread of COVID-19, the campus of the Perry Point VA Medical Center is closed to the public until further notice. This closure applies to the entire campus, including non-patient areas like the shoreline and walking trails. Only VA employees, outpatients with scheduled clinic appointments, residential care patients, residents of the HELP Veterans Village, and authorized deliveries will be granted access to the campus.

For a full listing of all COVID-19-related updates and guidance from the VA Maryland Health Care System, please visit www.maryland.va.gov/COVID-19.asp

You can also receive COVID-19-updates by calling our VA Maryland Health Care System COVID-19 Information Line at 410-605-7384. (This is a recording only and does not accept voicemails.)

For the latest guidance from VA about the Coronavirus, visit <https://www.va.gov/coronavirus/>

Online Scheduling of Appointments

Due to the spread of the Coronavirus (COVID-19), there has been a change to the options for scheduling routine outpatient appointments. Since all routine outpatient clinic visits will be conducted via a telephone or video visit or rescheduled as appropriate, except for oncology, radiation oncology and other specialty care clinic visits that are medically necessary, the VA Maryland Health Care System has temporarily disabled direct online self-scheduling into both VA and Care in the Community appointments for Veterans using the VA Online Scheduling application (VAOS). Veterans will still be able to view, request and cancel VA appointments online using the VAOS application at <https://www.va.gov/health-care/schedule-view-va-appointments>. Once a Veteran requests an appointment, a scheduler will get back to them to confirm the request.

To request a VA appointment, Veterans can also send a secure message to their provider through My HealtheVet at www.myhealth.va.gov.

VA Online Scheduling is accessible by signing in with your DS Logon, My HealtheVet, or ID.me accounts. If a Veteran does not have any of these accounts, they can create one online at <https://www.va.gov/health-care/schedule-view-va-appointments>

Financial, benefits and claims Support

The Department of Veterans Affairs (VA) announced, April 3, a number of actions to provide Veterans with financial, benefits and claims help amid VA's COVID-19 response.

The financial relief actions include the following until further notice:

- Suspending all actions on Veteran debts under the jurisdiction of the Treasury Department.
- Suspending collection action or extending repayment terms on preexisting VA debts, as the Veteran prefers.

For benefit debts, Veterans can contact the VA Debt Management Center at 1-800-827-0648 to make arrangements.

For health care debts, Veterans can contact the Health Resource Center at 1-888-827-4817 to make arrangements.

The benefits and claims relief actions include giving Veterans the option to submit their paperwork late for the following actions:

- perfecting claims
- challenging adverse decisions
- submitting Notices of Disagreement
- submitting Substantive Appeals
- responding to Supplemental Statements of the Case

Veterans requesting claim extensions can simply submit them with any late-filed paperwork and Veterans do not have to proactively request an extension in advance. For added convenience, VA will also accept typed/digital signatures instead of wet signatures on its forms. Those with questions can call 1-800-827-1000.

For Veterans who have been diagnosed with COVID-19 and need immediate action on their appeals, as opposed to a filing extension, the Board of Veterans' Appeals will Advance their appeal on Docket (AOD). [Click here](#) to find out how to file for AOD and what documentation is required.

VAMHCS Prescription Refills During the COVID-19 Emergency

The Pharmacy has switched to all mail-order prescriptions in order to limit your potential exposure to COVID-19.

The Outpatient Pharmacies at the Baltimore and Perry Point VAMC will ONLY honor emergent prescription needs for in-person pick up. Emergent prescriptions include post-surgical, emergency department and discharge medication needs. All other medications and supplies will be mailed. Please allow 7 to 10 days for prescription delivery. Veterans have the following options to refill their prescriptions:

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Webinars

Now – Complete the 2020 Census. If you did not receive an invitation in the mail, you can still complete the questionnaire online at www.my2020census.gov or by phone at 844-330-2020.

Every Thursday – [Virtual Support Meeting for Behavioral Health Professionals](#)

April 23 - [Remote Work for Your Nonprofit in the Midst of COVID-19](#), 12-1pm. This workshop focuses on solutions for creating appropriate and effective remote work policies. Free to \$1

April 23 – Baltimore County Police Recruitment Information Session, 1pm.

Questions contact msaywack@baltimorecountymd.gov.

WWW.JOINBALTIMORECOUNTYPD.COM

To Join Webinar:

From a Computer:

Go to www.webex.com and click “Join” in the upper right of the screen

Type the following Meeting ID when prompted: 732 904 308

You can open this session using your browser, or download the desktop app

From a Smartphone

Download the Cisco Webex App and following installation instructions

Enter your Name and Email information and click “Join”

Type the following Meeting ID when prompted: **732 904 308**

April 23 – [Psychological Effects of COVID-19 on Military Families](#), 3-4pm.

April 23 - [You're invited to "Supporting the Emotional Needs of Children and Youth During the COVID-19 Pandemic,"](#) 4-5:30pm In this free webinar, pediatric psychologist Dr. Meghan Walls will provide an overview of what emotional reactions can be expected from children and youth during the current pandemic. Also covered will be recommendations for how parents, teachers and other caregivers can provide emotional support and reassurance to help navigate this societal crisis.

Dr. Teri Brister, author of the NAMI Basics program, will provide information about the NAMI Basics OnDemand program available online for parents/caregivers of children and youth with mental health conditions.

There will be a Q&A period moderated by Dr. Ken Duckworth, NAMI's Chief Medical Officer.

April 23 – [Ft. Meade COVID-19 Town Hall #13](#), 5:30pm

April 23 - [Angst: Virtual Film Screening and Panel Discussion](#), 6:30 pm. Angst is an IndieFlix Original documentary designed to raise awareness around anxiety. The film includes interviews with kids, teens, educators, experts, parents and a very special

interview with Michael Phelps. The goal is to help people identify and understand the symptoms of anxiety and encourage them to reach out for help. A virtual panel discussion will immediately follow the online film screening and will include mental health experts as well as a representative from Montgomery County Public Schools. The panel will be facilitated by Ned Johnson and Dr. William Stixrud, authors of *The Self-Driven Child*.

This event is free. The target audience is parents, youth and educators but please note that the documentary is recommended for youth 10 years or older.

Friday, April 24 – [Ft. Meade Alliance Acquisition Guidance Webinar Services](#)
DISA's **Doug Packard**, Director of the Procurement Directorate and Chief of the DITCO and **Carlen Capenos**, Director, Office of Small Business Programs, 9am. The focus of each webinar is to provide clarification on how businesses are able to engage with the agencies during the COVID-19 crisis. Questions surrounding invoicing, compliance, contract awards and performance will be covered.

April 24 – [Livestream with Rob Riggle & Seth Herzog join ASAP comedians for a comedy show](#), Armed Services Arts Partnership.

April 25 - [Talk Saves Lives - Virtual Presentation](#), 10am. In this introduction to suicide prevention, we will cover the general scope of suicide, the research on prevention, and what people can do to fight suicide. Attendees will learn the risk and warning signs of suicide, and how together, we can help prevent it.

April 26 – [Charm City Blue Grass Festival Streamed Live](#) with short wellness videos by veterans John Way and Emily Lodge, 12-5pm

April 28 - [Self Care and Resiliency for Military Families during COVID-19](#), 3-4pm

May 7 – Howard County Commission for Veterans and Military Families Meeting, 7-8:30pm. A Webex link will be provided at howardcountymd.gov/vetcomm or email veterans@howardcountymd.gov to participate.

May 14 – [Virtual TechExpo USA Top Security Clearance Hiring Event](#), 12-5pm

May 18 thru 24 - [A WEEK TO CHANGE DIRECTION](#): A Week to Change Direction is a virtual, global event where we are asking you to flood social media by sharing how you are taking care of your emotional well-being by creating and maintaining Healthy Habits. Share what you are doing for yourself and for your loved ones, coworkers, neighbors and communities to protect and encourage everyone's emotional wellness during this terrible worldwide pandemic.

September 11 – [Military MOJO Virtual Career Fair](#)

Remote Jobs for Military-connected and Veterans

Serving Together Peer Navigators want to connect you with those vetted employers who understand your and your clients' challenges and who value the unique skill set, experience, and resiliency our population brings to the work environment. If you are a Veteran, Guard, Reserve, Transitioning Active Duty, Spouse, or Caregiver, contact our Peer Navigators at 301-738-7176, M-F 9am-4:30pm or you can fill out a Get Assistance Form at www.servingtogetherproject.org

Other Job Opportunities:

Contact Roslyn Jones for current <https://www.dodig.mil/careers> and other employment opportunities.

Roslyn Jones, Regional Veteran Employment Manager
Division of Workforce Development and Adult Learning
Maryland Department of Labor
roslyn.jones@maryland.gov
410-887-0377 (O)
443-462-7867 (C)

[General Engineer](#)

[Supervisory Program Analyst](#)

[Program Analyst](#)

[Mathematical Statistician](#)

[Senior Investigator \(ISO\)](#)

[Safety and Occupational Health Specialist](#)
[ACCOUNTANT](#)

[Supervisory Human Resources Specialist](#)

[Writer/Editor](#)

[TRAINING SPECIALIST](#)

[Lead Acquisition Management Specialist](#)

Lee Andersen Designs: Hiring 'Seamsters' to Sew Masks

For more information visit <https://www.leesteam.com/> or contact Michelle Shannon, 412-889-0811.

Restaurant Association of Maryland - Openings are regularly posted the RAM Job Board found here: [Restaurant Association of Maryland Job Board](#).

State Emergency Operations Center - The Business Operations Center (BOC) at the MEMA State Emergency Operations Center (SEOC) are in need of staff support and looking to fill the following positions:

- Management and Coordination of Private Sector Capabilities
- Management and Coordination of PS Logistics and Operations
- Management and Coordination of PS needs.
- Administrative Support

If you or someone you know may be able to dedicate the next 30 days both in person or virtually, please contact: psector@maryland.gov and use Subject Title: Staffing Availability for BOC. BOC thanks you in advance for any responses or assistance in this matter, <https://mema.maryland.gov/Pages/business.aspx>

Correctional Officer I -

<https://www.jobapscloud.com/MD/sup/bulpreview.asp?R1=16&R2=004080&R3=0001>

For those who are fluent in American Sign Language (ASL), there is also this Correctional Officer I opportunity:

<https://www.jobapscloud.com/MD/sup/bulpreview.asp?R1=19&R2=004080&R3=0001>

Physician Program Manager II (Deputy Director of Clinical Services) - Closes on May 14, 2020 - <https://www.jobapscloud.com/MD/sup/bulpreview.asp?R1=18&R2=004609&R3=0004>

PSCS Social Worker I, Criminal Justice -

<https://www.jobapscloud.com/MD/sup/bulpreview.asp?R1=20&R2=004713&R3=0001>

PSCS Social Worker II, Criminal Justice -

<https://www.jobapscloud.com/MD/sup/bulpreview.asp?R1=20&R2=004714&R3=0001>.

Commitment Records Specialist I -

<https://www.jobapscloud.com/MD/?Keyword=&Loc=&DeptNumber=35&OccList=&JobType=&KeywordFullText=0>

Apply online for available positions at www.pepsicjobs.com

Newsletters, Articles and other Information

[\\$113.7 MILLION FEDERAL RENOVATION GRANT IS 'DAWN OF A NEW ERA' FOR MEADE HIGH SCHOOL, COMMUNITY](#)

[Veterans Affairs Recipients Will Receive Automatic Economic Impact Payments](#)

[Facebook and the Red Cross](#) are partnering together to provide free devices to allow veterans and families to connect with each other via face book video.

Eligible veterans and families include those in the VA's office of caregiver support program, the VA's geriatric services and extended care program or individuals identified as at risk for suicide by a VA provider

Armed Services Arts Partnership - helps integrate veterans, service members, and military families into their communities through the arts. **online workshops** to veterans nationwide.

Seniors (60 + years) Resources

Governor's Senior Call Check is 1-866-502-4325. The state is sponsoring this program. Seniors can receive a daily call.

Aging-In-Place Tax Credit Available For Residents - this tax credit is designed to assist older adults to "age in place" by providing a 20 percent credit on up to \$500,000 of assessed property value. For information on eligibility and to apply, click [here](#). Applications will be accepted until **May 1**.

Howard County offers grocery and medication delivery - Howard County REACT has launched a [critical grocery and medication delivery service](#). This service is intended to assist Howard County citizens that cannot leave their homes during the COVID-19 crisis and are having trouble getting groceries delivered in a timely fashion. This service is a joint venture between Howard County REACT and Howard County Community Organizations Active in Disaster (COAD).

[Neighbor Ride Pivots to Deliver Food During Crisis](#) - local nonprofit aiding local seniors by offering food delivery services and rides to essential medical appointments during the COVID-19 pandemic.

Wellness Resources

[The Mission Continues Womens Leadership Program](#) - changes the narrative on what it means to be a woman veteran by leveraging their leadership skills and authentic selves to become change-makers, all while enhancing their personal and professional networks. By the end of the program, program members will have made lasting connections with other women veterans and will feel empowered to lead the charge for gender equality in their communities.

[5 minute self-care video](#)

[30 minute self-care video](#)

[Premier Health Express](#) offers telemedicine and curbside prescription pickup. Open 10am-10pm on thru Sat. Columbia, MD.

Telehealth - Easterseals is providing critical services to children and adults over the internet and phone. [Watch this video](#) of a boy named Isaiah having a virtual speech therapy session with Easterseals!

[School Closure Toolkit](#) to support children with autism.

Mental Health Providers for Military and Veteran-connected Families

ServingTogether is committed to serving you, building resiliency, and increasing capacity for our Veterans, Active Duty, Guard, Reserve, Spouses, Caregivers, Survivors, MilKids, and MilFamilies by connecting you to resources that promote mental health and well-being. Our Peer Navigators can be reached at 301-738-7176 or you can fill out a Get Assistance Form at www.servingtogetherproject.org

Give an Hour [Mental Health Resources during COVID-19](#)

Educational Resources

[HCPSS website](#) providing general information and resources

Free Courses to Improve Work Performance - Have a little down time between webinars? Check out these free courses to gain new skills.

Excel for Nonprofits - Data Management and Reporting

Free 6-track course to learn how to use Excel to manage your data and effectively report your impact. [Read more.](#)

Word for Nonprofits - Document Management

Free 4-track course to learn how to use Word to create compelling documents that can best tell your organization's story. [Read more.](#)

PowerPoint for Nonprofits - Creating powerful Presentations

Free 3-track course on PowerPoint. Learn how to create powerful and compelling presentations to share your impact stories. [Read more.](#)

OneDrive 101

Learn the basics of using OneDrive to store, sync and share your organization's files. [Read more.](#)

The “**At-Home Learning**” initiative has launched on [Maryland Public Television](#) (MPT), WETA and Howard University [Television](#) (WHUT). The primary feature of the collaboration is a coordinated schedule of educational programs selected by the stations and available weekdays to viewers free over the air, through cable and satellite providers and, in the case of MPT, on a livestream at mpt.org/livestream.

The special broadcast schedule across the three stations consists of 11 daytime hours of educational programs, beginning at 7 a.m. on MPT and continuing throughout the day on all three channels, ending at 6 p.m. on WHUT.

The weekly slate of programs is structured to supplement curriculum in three segments, specifically early learners (Pre-K through 3rd grade), middle grades (4th through 8th grades) and high school (9th through 12 grade). Viewers are encouraged to check their local station's website for weekly schedule updates. Find more scheduling information, visit weta.org, mpt.org and whut.org.

Business and Commerce Resources – <http://www.hceda.org/coronavirus/business-and-commerce/>

Financial Support

If you are a senior that cannot leave your home, you may be eligible for free meal deliveries. To see if you qualify, call **Howard County MAP at 410-313-1234**

Utility Shut off Support

If electric, gas, private water or landline (wired phone) services are currently off due to non-payment:

- 1) Contact the provider to try and negotiate an immediate reconnection and payment plan for the past due bill on the account. Utilities will not reconnect if the termination was due to a hazardous situation or safety concern.
- 2) If the provider will not negotiate an immediate reconnection, contact OPC at DLinfo_opc@maryland.gov. In the email please include the name of the utility company, a description of the reasons given for the denial, and contact information. OPC is currently collecting this information to present collective issues on behalf of utility customers.

If cable television, internet, wireless cell phone, or residential water/gas/electric (when the utility is in the landlord's name) services are currently off due to non-payment:

- 1) Contact the provider to try and negotiate an immediate reconnection and a payment plan for the past due bill on the account.
- 2) If the provider will not negotiate an immediate reconnection contact the Office of the Attorney General Consumer Protection Division Hotline at 410-528-8662/888-743-0023. You could also make a complaint online to the Office of the Attorney General at <http://www.marylandattorneygeneral.gov/Pages/CPD/Complaint.aspx>

Community Action Council

Food Assistance - Howard County Food Bank remains open and is providing prepared bags of food 5 times a week. Visit [here](#) for more info.

Energy and Weatherization Assistance - While BGE is not currently issuing turn-offs, applications for assistance should still be submitted [online](#).

Housing Assistance -Governor Hogan has prohibited evictions, but applications for assistance should still continue to be submitted [here](#) and documents should be emailed to [Beth Stein](#).

Education Assistance -Head Start centers are closed until March 27th. Program applications can still be submitted to [Sherry Elswick](#).

For a full update on our evolving response, [click here](#).

Donations for Families in Need

[HoCoRespond.com](#) - The [Community Foundation of Howard County](#), [Horizon Foundation](#), [United Way of Central Maryland](#) and [Women's Giving Circle of Howard County](#) are working together to assess where assistance may be needed, accept donations and provide funding to assist Howard County nonprofits on the frontline of support, focusing on assisting with food security, housing, childcare and healthcare.

Childcare for Essential Personnel

Any Howard County resident or employee of Howard County essential business whose employment falls into one of the following categories is eligible for this program:

- Public health employees;
- Law enforcement personnel;
- Correctional services employees;
- Firefighters and other first responders;
- Government employees required to work during the state of emergency or catastrophic health emergency;
- Employees and representatives of insurance carriers, and those authorized by the Maryland Insurance Administration to engage in the business of insurance;
- National Guard personnel called to active duty;
- Staff and providers of child care or education services, including custodial staff and food service providers;
- Food distributors and suppliers, including food and supply services or distribution personnel;
- Transportation and delivery services personnel;
- Gasoline service station operators and automobile repair mechanics;
- Critical infrastructure employees, including emergency support personnel for gas and electric utility operations, public works, water treatment, and waste management
- Personnel of other institutions ordered to remain open during the declared state of emergency and catastrophic health emergency;

- Such other persons as the State Superintendent of Schools may designate in one or more orders as Essential Persons.

If you are eligible, you may contact approved providers that are [listed online](#).

Registration will also include completing the following forms:

- [Family Enrollment Application](#)
- [Health History Form](#)
- [Medication Administration Authorization Form](#)
- [Emergency Form](#)

DCRS is working to ensure parents and families have accurate information on approved providers, including their operating hours and availability. DCRS will update daily their [directory of available providers](#) as more become approved. If you need assistance navigating eligibility, registration or placement, please contact DCRS by calling 410-313-2273 or email children@howardcountymd.gov.