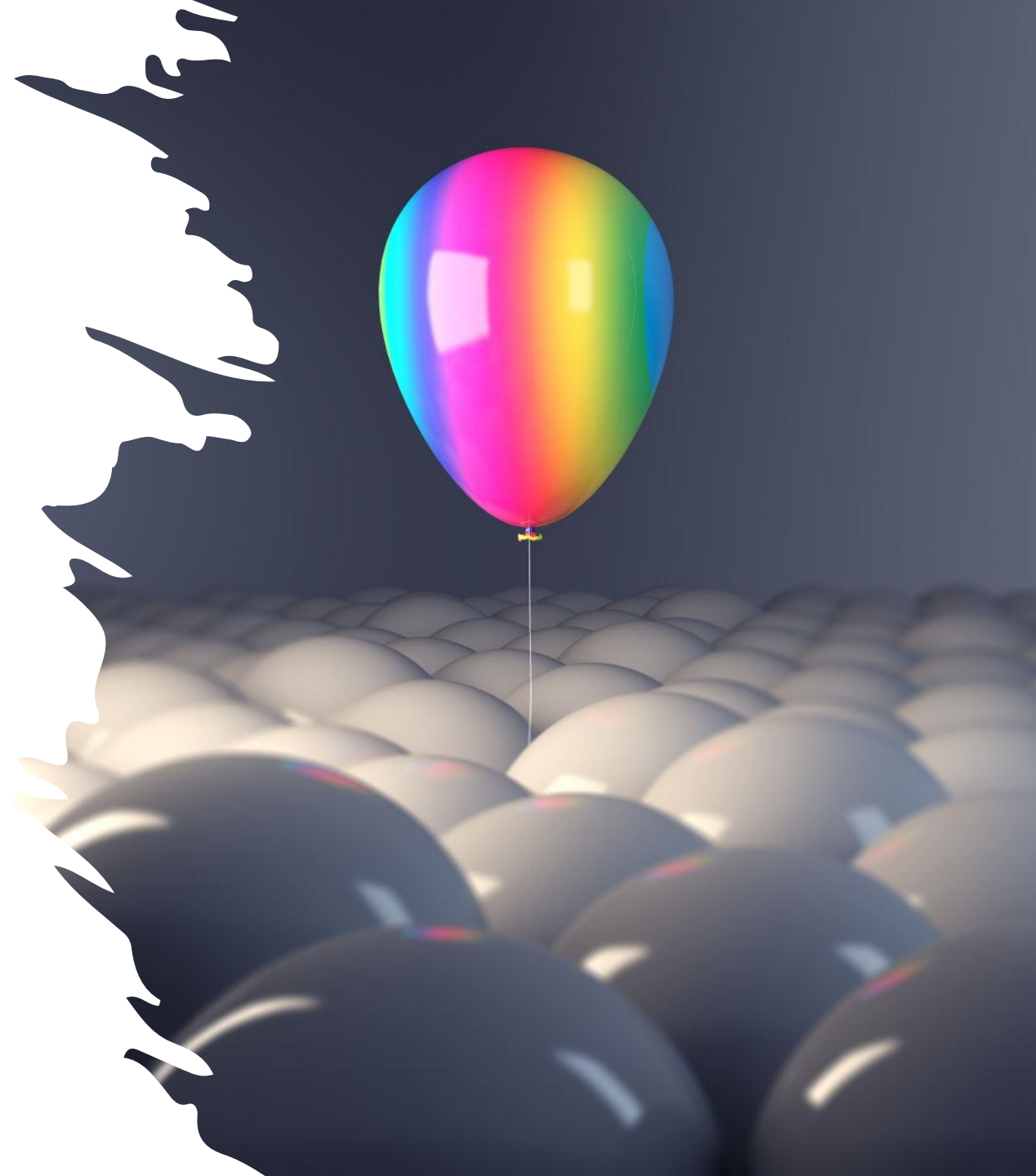


# **Baltimore Area Resources for Families and Providers During COVID-19 Outbreak**

DIVISION OF CHILD AND ADOLESCENT PSYCHIATRY,  
UNIVERSITY OF MARYLAND SCHOOL OF MEDICINE

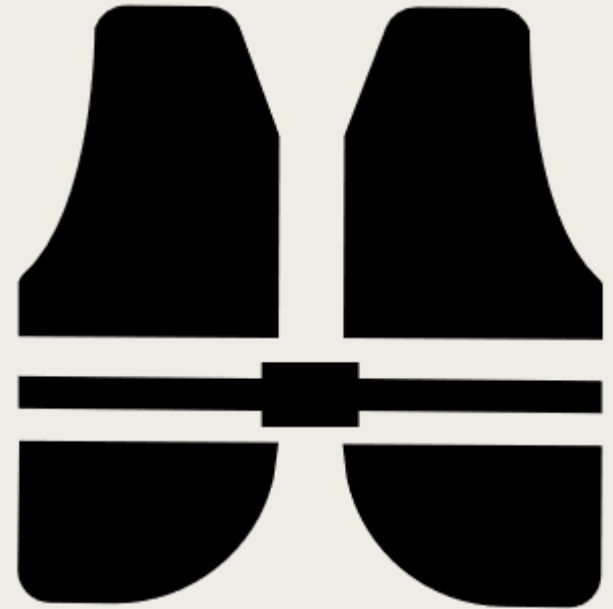


# *Using this document*

This document includes contact information, searchable databases and useful resources to support patients during the COVID-19 Outbreak.

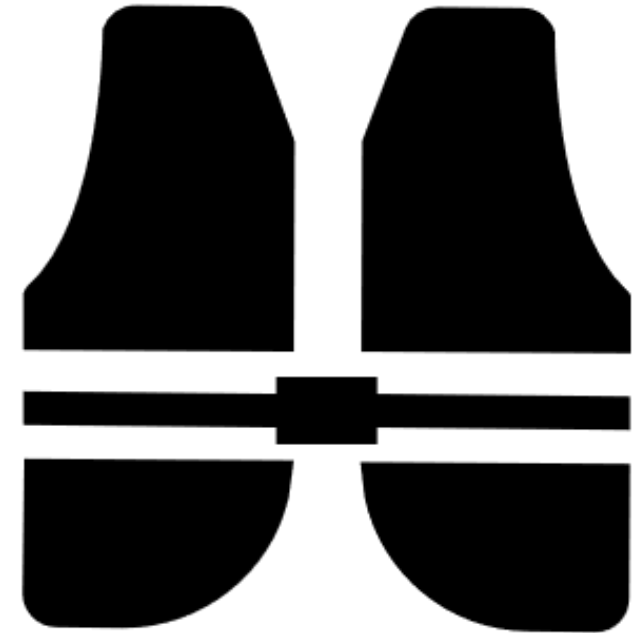
1. Self-care
2. Hotlines
3. Emergency Housing
4. Domestic Violence
5. Education, School Support and Child Care
6. Food
7. Mental health

***Caring for  
Yourself and  
Your Family***



# Caring for yourself and your family: Are you wearing your life jacket?

- Your health and well-being is essential
- Be kind to yourself
- Establish routines and ways of working that set you up for staying well (e.g. take breaks) and being productive (e.g. online support to colleagues and patients)
- Reach out for help
- Check out the resources gathered by Children's Mental Health Matters: <https://www.childrensmentalhealthmatters.org/resources/coronavirus/> and Youth MOVE: <https://youthmovenational.org/self-care-plans-why-theyre-helpful-right-now/>



# ***COVID-19 Hotlines for UMB/UMMC Employees***

UMMC employees, physicians, staff; UMB essential on-campus employees; FPI faculty and staff experiencing symptoms consistent with COVID-19 call

**410-328-2793**

UMMC employees, physicians, staff; UMB essential on-campus employees; FPI faculty and staff and students with exposure or COVID-19 issues call

**800-701-9863**

# *Physician Support Line*

## **Physician Support Line**

Free Confidential Peer Support Telehealth Line by  
Volunteer Psychiatrists for US Physician Colleagues  
during the COVID19 Pandemic

Check in at:

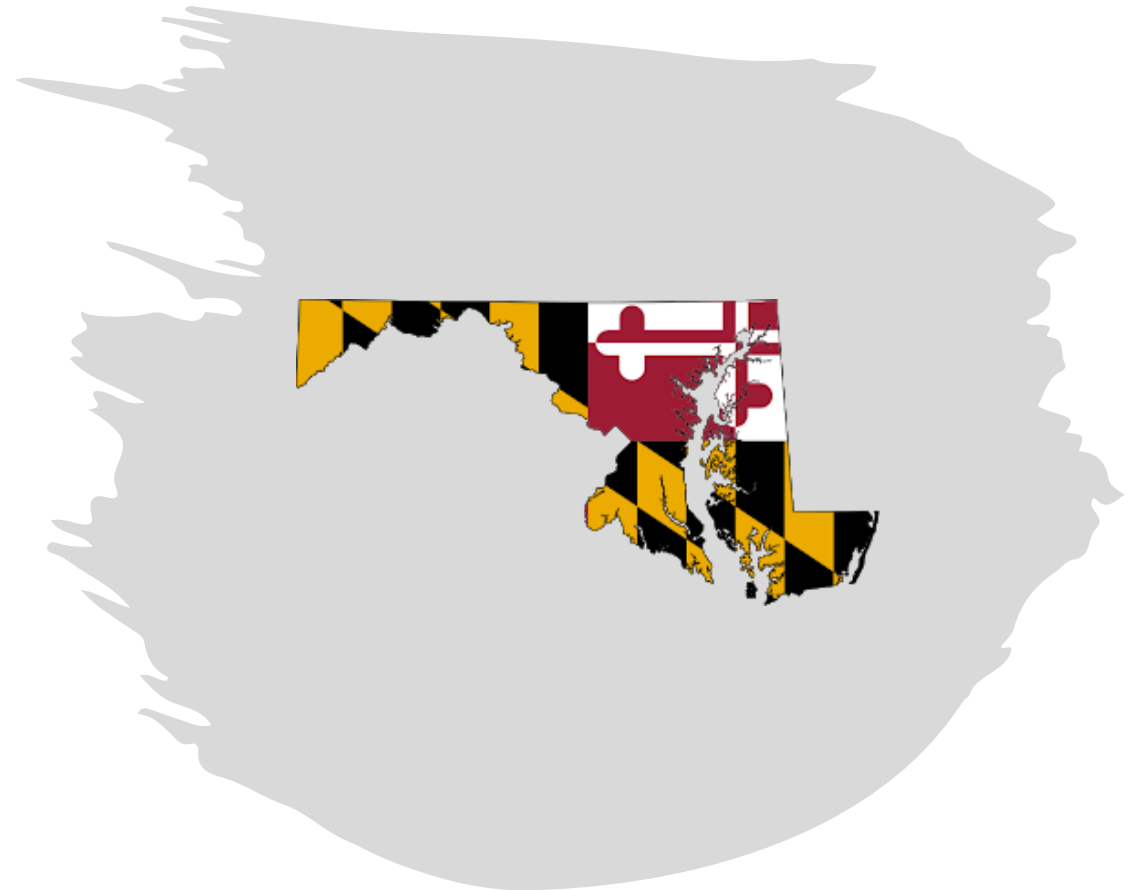
<https://doxy.me/physiciansupportline>

Now Live. No appointment needed.

8am – 12am EST 7 days a week

# Be Informed, Be Prepared

- Community **questions** about COVID-19 call **888-713-0711** UMMS Nurse Call Line. This call line is for the public and potential patients
- Maryland Department of Health:  
<https://coronavirus.maryland.gov/>
- Deaf and Hard of Hearing:  
<https://odhh.maryland.gov/coronavirus/>
- Center for Disease Control:  
<https://www.cdc.gov/coronavirus/2019-ncov/index.html>
- University of Maryland School of Medicine:  
<https://www.medschool.umaryland.edu/news/coronavirus/>



# Using Media

- Media (television, radio, print, and the internet) can inform and educate us and our children and keep us connected.
- Make plans for increased screen time and use of the internet services
- Resource: Comcast gives instruction on how to access their free internet through their services areas:

<https://corporate.comcast.com/covid-19>

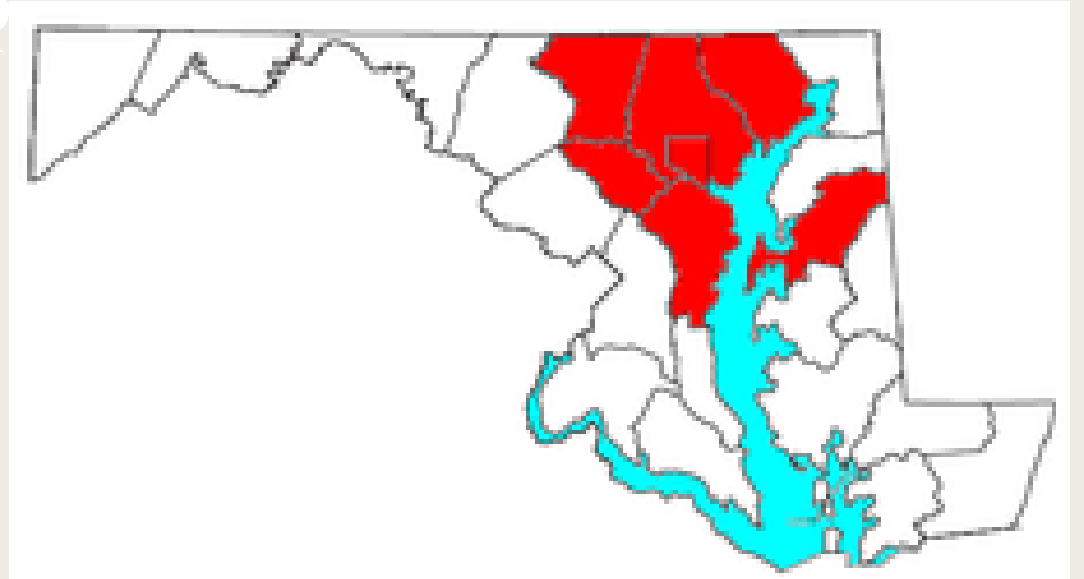
- Stay safe online: Safe online teaching resource: <https://www.d2l.org/safe-digital-learning-plans/>
- Safe online training for children and youth from NetSmart: <https://www.missingkids.org/netsmartz/home>



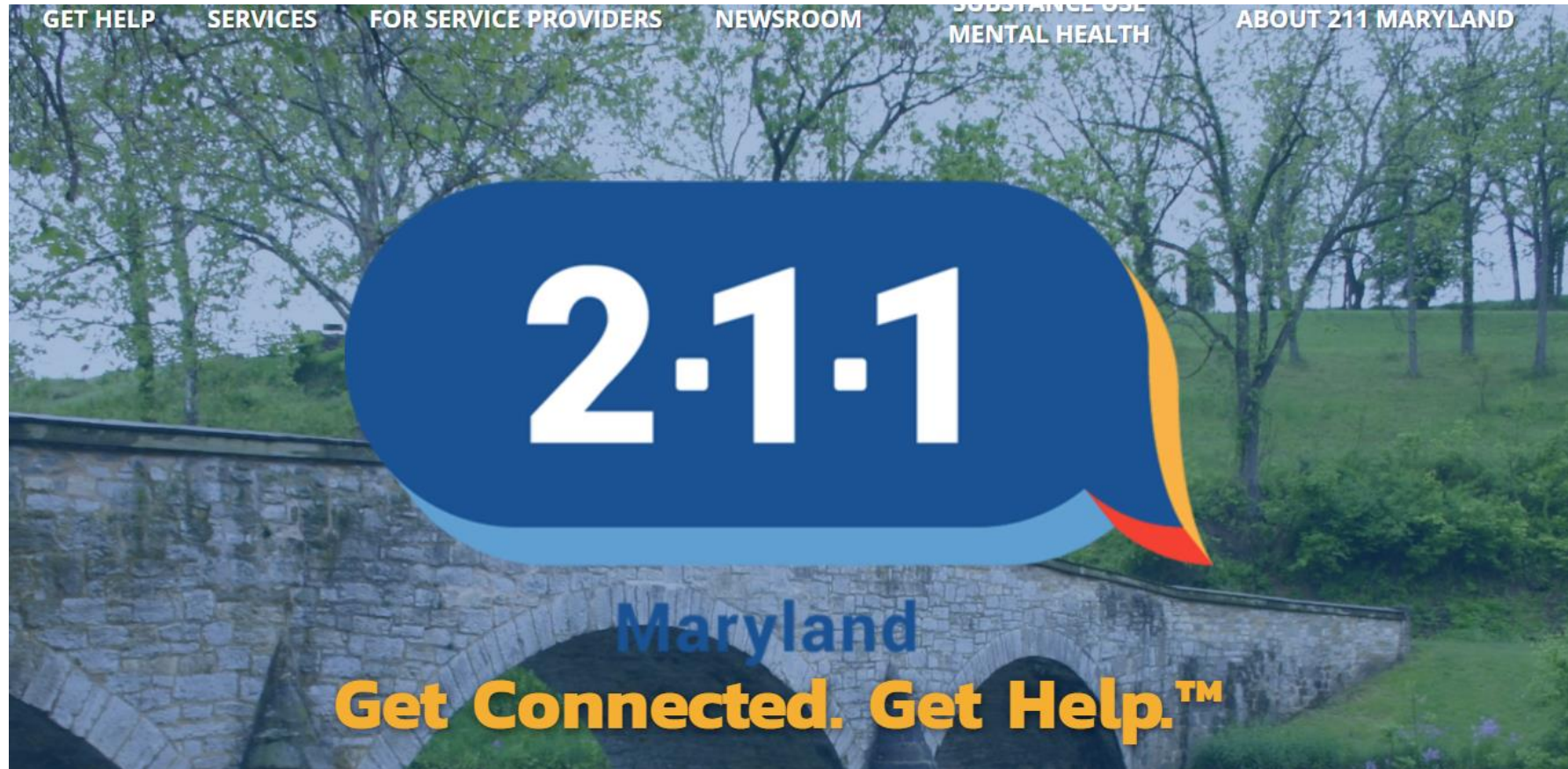


# ***Baltimore Region Resources***

Emergency Housing, Domestic  
Violence & Education and School  
Support, Child Care, Food and  
Mental Health



# *Statewide: 2-1-1*





# ***Crisis Hotlines***

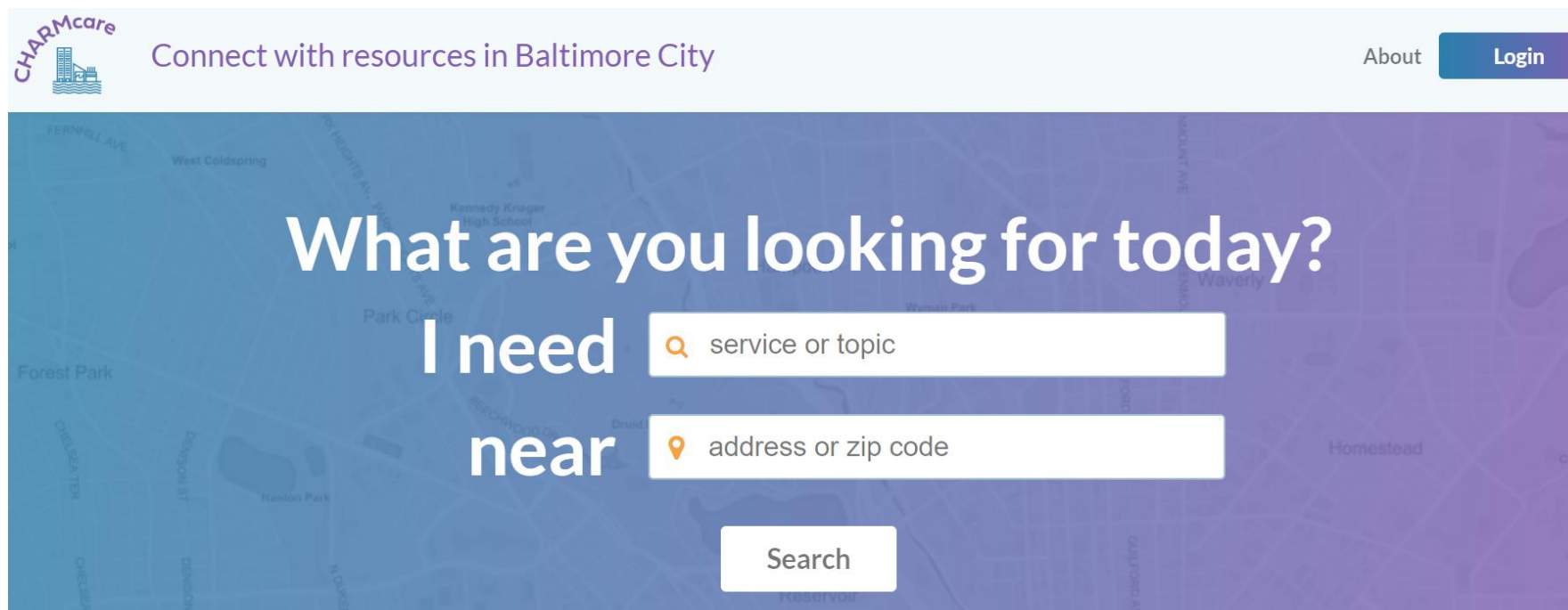


- ❖ For Life Threatening Emergencies DIAL 9-1-1
- ❖ United Way: 211 <https://211md.org/>
- ❖ Crisis text line: Text the word "HOME" to 741741 for free 24 hour support
- ❖ Maryland Suicide and Crisis Hotline: 1.800.422.0009
- ❖ Baltimore Crisis Hotline Number – 410-931-2214
- ❖ Covid-19 Hotline – 410-887-3816
- The Family Tree -24-hour Parenting HelpLine - 800.243.7337

# *Baltimore City Health Department's Charm Care*

Use this searchable resource tool for find local resources:

<https://www.charmcare.org/>



The screenshot shows the Charm Care website interface. At the top left is the CHARMcare logo, which includes a stylized building and water. To its right is the text "Connect with resources in Baltimore City". On the top right, there are two links: "About" and "Login". The main content area has a blue-to-purple gradient background with a faint map of Baltimore City. The text "What are you looking for today?" is prominently displayed in white. Below this, the text "I need" is followed by a search input field containing the placeholder text "service or topic". Below that, the text "near" is followed by another search input field containing the placeholder text "address or zip code". At the bottom center, there is a white "Search" button.

# ***Emergency Housing Resources***

- ❖ Catholic Charities  
320 Cathedral Street  
Baltimore, MD 21201  
P: 667-600-2000
  - Shelter, meals, therapy, day programs
  
- ❖ Baltimore Outreach Services  
701 S. Charles Street  
Baltimore, MD 21230  
P: 410-752-1285
  - Shelter, case mgmt., pediatric services etc.
  
- ❖ Family Crisis Center (Southeast Baltimore County)  
Crisis Hotline: 410-828-6390  
Shelter Phone: 410-285-7496
  - Crisis counseling, referral to safe shelter and legal assistance

- ❖ Hannah More Emergency Shelter  
12041 Reisterstown RD  
Reisterstown, MD 21136  
P: 410-887-8463
  - Shelter and case mgmt. services
  
- ❖ The City Temple of Baltimore  
317 Dolphin Street  
Baltimore, MD 21217  
P: 410-462-4800
  - Shelter, clothing, food
  
- ❖ Bridge Haven Shelter  
1200 North Fremont Avenue  
Baltimore, MD 21217  
P: 410-396-3220
  - Shelter

# ***Domestic Violence Resources***

- ❖ Turn Around Inc. (Baltimore office)  
1800 N. Charles Street, Suite 404  
Baltimore, MD 21201  
O: 410-837-7000  
P: 443-279-0379 (24/7 Hotline)
  - Domestic violence, shelter, case mgmt. etc.
- ❖ Domestic Violence Sexual Assault Hotline  
P: 410-828-6390
  - Crisis counseling, referral to safe shelter and legal assistance
- ❖ Department of Social Services (West Baltimore County)  
P: 410-281-1334
  - Crisis counseling, referral to safe shelter, counseling and legal assistance

- ❖ House of Ruth 24HR Hotline  
P: 410-889- RUTH (7884)
  - Crisis counseling, referral to counseling, safe shelter and legal assistance
  - GBMC SAFE Domestic Violence Program: 443-849-3323  
<https://www.gbmc.org/domestic-violence>
  - Forensic evaluations, advocacy services 24 hours a day

## **Maryland Network Against Domestic Violence**

TOLL-FREE: 800-MD-HELPS

Phone: 301-352-4574 <http://www.mnadv.org>

**NATIONAL DOMESTIC VIOLENCE HOTLINE  
1-800-799-7233**

# ***Domestic Violence Legal Aid***

- ❖ House of Ruth Domestic Violence Legal Advocates  
P: 410-235-6370
- ❖ Domestic Violence Legal Advocates (Baltimore County)  
P: 410-853-3030
- ❖ State's Attorney Office, Family Violence Unit (Baltimore County)  
P: 410-887-6610
- ❖ The Protection Order Advocacy and Representation Project Baltimore Circuit Courts  
P: 410-887-3162

# ***Student Learning Resources***

- ❖ Baltimore City
  - Paper learning packets available at the 18 city school meal sites
  - Beginning April 6th students will be able to access daily reading and math lessons
  - Educational access channels- City Schools TS and Charm TV (city's access channel)
  - Daily lessons in reading, math and science for grades K-8
  
- ❖ Baltimore County
  - Paper learning packets available at school meal sites and online at BCPS.org for K-12
  - Interactive learning to begin on BCPS One on April 3, 2020
  
- ❖ Assistive technology needs are being identified by statewide surveys to be completed by caregivers of students.
  - Special education and related services are to be delivered to the child in accordance with the child's individualized education program (IEP) or, for students entitled to FAPE under Section 504, consistent with a plan developed to meet the requirements of Section 504.



# ***Child Care: Essential Personnel Only***

- If you are an essential employee and need child care call Locate Child Care: **877-261-0060**

- For additional information and the most recent updates, please visit the DEC COVID-19 website:

<https://earlychildhood.marylandpublicschools.org/early-childhood-grants-programming-and-initiatives-maryland-during-covid-19-state-emergency>

- You can find information on COVID-19 procedures for child care here:  
<http://www.marylandfamilynetwork.org/emergencyupdates>

# ***Food and Nutrition***

- ❖ Baltimore City
  - Free meals for students aged 18 and younger
  - Students aged 18 and older please provide recent report card
  - Find locations at [baltimorecityschools.org/meal-sites](http://baltimorecityschools.org/meal-sites)
  - Meals will be available from 10am-2pm
  - Children and adults can each receive 4 meals/person
  
- ❖ Baltimore County
  - Free meals for students aged 18 and Younger
  - Students aged 18 and older please provide recent report card
  - Find locations at [mdsummermeals.org](http://mdsummermeals.org)
  - Meals will be available from 11am-1pm
  - Students receive 3 meals and 1 snack per student

# ***Meals***

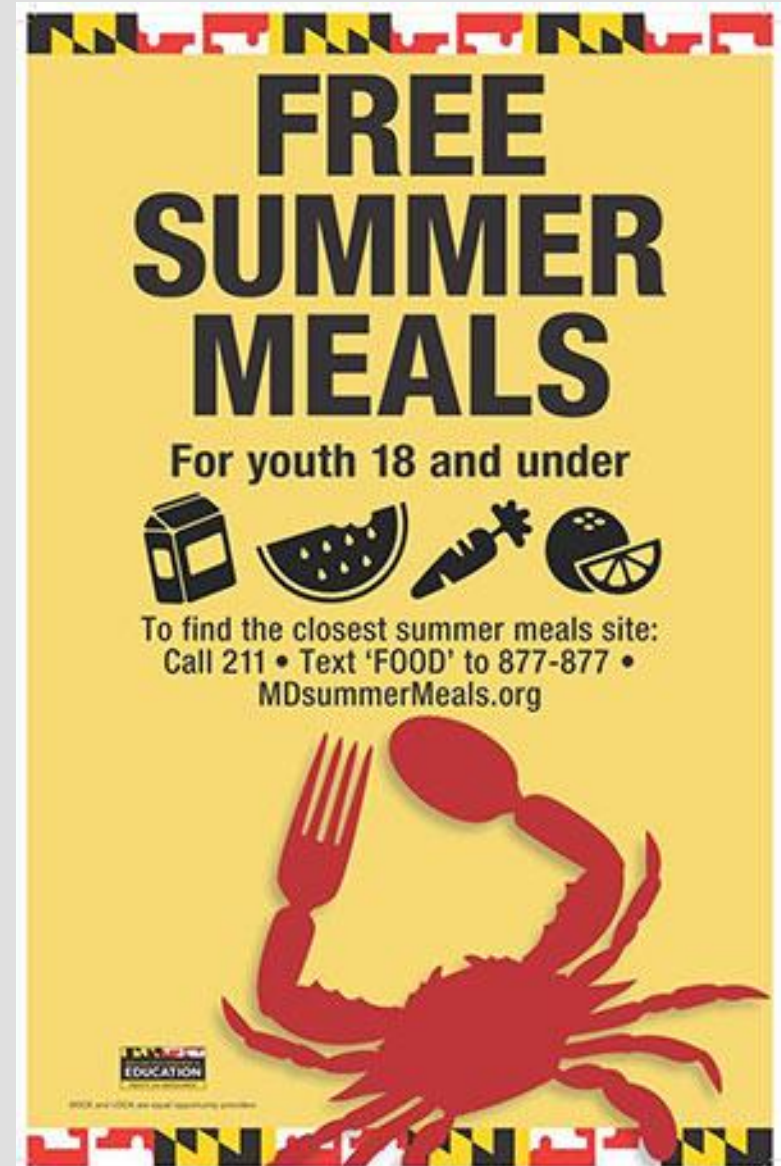
- Call school or go on the website below to locate food distribution for youth during the closure:

<https://state.nokidhungry.org/maryland/2020/03/13/school-districts-serving-meals-during-school-closures/>

[https://mars.msde.maryland.gov/mars\\_sitesearch/](https://mars.msde.maryland.gov/mars_sitesearch/)

- You can visit [mdsummermeals.org](https://mdsummermeals.org)

[https://mars.msde.maryland.gov/mars\\_sitesearch/](https://mars.msde.maryland.gov/mars_sitesearch/)



# ***Food Resources***

- Salvation Army of Maryland: 410-783-2920

<https://salvationarmycm.org/> (need to call ahead)

- Baltimore Food Insecurity Response:

<https://coronavirus.baltimorecity.gov/food-distribution-sites>

- Baltimore County Food Access – 410-887-2594 –

[food@baltimorecountymd.gov](mailto:food@baltimorecountymd.gov) and  
[aginginfo@baltimorecountymd.gov](mailto:aginginfo@baltimorecountymd.gov)

# ***Mental Health Hotlines***



- 24/7 National Suicide Prevention Lifeline
  - 1-800-273-TALK (8255) En Español: 1-888-628-9454 or 24/7 Crisis Text Line: Text “HOME” to 741-741
- Maryland Youth Crisis Hotline
  - 800-422-0009
- Baltimore Crisis Response
  - 410-752-2272
- Coping Resources from Suicide Prevention Resource Center:  
<http://www.sprc.org/news/resources-support-mental-health-coping-coronavirus-covid-19>

# ***Maryland Early Intervention Program***

There are helpful early psychosis resources available online at [www.MarylandEIP.com](http://www.MarylandEIP.com).

# ***Finding Mental Health Providers***

**Maryland Association of Behavioral Health Authorities:**

<https://www.marylandbehavioralhealth.org/>

**Network of Care:** Search data base:

<https://baltimorecity.md.networkofcare.org/mh/services/index.aspx>

**Baltimore County Core Service Agency: 410-887-3828**

<https://www.baltimorecountymd.gov/Agencies/health/healthservices/mental/index.html>

**Behavioral Health Systems Baltimore: 410-433-5175**

<https://www.bhsbaltimore.org/find-help/youth-and-families/>

# ***Baltimore Area Mental Health Providers***

- **Center for Child and Family Traumatic Stress-Kennedy Krieger Institute-**  
443-923-5980
  - Telehealth services available
- **Mosaic Community Services** – 410-453-9553
  - 5 locations are accepting new patients via telehealth
- **Sheppard Pratt** – 410-938-3000
  - In person walk in clinic for assessment for psychiatric acute care only
- **Gladstone Psychiatry and Wellness** -443-708-5856 (city office) or 443-689-7740 (county office)
  - accepting new patient via telehealth

*We will continue to learn more about accessing services during this fluid time.*



# ***Catholic Charities: Full Range of Mental Health and SUD Services***

- Villa Maria Behavioral Health Services of Baltimore City – Fallstaff, Crystal Nixon– Office Manager Phone # 667-600-3204
  - Full service via telehealth
- Villa Maria Behavioral Health Services of Lansdowne Bonnie March – Office Manager, Phone # 667-600-3984
  - Limited new patients via telehealth
- Villa Maria Behavioral Health Services of Baltimore County – Dundalk, Dana Harrison – Office Manager, Phone # 667-600-3651
  - Face to face on Monday and Telehealth
- Villa Maria Behavioral Health Services of Baltimore County – Towson, Cindy Levin– Office Manager, 667-600-3621
  - Limited new via telehealth

# *For more information on Catholic Charities*

- Contact administrator: Karen Haughey- 667-600-303
- For regional information contact: Carl Fornoff- Region 1 (AA Co, Baltimore Co, Fallstaff)- 667- 600-2339
- Behavioral Health Outreach Director / Community programs: Sara Rothstein- 667- 600-3992



# Maryland Mental Health Resources

- Children's Mental Health Matters has an excellent webpage to support families and children:  
<https://www.childrensmentalhealthmatters.org/resources/coronavirus/>
- Mental Health Association of Maryland:  
<https://www.mhamd.org/coronavirus/>
- Maryland Department of Health:  
[https://phpa.health.maryland.gov/Documents/FAQ\\_covid19\\_Maintaining\\_Mental\\_Health.pdf](https://phpa.health.maryland.gov/Documents/FAQ_covid19_Maintaining_Mental_Health.pdf)
- Maryland Coalition of Families:  
<http://www.mdcoalition.org/blog/resources-for-recovery-supports>
- Maryland NAMI:  
[http://www.namimd.org/resource\\_center\\_draft](http://www.namimd.org/resource_center_draft)

# ***National Resources***

- National Alliance on Mental Illness: <https://www.nami.org/Press-Media/Press-Releases/2020/COVID-19-and-Mental-Illness-NAMI-Releases-Important-Information>
- SAMHSA's Disaster Distress Helpline also provides 24/7, 365-day-a-year crisis counseling and support to people experiencing emotional distress. Call 1-800-985-5990 or text TalkWithUs to 66746 to connect with a trained crisis counselor. [More information can be found here.](#)
  - **If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others call 911.**



**Maryland  
Department of  
Health  
Coronavirus Site**

**This is a rapidly evolving situation and the Maryland Department of Health (MDH) will provide updates as they become available.**

<https://coronavirus.maryland.gov/>