

# Student Resources: TBR COVID-19 Guide



**Updated: March 20, 2020**

## A Note to Students

We know that the global COVID-19 (coronavirus) outbreak has been causing a great deal of uncertainty, anxiety, and stress for students across Tennessee. The closings of colleges and many places of employment can lead to emotional and financial strain in addition to the physical health risks presented by the virus. The TBR System Office wants to provide the most up-to-date information about your local, state, and national support services to support you during this emergency situation. This is not a comprehensive list of resources and may not include all that is available to you in your community. This document will be continually updated to stay accurate as possible. Please use the below guide to stay informed about resources that are available to you, and remember to utilize your campus support networks of faculty, staff, classmates, and student services to maintain your sense of community, academic progress, and mental health during this uncertain time.

This current climate, thus resources, are changing at a rapid pace. Please send any resource recommendations or comments to [emma.huelskoetter@tbr.edu](mailto:emma.huelskoetter@tbr.edu) or [KWaymire@tbr.edu](mailto:KWaymire@tbr.edu).

## Current Information about COVID-19

**[Center for Disease Control and Prevention \(CDC\) Coronavirus Information](#)**

**[Tennessee Government COVID-19 Information](#)**

**[TBR Novel Coronavirus \(COVID-19\) Information](#)**

**Please check your county's website for additional regional specific information and resources.**

**Please also refer to your institution's website for institution-specific information and additional resources that may be available.**

## Mental Health Resources

1. **WellVia:** All TBR students have access to telemedicine through WellVia. Doctors are available 24/7 by phone or video to provide support and allow you to receive medical advice from the comfort of your own home. Fee per consultation applies.
2. **Mental Health and Crisis:** The outbreak of COVID-19 may be stressful. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children, and everyone reacts differently to stressful situations. If you need to talk to someone, these resources are confidential and available for free 24/7:
  - a. **National Suicide Prevention Lifeline:** Call 1-800-273-8255.
  - b. **Crisis Text Line:** Text HOME to 741-741.
  - c. **Disaster Distress Helpline:** Call 1-800-985-5990 or text TalkWithUs to 66-746.
  - d. **The Trevor Project** (for LGBTQ individuals): Call 1-866-488-7386, text START to 678-678, or [click here to chat](#).
  - e. **The National Domestic Violence Hotline:** Call 1-800-799-7233 or text LOVEIS to 22-522.
3. **Center for Disease Control and Prevention (CDC):** This link shows CDC recommendations and resources for managing anxiety and stress during this crisis. Here are the top recommendations for supporting yourself:
  - a. Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
  - b. Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.

- c. Make time to unwind. Try to do some other activities you enjoy.
  - d. Connect with others. Talk with people you trust about your concerns and how you are feeling.
4. **Substance Abuse and Mental Health Services Administration**: SAMHSA has released a publication on how to safely do social distancing as well as how to manage behavioral health during this time.
5. **Calm App**: Free app offering meditation exercises to relieve anxiety.

## Health Care Resources

1. **COVID-19 Testing Sites**: This link shows the updated COVID-19 testing locations for each county in Tennessee. The federal government signed a bill into law on March 18, 2020, making COVID-19 testing free, regardless of whether or not you have insurance. If you are experiencing symptoms (fever, shortness of breath, dry cough, etc.) or have been exposed to someone who tested positive for COVID-19, please call ahead to get tested and quarantine yourself.
2. **WellVia**: All TBR students have access to telemedicine through WellVia. Doctors are available 24/7 by phone or video to provide support and allow you to receive medical advice from the comfort of your own home. Fee per consultation applies.

## Community Resources

1. **2-1-1**: Tennessee's community services help line is 2-1-1. Trained volunteers are available to help you locate services for housing, utilities, food, transportation, medical care, and other resources in your area.

## Financial Resources

1. **Home Internet Access**: If you do not have internet access at home—or cannot afford to maintain it—but need internet for school or work, there are several options available:

- a. **Comcast Internet Essentials**, a low-cost home internet package for qualifying individuals and households, is now available for free for the first two months.
  - b. **Access from AT&T** offers \$10/month home internet packages for qualifying low-income individuals and households. AT&T has expanded eligibility to households participating in the National School Lunch Program and Head Start. Also offers new Access from AT&T customers two months of free service.
  - c. **Charter** will offer free wifi for 60 days to households with college students. To enroll, call 1-844-488-8395. Installation fees will be waived for new accounts.
  - d. Many internet providers have announced that they are waiving late payment fees, increasing caps on internet speeds, and will not disconnect customers for not paying monthly bills on time. Check your provider's website to see if any of these benefits apply to you.
2. **Mortgage/Rent/Utilities**: At this time, there is no state-wide resource available to assist with mortgage or rent payments. Some localities have announced that no eviction notices will be served temporarily. Additionally, some localities have announced that they will temporarily not shut off utilities, such as electricity or water, due to non-payment.
  3. **Unemployment Benefits**: The federal government signed a bill into law on March 18, 2020, extending unemployment benefits to people who lost work due to COVID-19. This link gives instructions for completing Tennessee's online unemployment application. Please follow all instructions closely to avoid delays in receiving benefits.
  4. **Federal Work Study Income**: The Department of Education released an announcement on March 5, 2020, about campus response to COVID-19. College campuses may continue to pay federal work study funds for the remainder of the semester to students who lost their work study employment as a result of campus closings for COVID-19. Students should contact their campus financial aid office with any questions.
  5. **Temporary Assistance for Needy Families (TANF)**: The Tennessee Department of Human Services has issued a new policy offering emergency cash assistance for up to

\$1,000 for a family of 5+ who qualifies and has lost a job as a result of COVID-19. The application will be available within a week at the link above.

## Food/Nutrition Resources

1. **Supplemental Nutrition Assistance Program (SNAP)**: SNAP benefits (formerly known as Food Stamps) are available to help low-income individuals and families access food. You can access the Tennessee SNAP online application at the link above.
2. **Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)**: WIC provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding, and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. You can access the contact information at the link above.
3. **Food Pantries & Food Banks**: Use this link to locate food pantries and food banks serving your community.
4. **Cooking on a Budget**: There are a number of free websites and food blogs that help individuals and families cook tasty, nutritious meals on a tight budget. A few good examples are [Budget Bytes](#), [5 Dollar Dinners](#), and [The Frugal Chef](#).

## Children at Home/Childcare Resources

1. **Khan Academy**: Khan Academy offers free online lessons, videos, and practice quizzes for all subjects and grade levels. In light of the COVID-19 outbreak, Khan Academy has published daily lesson plan schedules suitable for ages 4-18, along with guides for parents who wish to homeschool their children while public schools are closed.
2. **Tennessee Public Libraries**: Use this link to locate the website for your local public library, where you can borrow online books, movies, tv shows, and music for free. If you do not have a library card, many library branches allow you to get a new card online.

3. **Hoopla**: With your public library card login, you can access Hoopla, which has a wide selection of digital media including movies, music, audiobooks, ebooks, comics, and tv shows to enjoy on your computer, tablet, or phone.
4. **Virtual Field Trips**: Several museums, zoos, and landmarks are offering virtual field trips. This link connects you to over 30 virtual field trips to explore.
5. **Scholastic Learn at Home**: Day-by-day projects to keep kids reading, thinking, and growing from Pre-K to Grade 9.