

# FAMILY AND COMMUNITY RESOURCES

**Community Resource Guide and Emergency/Crisis resources can be found at:**

<https://www.washoeschools.net/page/3894>

## **Food resources:**

The Food Bank of Northern Nevada is working with WCSO to provide meals to families. The most updated locations to pick up meals for your families can be found on our website:

<https://www.washoeschools.net/Page/14379>

Boys and Girls Club of Truckee Meadows free meals for kids, locations [here](#).

## **Free Internet access:**

- Charter is offering a free 60 days of broadband and wifi for new k-12 and college student households
- Spectrum Internet: Offering free wifi for families with children K-12 or college to allow students to continue their education while homebound. Must not already be a spectrum customer, owe money to the company, and live in an area that offers spectrum internet: Call:1-844-488-8395.

## **Emergency Services:**

**For emergencies, call 9-1-1. For non-emergencies you can reach the Washoe County Sheriff's Office at 775-328-3001, City of Reno Police at 775-324-2121, or City of Sparks Police at 775-353-2231.**

Crisis Support Services of Nevada - It is normal to feel anxious at times like this. If you or someone you know is struggling and needs help, call 1 (800) 273-8255 or the local number 775-784-8090, text LISTEN to 839863 or check out our website at <https://cssnv.org/> Crisis Support Services of Nevada's staff and volunteers are here 24/7/365. You matter.

Nevada 211 - Find help 24/7 by dialing 2-1-1; texting 898-211 or visiting [www.nevada211.org](http://www.nevada211.org)  
Division of Child and Family Services

Mobile Crisis Response Team – Call 775-688-1670 or visit <http://www.knowcrisis.com/>

SAFEVOICE, Use the SAFEVOICE App or log onto [SafeVoiceNV.org](http://SafeVoiceNV.org), select your school, select event type or concern type or you may call the hotline at 1-833-216-7233

Community Health Alliance - Information for those families that need health care, but don't have the funds. 775.329.6300 <https://www.chanevada.org/>

Nevada Department of Employment, Training, and Rehabilitation (Unemployment services) - File for unemployment online at [ui.nv.gov/css.html](http://ui.nv.gov/css.html). Call centers have extended their hours and can assist

people from 8 a.m.- 8 p.m. Monday through Friday. Northern Nevada: 775-684-0350. Rural areas in Nevada and out-of-state residents: 888-890-8211

### **Talking to your Kids about Coronavirus:**

American Academy of Pediatrics – caring for the health of your family and talking to kids about the virus. [More information.](#)

Collaborative for Social and Emotional Learning's Guidelines for Parents and Caregivers provides short family tips for supporting your kids during COVID-19. [More information.](#)

<https://childmind.org/coping-during-covid-19-resources-for-parents/>

### **Family Wellness, Social and Emotional Learning and Mental Health:**

Taking care of your own mental health in uncertain times is important so you can support those around you. [More information here.](#)

Helping your family de-stress during the Coronavirus from Common Sense Media, [click here](#)  
Suggested apps for self-care: [Woebot](#), [Calm](#), and more apps listed [here](#).

### **Bias, Discrimination and Racism:**

Teaching Tolerance's [article for speaking up against discrimination.](#)

NASP [Countering COVID-19 \(Coronavirus\) Stigma and Racism: Tips for Parents and Caregivers](#)

NASP [Cómo combatir el estigma y el racismo en torno al COVID 19 \(coronavirus\) Consejos para padres y cuidadores \(PDF, Spanish\)](#)

Iowa State: <https://instr.iastate.libguides.com/c.php?g=799527&p=7267352>

### **Inspiration:**

As we all work through these challenging times, it's important to keep our minds focused on the many different acts of kindness and inspiration that are happening around the world. If your family is able to help, think about those in our community who might need assistance. Here's a few ideas and articles to consider:

[Ideas of Ways to Help Others in our Community](#)

[Article regarding Acts of Kindness](#)

If you have any further questions about WCSD's response to COVID-19, please email [COVIDquestions@washoeschools.net](mailto:COVIDquestions@washoeschools.net).

### **TMCC/JumpStart classes:**

**Remote classes as of March 23, 2020.** Let TMCC know if you do not have access to a computer or internet. TMCC will offer support services remotely. For more information please continue to check the [TMCC website](#) for updates and additional information. TMCC will continue to send updates as needed. If Jump Start students have any questions or concerns, please have them reach out at [dualcredit@tmcc.edu](mailto:dualcredit@tmcc.edu). They will be sure to reply within 1-2 business days. If you have any questions, below is their contact information:

Ryan Smith- [RGSmith@washoeschools.net](mailto:RGSmith@washoeschools.net)

Karen Rubio- [Krubio@tmcc.edu](mailto:Krubio@tmcc.edu)

Betty Cervantes- [Bcervantes@tmcc.edu](mailto:Bcervantes@tmcc.edu)

**BYU Courses:**

Due to COVID-19, BYU is providing remote proctoring and also giving a free 90 day extension to all courses expiring from 3/9/20 to 5/16/20. This means that students will be able to request their exams up until their new expiration day. If a student's exam expires, they will be able to request a new one. BYU recommends requesting the exam in the online format.

For students who do not have a strict deadline to meet (such as graduation), BYU advises you to wait a few weeks before requesting your exam. For students who are trying to meet graduation deadlines, BYU's testing department is now conducting online proctoring. If a student would like the option of remote proctoring, students should email testing at [is\\_exam@byu.edu](mailto:is_exam@byu.edu) with the following information:

Net ID

First and last name

Course enrolled in

Deadline they are trying to meet (make sure to mention they are graduating)

Date and time they would be available to take the exam online