

## COVID-19 Resource List

### Hotlines

Crisis Support Services of Northern Nevada

**Services:** 24/7/365, confidential support for people in crisis

**Contact Information:** Hotline - 1.800.273.8255; Text - 839863

National Domestic Violence Hotline

**Services:** 24/7/365 confidential tools and immediate support to enable domestic violence victims to find safety and live lives free of abuse

**Contact Information:** Hotline - 1.800.799.7233

National Sexual Assault Hotline

**Services:** 24/7/365 confidential support for sexual assault survivors

**Contact Information:** Hotline - 1.800.656.4673; Online - [online.rainn.org](http://online.rainn.org)

Safe Embrace

**Services:** 24/7/365 confidential support for victims of domestic violence and/or sexual assault

**Contact Information:** Local hotline - 775.322.3466; Hotline - 1.877.781.0565

### Housing/Shelters

Advocates to End Domestic Violence  
(Carson City)

**Population:** Victims of domestic violence or sexual assault and children

**Services:** Emergency services, legal and financial services, counseling, housing, supportive services, children programs and educational programs

**Contact Information:** Phone - 775-883-7654

**Schedule:** Calls will be answered 8 am to 4:30 Mon. - Fri.

Awaken

**Population:** Women and girls who experienced sexual exploitation

**Services:** Mentorship services, counseling, transitional housing, transportation, financial aid for college, legal and medical assistance, drop-in center

Domestic Violence Resource Center

**Contact Information:** Phone - 775.393.9183

**Population:** Individuals and families who have experienced family violence

**Services:** 24 hr. hotline, shelter, support groups, assistance with Temporary Protective Orders, pet shelter, transitional housing, educational groups

**Contact Information:** Phone - 775.329.4150

**Schedule:** No walk-ins; calls only from 9 am to 5 pm Mon. - Fri.

Reno Housing Authority

**Population:** Individuals, families, elderly, and disabled residents with low incomes

**Services:** low income housing

**Contact Information:** Phone - 775.329.3630

**Schedule:** Offices are closed to in-person visits; inquires are answered by phone, business is being conducted on-line and by mail and email. Calls acceptect Mon. -Fri. 8 am to 5 pm

Restart

**Population:** Families, seniors and people with disabilities

**Services:** Psychiatric services, medication management, mental health therapy, substance abuse counseling, case management, daytime drop-in for showers, laundry, life skills education and groups

**Contact Information:** Phone - 775.324.5166

Safe Embrace

**Population:** Domestic violence, sexual assault and sex trafficking survivors

**Services:** Safety planning, emergency shelter, legal assistance, transitional housing, support groups, therapy, pet housing, crisis hotline and outreach education

**Contact Information:** Office phone: 775-324-3766; Local crisis line - 775.322.3466 Email: INFO@SAFEEMBRACE.ORG

**Schedule:** Walk-ins welcome. Office phone calls will be answered Mon. - Fri. from 9 am to 5 pm

Step 1

Step 2

**Population:** Men afflicted with substance abuse or addiction problems

**Services:** Supportive services, transitional housing, counseling, educational programs

**Contact Information:** Phone - 775.329.9830

**Population:** Women and children

**Services:** gender-specific long-term treatment services for substance use disorders, domestic violence intervention, education and trauma services

**Contact Information:** Phone - 775.787.9411

Volunteers of America

**Population:** Homeless individuals and families

**Services:** Shelter, referrals, food, clothing

**Contact Information:** Phone - 775.329.4141

**Schedule:** Homeless people are currently staying at the Reno Event Center. New clients need to arrive at 7:30 pm for a possible spot. There is a band system set in place where individuals with bands will enter first and if spots are available new clients will be given a bed and band.

## Counseling/Mental Health

Eddy House

**Population:** Homeless and at-risk youth ages 12-24

**Services:** Mental health counseling, drop in center, food, clothing, transportation assistance, form assistance, health check ups, educational programs, referrals

**Contact Information:** Phone - 775-384-1129

La Clinica/VIVA

**Population:** Latin women who've experienced domestic violence or sexual abuse

**Services:** Free psychological services

**Contact Information:** Phone - 775.525.0979

Quest Counseling

**Population:** Adults, families and adolescents

**Services:** Outpatient therapy, counseling (telehealth) regarding substance use prevention, substance use, mental health, problem gambling, relationship problems, trauma/grief

**Contact Information:** Phone - 775.786.6880

**Schedule:** Will be working remotely. Office hours to set appointments will be from 8 am to 3 pm. All groups will be canceled until further notice. Open for individual sessions via telehealth.

Reno Behavioral Health Care

**Population:** Adults and adolescents

**Services:** Adult Inpatient mental health treatment program, outpatient programs, substance use and addiction treatment, youth programs, eating disorder and transition programs

**Contact Information:** Phone - 775.393.2200

Zephyr Wellness

**Population:** Individuals, couples, groups, and families

**Services:** Counseling (telehealth)

**Contact Information:** Phone - 775.525.1616

**Schedule:** Call to set an appointment; sessions will be done remotely

## Medical

Community Health Alliance

**Population:** Women, men, children, homeless individuals

**Services:** Health and dental care, behavioral health pharmacy, form assistance

**Contact Information:** 775.329.6300 or 775.336.3700

**Pharmacy:** Walk-ins are being limiting the amount of people allowed into the Wells Ave. health center pharmacy to five (5) people at one time, standing 6 ft. apart

**Dental:** will continue to only offer emergency dental services, which may include limited evaluations, some extractions, and some temporary fillings

**Sun Valley and Record St. office is currently closed**

**Main location:** 330 Crampton St, Reno, NV 89502

Department of Health and Human Services  
Division of Welfare and Supportive Services  
(Health Insurance)

**Population:** Low income families and individuals

**Services:** Health insurance

**Contact Information:** Phone - 775.824.7400

Northern Nevada HOPES

**Schedule:** No walk-ins. Applications can be completed by phone or app can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

**Population:** Anyone

**Services:** Adult and pediatric primary care, chronic disease management, wellness and nutrition, behavioral health counseling, substance use counseling, case management, a pharmacy etc.

**Contact Information:** Phone - 775.786.4673

## COVID-19 Testing Sites

\* It is suggested the person experiencing symptoms of COVID-19 reaches out to their care provider first

\*Individuals are required to call prior to visiting the site if there is not an assessment link below

Nevada Primary Care Association

Medically uninsured patients seeking care are encouraged to visit a Federally Qualified Health Center (FQHC)

**Contact Information:** 1.775.887.0417

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

Reno Livestock Events Center

**Contact Information:** 775.328.2427

**Location:** 1350 N Wells Ave, Reno

**Hours:** 9 am to 9:15 pm only to those who have an appointment

**Assessment:** <https://covid19washoe.com/covid-19-assessment/>

Renown

There is no walk-in testing or swabbing for COVID-19 at Renown locations.

**Screenings Contact number:** 775.982.5000

Serenity Mental Health (Carson City & NYE County)

**Contact Information:** (775) 841-6050; <https://www.serenitymentalhealth.org/>

**Business Hours:** 9 am - 6 pm

**Assessment;** Fill out and send questionnaire to [COVID19@serenitymentalhealth.org](mailto:COVID19@serenitymentalhealth.org)

UNLV Medicine (Las Vegas)

Washoe County Health District

**Contact Information:** 702.583.4408  
**Location:** 1125 Shadow Lane Las Vegas  
**Hours:** 8:30am - 3:00pm Mon. - Fri. - Appt. Only

**Phone Number:** 775-328-2427  
**Assessment form:** <https://www.surveymonkey.com/r/washoetravelersform>

## Financial Assistance/Utilities

Catholic Charities of Northern Nevada

**Population:** People in need  
**Services:** food assistance, case management, financial assistance: ID's, hygiene items/diapers, clothing vouchers and bus passes, housing assistance, birth certificates and immigration assistance.  
**Contact Information:** Phone - 775.322.7073  
**Schedule:** No walk-ins; only phone calls. Calls will be answered Mon. - Thurs. from 9 am - 4 pm.

City of Reno

**Population:** Homeless clients who have gained income; Individuals who have Section 8 vouchers; transitional living clients moving into a unit; or individuals with proof of low income  
**Services:** Deposit Assistance Program  
**Contact Information:** Phone - 775.334.2218

Community Service Agency

**Population:** Individuals and families  
**Services:** Head Start, utility and employment assistance, free tax preparation  
**Contact Information:** Phone - 775.786.6023

Department of Health and Human Services  
Division of Welfare and Supportive Services  
(TANF)

**Population:** Low income individuals and families  
**Services:** Temporary financial assistance and supportive services  
**Contact Information:** Phone - 775.684.7200

**Schedule:** : No walk-ins. Applications can be completed by phone or application can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

Family Resource Center

**Population:** Low income families

**Services:** referral to other services such as food, clothing, child care, utility assistance

**Contact Information:** Phone: 775.856.6200

**Schedule:** No walk-ins. Calls will be answered Mon. - Fri. 8 am to 5 pm.

Energy Assistance Program

**Population:** Qualifying low-income Nevadans

**Services:** Assist with energy bills

**Contact Information:** Phone - 775.684.0730 or the welfare office phone - 775.684.7200

## Food/Clothing

Catholic Charities of Northern Nevada

**Population:** People in need

**Services:** Non-perishable, canned and packaged food products available for individuals and families in need at no cost

**Contact Information:** Phone - 775.322.7073

**Location:** 500 E. Fourth Street Reno, Nevada 89512

**Schedule:** Food Pantry is open Mon. - Fri.: 9 am - 11:30 am and then 1 pm - 3:30 pm. No walk-ins for other inquiries, clients are to call the office.

Family Resource Center

**Population:** Low income families

**Services:** referral to other services such as food, clothing, child care, utility assistance

**Contact Information:** Phone: 775.856.6200

**Schedule:** No walk-ins. Calls will be answered Mon. - Fri. 8 am to 5 pm.

Food Bank

**Population:** Families, children, seniors

**Services:** Food distribution and nutrition education

**Kids Cafe** - Daily meals Mon. - Fri to children 1-18 years old utilizing a drive-thru, grab-and-go model

**Schedule for Kids Cafe:** <https://fbnn.org/gethelp/kidscafe/>

**Mobile Harvest & Neighborhood Pantries** - Food pantries are open to help on different days of the week and at various times during those days

**Schedule for Mobile Harvest:** <https://fbnn.org/gethelp/neighborhood-pantry/>

Project 150

**Population:** Homeless, displaced and disadvantaged high school students

**Services:** food, school supplies, clothing, and toiletry items

**Contact Information:** Phone - 775.203.4755

**Schedule:** Boutique is closed until further notice. Clients are able to call office for further questions Wed. 1:00 to 5:00 pm

Meals on Wheels

**Population:** Homebound seniors (60 years or older)

**Services:** Seven home delivered meals per week

**Contact Information:** Phone - 775.328.2575

**Referral form:** [https://www.washoecounty.us/seniorsrv/nutrition/home\\_delivered\\_meals.php](https://www.washoecounty.us/seniorsrv/nutrition/home_delivered_meals.php)

## Child Care/Needs

Boys and Girls Club

**Population:** Youth ages 6-18

**Services:** Before and after school program, all day programs, meals and transportation

**Contact Information:** Sarah Odom 775.360.2471

**Schedule:** Contact Sarah Odom for open locations

Casa de Vida

**Population:** Young mothers

**Services:** Housing, 24 hour supervision and assistance, nutritious meals, pregnancy and childbirth education, social service assistance

**Contact Information:** Phone - 775.329.1070

Childrens Cabinet

**Population:** Families and children

**Services:** Child care subsidy, family and youth services, early education and development programs

**Contact Information:** <https://www.childrenscabinet.org/child-care-resources/for-parents/help-paying-for-child-care/>

Community Service Agency

**Population:** Individuals and families

**Services:** Head Start, utility and employment assistance, free tax preparation

**Contact Information:** Phone - 775.786.6023

Women Infants and Children (WIC)

**Population:** Eligible pregnant and postpartum women, infants and children up to 5 yrs.

**Services:** food, nutrition education and referrals

**Contact Information:** Phone - 775.328.2299; Fax: (775) 328-2501

**Schedule:** No walk-ins. Applications can be completed by phone or app can be faxed. Calls will be answered Mon. - Fri. 8 am to 12 pm and 1 pm to 5 pm.

Women and Children's of the Sierras

**Population:** Women and children

**Services:** Diaper bank, educational classes with daycare on site, food, clothing, breast pumps, SNAP, Medicaid, TANF form assistance.

**Contact Information:** Phone - 775.825.7395

**Location:** 3905 Neil Rd #2, Reno, NV 89502

**Schedule:** Accepting walk-ins Mon. - Thurs. from 9 am to 5 pm.

Wanda's Closet

**Population:** Infants and children

**Services:** diapers, food, clothing, coats, shoes, car seats, strollers, beds, bedding, toys

**Contact Information:** Phone - 775.329.3211

**Schedule:** Currently closed

## Legal Assistance

Catholic Charities of Northern Nevada

**Population:** People in need

**Services:** Services: food assistance, case management, financial assistance: ID's, hygiene items/diapers, clothing vouchers and bus passes, housing assistance, birth certificates and immigration assistance.

**Contact Information:** Phone - 775.322.7073

**Schedule:** No walk-ins; only phone calls. Calls will be answered Mon. - Thurs. from 9 am - 4 pm.

#### Tu Casa Latina (TCL)

**Population:** Women, men and children victims of domestic violence, trafficking or abuse in Northern Nevada.

**Services:** Citizenship classes, immigration services such as assistance with general immigration applications, Visa applications, citizenship forms, translation of documents, court form assistance with simple divorce and child custody; Temporary Protection Orders.

**Contact Information:** Phone - 775.432.9929; Email - info@tucasalatina.org

**Schedule:** Tu Casa Latina will be working remotely. Clients can contact TCL via email, calls and Facebook messenger. Calls will be answered Tues. Wed. and Thurs. from 12 pm to 6 pm. Voice mails will be answered once a week.

#### Washoe Legal Services

**Population:** Low-income individuals, families and seniors

**Services:** Free to low-cost services in civil cases to individuals and families who cannot afford to hire an attorney

**Contact Information:** Phone - 775.329.2727

**Schedule:** No walk-ins. In-person appointments may be available. Will accept calls Mon. - Fri. from 9:00 am to 5 pm.