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| Eagle County |
| COVID-19 Resource Guide |
| Last Updated: 4/7/20 |

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| **Vail Resorts**  Disclaimer: This document will be updated as information continues to change. Please use the included contact information to ensure information is accurate before using the resources outlined in this resource guide. |

**MEDICAL RESOURCES**

***In the case of a medical emergency, please call 911.***Given the high volume of COVID-19 cases, please utilize one of the resources below if you or your loved one has questions about COVID-19 symptoms but is not experiencing a medical emergency. In the case that you have health insurance, please reach out to your primary care provider and your insurance company for more information. If you do not have health insurance or a primary care provider, there are several online telehealth companies that can see patients for a fee. The first page of medical resources outlines state resources, while the second page includes resources that are local to Eagle County.

**STATE-WIDE MEDICAL RESOURCES AND INFORMATION**

* **The Colorado Health Emergency Line for the Public (CO-HELP)**The numbers below are for Colorado’s toll-free hotline which connects Colorado residents to representatives in order to answer general questions about COVID-19. Call center representatives can provide guidance in English, Spanish (Español), Mandarin (普通话), and other languages. Emailed responses are only available in English.

Main Line: 1-877-462-2911Incident Reporting Line: 1-877-518-5608E-mail: [COHELP@REMPDC.org](mailto:COHELP@REMPDC.org)

* **Free Colorado Telehealth Nurse Lines (available to people with and without health insurance)**  
  The numbers below connect callers with registered nurses who can provide care advice and answers to non-urgent healthcare questions. Please note that some providers are only available to patients of the given city and/or county.

Website: <https://covid19.colorado.gov/telehealth-nurselines-directory>

*Banner Health (Available to all Colorado Residents)*Main Line: 844-259-9494

Website: <https://www.bannerhealth.com/>

*Centura Health Connections Nurse Line (Available to all Colorado Residents)*

Main Line: 888-808-8828

Website: <https://www.centura.org/our-network/centura-health-connections>

*Children’s Hospital Colorado – ParentSmart Hotline*

Children’s ParentSmart line is for any parent in the state of Colorado with a sick child, especially those without a primary care provider. Parents of a child with a primary care physician are encouraged to call them prior to using this healthline.

Main line: (720) 777-0123

Website: <https://www.childrenscolorado.org/conditions-and-advice/parenting/%C2%A0>

**LOCAL MEDICAL RESOURCES AND INFORMATION**

EagleCounty Public Health has instructed all Eagle County residents to call their healthcare provider to discuss any previous travel or possible COVID-19 symptoms prior to visiting a clinic location or a hospital. The resources below provide more information about COVID-19 in EagleCounty, as well as local care. Please contact Eagle County Public Health if you are unsure of the best option for you.

* **Eagle County Public Health**  
  The Eagle County government will be providing services via phone and/or online while restricting in-person interactions. All essential county services are still being provided and contact information can be found on their website.

Main Contact: 970-328-8604

970-235-0187 - Public Health Line

Website: <https://www.eaglecounty.us/>

<http://www.ecemergency.org/> (Eagle County Public Safety Information)

Emergency Resource Guide: <https://www.eaglecounty.us/PublicHealth/Documents/EC_Covid_Emergency_Response_Doc_ERV/>

* **TeleHealth Services**

*Hippo Health Virtual Care*

Main Line: 303-952-5033

Email: info@hippohealth.com

Website: <https://www.hippohealth.com/>

*Vail Health*

Main Contact: 970-476-2451

Website: <https://www.vailhealth.org/covid-19>

*Colorado Mountain Medical – Vail Health*

Main Line: 970-926-6340 opt. 2

Website: <https://www.cmmhealth.com/>

*Mountain Family Health Centers*

Main Line: 970-945-2840

Website: <https://www.mountainfamily.org/>

* **Other Medical Providers**

*Vail Health Hospital – Main Campus*

Main Contact: 970-476-2451

Website: <https://www.vailhealth.org/>

*Gypsum Urgent Care / Gypsum Screening Center – Vail Health*

Gypsum Urgent Care is currently functioning as an appointment-only, drive-up testing facility and serves primary care providers in the Eagle River Valley.  Those with Urgent Care needs will be sent to Colorado

*Mountain Medical*

Main Contact: 970-777-2800

Website: <https://www.vailhealth.org/covid-19/facility-and-service-updates>

*Vail Health – Avon Urgent Care*

Main Line: 970-945-2840

Website: <https://www.vailhealth.org/patients-visitors/coronavirus-covid-19>

*Doctors on Call PC*

Main Line: 970-949-5434

Website: [http://doctorsoncallavon.com/Home.html](http://doctorsoncallavon.com/Home.html )

* **Transportation to Medical Services or Testing in Eagle County**

The Eagle County Health Department is providing transportation for Health First Colorado members incapable of getting to/from their Medicaid appointments.  Call to discuss eligibility.

*Non-Emergent Medical Transportation Program (NEMT) of Eagle County*

Main Line: 1-844-MTN-RIDE (1-844-686-7433)

Website: <http://mtnride.org/medicaid-transportation/>

**MENTAL HEALTH**

It is important to be proactive about mental health and wellness during uncertain times. The following resources are meant to provide individual, family, and community support during this time of social isolation that can contribute to feelings of anxiety, grief, and loneliness.

Even if you do not feel you need professional resources, it is important to utilize coping skills to support your mental wellness. Coping skills can include limiting media consumption, moving your body, going outside while following social distancing guidelines, and connecting with loved ones.

**Crisis Intervention**

The resources listed below are meant to address acute mental health crises where a person’s actions, feelings, and behaviors can lead them to hurting themselves or others, or puts them at the risk of being unable to care for themselves or function in the community in a health manner.

* **National Suicide Prevention Lifeline**  
  If you or someone you know is struggling, please call the Suicide Prevention Lifeline  
  Call: 1-800-273-TALK (8255)  
  Visit: <https://suicidepreventionlifeline.org/>
* **Colorado Crisis Line**  
  The Colorado Crisis Line provides free, professional, and immediate support for any mental health, substance use, or emotional concern, 24 hours a day, seven days a week, 365 days a year.

Call: 1-844-493-TALK (8255)

Text: 38255

Visit: <https://coloradocrisisservices.org/>

**Epic Wellness**

All Vail Resorts employees, regardless of their insurance or employment status, are able to access the Employee Assistance Program (EAP). The EAP grants mental health support to all employees and anyone with whom they live. Through ComPsych, those eligible are able to have up to six visits with a mental health provider through a method that meets their needs. More information about Epic Wellness resources is available at vailresortshealth.com/epic-wellness.

* Local Providers  
  Employees and their housemates in Eagle County can directly contact the following local mental health providers to schedule an appointment. Up to six visits will be covered through the EAP.
  + Jessica Heaney (303) 717 – 0801
  + Dawn Nelson (970) 904 – 2558
  + Henry Goetze (845) 594 – 4692
  + Randy Simmonds (970) 926 – 8558 ext. 1
  + Mary Abbett (970) 376 – 5961
  + Nanami Matsui (970) 875-7337
  + Mind Spring Health Eagle (970) 328 – 6969
* **ComPsych Professionals**If you cannot or do not want to work with one of the local preferred providers, you can call ComPsych to speak to a guidance consultant, any time, any day.   
  Call: 877-327-2289  
  Visit: [www.guidanceresources.com](http://www.guidanceresources.com/)   
   Create an account by clicking “Register” and fill in all fields  
   Organizational Web ID: VailEAP

**Local Resources**Eagle County non-profit organizations offer many different mental health services to meet a variety of needs. Most of the resources are available in Spanish and English.

* **Hope Center of Eagle River Valley**

The Hope Center is equipped to handle a spectrum of mental wellness needs – from crisis intervention to long-term care and advocacy. They serve the needs of community members within the Eagle Valley, as well as the Roaring Fork Valley.

Main Contact: 970-306-4673 (24-hour Hopeline)

Website: [https://www.ourhopecenter.org](https://www.ourhopecenter.org/)

* **Eagle Valley Behavioral Health**

Eagle Valley Behavioral Health is a branch of Vail Health and offers resources to meet immediate and long-term mental health needs, as well as to connect those in need of services to other organizations.

Main Contact: 844-493-8255

Website: <https://www.eaglevalleybh.org/>

<https://www.eaglevalleybh.org/get-help-now/covid-19-resources> (COVID-19-specific resources)

* **Recovery Support**

During social distancing, many traditional in-person resources have been suspended. For those needing support while in recovery from substance use, mental health concerns, disordered eating, and other quality of life concerns, alternatives are available. The resources below are available virtually.   
Visit: <https://www.intherooms.com/home/> (An online recovery tool with free access to virtual meetings)

Visit: [www.aa-intergroup.org](http://www.aa-intergroup.org) (A directory of virtual meetings with phone, email, and video options)  
Visit: <http://www.vailalcoholicsanonymous.com/meetings/>

**Domestic Violence**

Domestic violence, sexual assault, and acute trauma are serious safety issues that must be addressed with understanding and action in a timely manner. The resources below are meant to help those experiencing mental, physical, and emotional abuse find a safe environment, as well as to create a meaningful life for themselves and others.

**In the case of an emergency, please call 911.**

**State Resources**

* **Statewide Child and At-Risk Adult Abuse & Neglect Hotline**

This hotline serves as a way to report suspected child and at-risk adult abuse or suspicious behavior.  
Call: 844-264-5437

* **Eagle County Adult Protection**   
  This service provides a variety of immediate and long-term resources to adults who are at risk of abuse, neglect, and exploitation.   
  Call: (970) 328-8840  
  Visit: <https://www.eaglecounty.us/ChildFamilyAdult/Adult_Protection/Overview/>
* **Colorado Coalition for Elder Rights and Abuse Prevention**  
  If you are unsure about the rights of elders and what may constitute abuse, CCERAP serves as a clearinghouse for resources and reporting mechanisms.   
  Call: 844-264-5437  
  Visit: [www.ccerap.org](http://www.ccerap.org)

**Local Resources**

* **Bright Futures Foundation**

Bright Futures Foundation offers immediate response and long-term support for victims of domestic abuse and sexual assault. They also work to help those in challenging situations navigate the resources available to them as victims.

Call: (970) 949-7086  
Visit: [www.mybrightfuture.org](http://www.mybrightfuture.org)

* **Response**

Response offers a variety of resources to domestic abuse and sexual assault victims in the Roaring Fork Valley.   
Call: (970) 925-7233  
Visit: [www.responsehelps.org](http://www.responsehelps.org)

* **EpicPromise Employee Foundation**   
  The EpicPromise Employee Foundation offers Emergency Relief Grants in both standard and expedited timeframes. These grants can be used to cover situations that include domestic violence and other situations where personal safety is at risk.   
  Visit: <http://epicpromise.com/our-epicpromise/the-epicpromise-foundation/employee-emergency-relief-grants/>   
  Apply: https://grantstream.com/VailResorts/form/EmergencyRelief/en/  
  Email: EpicPromise@VailResorts.com

**Food Resources**

If you are struggling getting access to food on a regular basis, there are a variety of resources available to you.

**Federal Programs**

* **Supplemental Nutrition Assistance Program (SNAP)**

SNAP is meant to help individuals and families with qualifying incomes to purchase their own food. It is a federal program, and the resources below help people to understand the qualification and application process.

[www.Colorado.gov/PEAK](http://www.Colorado.gov/PEAK)

* **Food Assistance Program for Women, Infants, and Children (WIC)**

WIC is designed to help women, infant, and children access affordable and nutritional food, as well as other parenting and developmental resources.

Call: 1-800-688-7777 (National line)

Call: (970)328-8840 (Eagle County Public Health)

Website: <https://www.fns.usda.gov/wic>

**Eagle County Programs**

There are a variety of food resources available in Summit County, some of which are available to the general public and some of which are reserved for people within specific demographics. The following resources are accurate as of the last update of this document, as indicated by the date on the first page of the document. **These times and locations are subject to change; please confirm the information with the listed organization before attending**. If you are unsure which resources you should use or need additional assistance, please contact the Family & Intercultural Resource Center.

**General Food Programs (Open to the general public)**

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| --- | --- | --- | --- | --- | --- | --- |
| **Mondays** | **Tuesdays** | **Wednesdays** | **Thursdays** | **Fridays** | **Saturdays** | **Sundays** |
| **Food Pantry**  Salvation Army  10 AM – 2 PM 322 E Beaver Creek Blvd.  Avon, CO | **Food Pantry**  Salvation Army  10 AM – 2 PM 322 E Beaver Creek Blvd.  Avon, CO | **Food Pantry**  Salvation Army  10 AM – 2 PM 322 E Beaver Creek Blvd.  Avon, CO | **Food Pantry**  Salvation Army  10 AM – 2 PM 322 E Beaver Creek Blvd.  Avon, CO | **Food Pantry**  Salvation Army  10 AM – 2 PM 322 E Beaver Creek Blvd.  Avon, CO | None | None |
| **Food Pantry**  10 AM – 3 PM  760 Lindberg Dr. Unit 7  Gypsum, CO  Please confirm service with EVCF | **Food Pantry**  10 AM – 3 PM  760 Lindberg Dr. Unit 7  Gypsum, CO  Please confirm service with EVCF | **Food Pantry**  10 AM – 3 PM  760 Lindberg Dr. Unit 7  Gypsum, CO  Please confirm service with EVCF | **Food Pantry**  10 AM – 3 PM  760 Lindberg Dr. Unit 7  Gypsum, CO  Please confirm service with EVCF | **Food Pantry**  10 AM – 3 PM  760 Lindberg Dr. Unit 7  Gypsum, CO  Please confirm service with EVCF |  |  |
| **Mobile Market** 4:30 PM – 5:30 PM  333 E 2nd Street  Eagle, CO  United Methodist Church  Please confirm service with EVCF | **Mobile Market** 4:30 PM – 5:30 PM  32138 US-6  Edwards, CO  Interfaith Chapel  Please confirm service with EVCF | **Mobile Market** 4:30 PM – 5:30 PM  Multiple locations in Avon  Please confirm locations on the [EVCF website](https://eaglevalleycf.org/the-community-market/) | **Mobile Market** 4:30 PM – 5:30 PM  80 Lakeshore Dr.  Dotsero, CO  Two Rivers Community Center  Please confirm service with EVCF |  |  |  |

**Eagle County School District Program (Open to all Eagle County students and ALL seniors in Eagle County)**

The Eagle County School District is providing free bagged lunches to all students and senior citizens in Eagle County.

Lunches can be picked up Monday through Friday, from 11 AM to 1 PM at the following locations:

* Eagle Valley High School
* Battle Mountain High School
* Avon Elementary School
* Lake Creek Apartments
* Edwards Mobile Home Park
* Minturn Town Hall
* Dotsero Mobile Home Park (only offered from 11 AM – 12 PM)
* Two Rivers Village (only offered from 12 PM to 1 PM)
* Red Cliff Old School House (only offered 11:30 AM to 1:30 PM)

**General Resources**

If you are unsure about how to utilize the listed food resources or have additional questions, please contact the following organizations:

* Eagle Valley Community Foundation

Call: (970) 977-1093

Visit: [www.eaglevalleycf.org](http://www.eaglevalleycf.org)

* Salvation Army

Call: (970) 748-0704

Visit: [www.salvationarmyvail.org](http://www.salvationarmyvail.org)

* Eagle County School District

Call: (970) 328-6321

Visit: [www.eagleschools.net](http://www.eagleschools.net)

**ADDITIONAL RESOURCES**

**Housing**

If you are struggling with housing options and rent/mortgage assistance, please use the following resources:

* **Salvation Army**  
  The Salvation Army is currently offering rent assistance and other emergency assistance on a case-by-case basis.

Call: (970) 748-0704  
Visit: <https://salvationarmyvail.org/event-items/other-services/>

* **Eagle Valley Family Assistance Fund**

The Eagle Valley Family Assistance Fund offers loans to families in need to meet a variety of needs.   
Visit: <http://www.evfaf.net/>

**Childcare**

* There are currently no childcare assistance resources available in Eagle County. This section will be updated should there be any changes.

**Internet**

* Comcast is providing increased accessibility to the internet within its service areas, taking into account financial hardship. The following resources explain how individuals can benefit from this expansion, whether or not they are a Comcast customer:

Visit: <https://corporate.comcast.com/covid-19> (English)

<https://corporate.comcast.com/press/releases/comcast-responde-al-covid-19-norteamericanos-conectados-a-internet> (Spanish)

* Century Link is providing increased accessibility to the internet within its service areas taking into account financial hardship. The following resources explain how customers can benefit from this expansion:

Visit: <https://news.centurylink.com/covid-19>

**Transportation**

Below is the status of local transportation options, last updated April 7:

* Eco Transit is running on a limited schedule:

Visit: <https://www.eaglecounty.us/Transit/Schedules/>

Call: (970) 328-8600

* The CDOT Bustang is currently suspended through 4/11   
  Visit: <https://ridebustang.com/schedules/>
* Town of Avon buses are running on a limited schedule  
  Visit: <https://www.avon.org>  
  Call: (970) 748-4120
* Town of Vail busses are not currently running  
  Visit: <https://www.vailgov.com/announcements/artmid/1158/articleid/3234/preview/true>

Call: 970-479-2100

**Unemployment Resources**

* *Federal*

The most important thing to know about unemployment right now is that, as a result of recent federal legislation, you are most likely covered for unemployment insurance regardless of your previous type of employment (seasonal, part-time, etc.). If you have lost your job for COVID-19 related reasons it is recommended that you apply for unemployment benefits. Eligibility requirements now include:

* + You have been diagnosed with COVID-19 or have symptoms of it and are seeking diagnosis;
  + A member of their household has been diagnosed with COVID-19;
  + You are providing care for someone diagnosed with COVID-19;
  + You are providing care for a child or other household member who can’t attend school or work because it is closed due to COVID-19;
  + You are quarantined or have been advised by a health care provider to self-quarantine;
  + You were scheduled to start employment and do not have a job or cannot reach your place of employment as a result of a COVID-19 outbreak;
  + You have become the breadwinner for a household because the head of household has died as a direct result of COVID-19;
  + You had to quit your job as a direct result of COVID-19;
  + Your place of employment is closed as a direct result of COVID-19

In most cases, your unemployment benefits will include:

* + The normal state payment (calculations vary by state) of unemployment benefit in your state
  + An additional $600 per week for up to four months for all recipients of unemployment benefits (including self-employed, contractors, etc.); in addition to the normal state payment
  + 13 extra weeks of unemployment for a total of 39 weeks

Additionally, the federal government is providing direct aid to individuals and families via direct deposit or mailed checks that includes:

* + A cash payment of:
    - $1,200 to individuals making up to $75,000 and married couples making up to $150,000
    - An additional payment of $500/child
    - See link to calculate your estimated payment: <https://www.hrblock.com/coronavirus-tax-impact/calculator/>

For more information on the benefits provided by recent federal aid packages:

* + IRS Stimulus FAQ: <https://www.irs.gov/newsroom/economic-impact-payments-what-you-need-to-know>
  + NY Times Stimulus FAQ: <https://www.nytimes.com/article/coronavirus-stimulus-package-questions-answers.html>
* *State of Colorado*

The Department of Labor and Employment (DLE) administers unemployment benefits in Colorado. NOTE: DLE has made recent changes to more quickly process application. They have implemented a new last name online filing system:

* Claimants with last names that begin with the letters A through M file claims Sundays, Tuesdays, Thursdays or after noon on Saturdays.
* Claimants with last names beginning with N through Z can file their claims Mondays, Wednesdays, Fridays and before noon on Saturdays.

To file an unemployment claim, choose one of the following:

* Visit <https://smartfile.coworkforce.com/Start> to file an unemployment claim
* Visit <https://www.colorado.gov/cdle/unemployment> to learn more about unemployment and other financial resources