



Resources for Student Wellness and Well-being

What if I don't have internet access for online classes or my connection isn't fast enough?

As public libraries, campuses, and other commonly used workspaces are closing, many companies are offering free internet services for qualifying individuals who have school-aged children or are students themselves (including college).

Below, please find a list of providers with active offers that may be available to you. If you do not have access to one or more of the providers listed, try searching the internet for the name of your local internet provider + 'response to COVID-19' to see what has been made available.

<p><u>Internet Essentials</u> from Comcast</p>	<p>New customers (low-income qualified households) are eligible for complimentary internet essentials service for 60 days, after that it will be \$9.95 per month. Review <u>the list of eligibility and documentation</u>.</p> <p>Xfinity WiFi hotspots are now available for free to the public. See a map of the hotspots here: https://wifi.xfinity.com/</p>
<p><u>Spectrum Internet Assist</u> from Charter Communications</p>	<p>New customers who receive SSI or have children who qualify for free/reduced lunch or the CEP provision of the lunch plan) are eligible for complimentary internet essentials service for 60 days, price depends on speed selected (more expensive than the previous option). To enroll, call 1-844-488-8395.</p> <p>Spectrum WiFi hotspots are now available for free to the public. See a map of the hotspots here: https://www.spectrum.com/free-wifi-hotspots</p>
<p><u>Connect2Complete</u> from Cox</p>	<p>New customers (low-income qualified households) are eligible for complimentary internet essentials service for one month, after that it will be \$9.95 per month. Please see the website for eligibility.</p>
<p><u>Access</u> from AT&T</p>	<p>New customers are eligible for two months of free service (must order by April 30, 2020), \$5/mo or \$10/mo thereafter, depending on your speed. Eligibility is based on income and households participating in National School Lunch Program/Head Start.</p> <p>AT&T WiFi hotspots are now available for free to the public. Learn about how to connect here: https://www.att.com/support/article/wireless/KM1103818</p>
<p>Verizon</p>	<p>Verizon is <u>waiving late fees and suspending service termination</u> for customers negatively impacted by the global crisis.</p>
<p>T-Mobile</p>	<p>T-Mobile is providing <u>unlimited data to all current customers</u> who have plans with data for the next 60 days. It will also provide additional data to mobile hotspot users.</p>



The crisis is impacting my income and ability to buy food or other necessities. What can I do?

For immediate, basic needs and resources dial 2-1-1. 211 is available in every county in the United States and is a direct link to local social services and resources. 2-1-1 operators know helpful information about food pantries and distributions, housing assistance, emergency shelters, and many other resources.

Many county 211 lines also have searchable databases websites available. You may be able to locate yours if you perform an internet search with 'your county's name' + '211.' Here is a [link to San Diego County's 211 site](#). If you search online, check the resource's website or call them directly to see if their services have changed due to the pandemic.

Local Food Banks: Individuals are encouraged to bring reusable bags or a cart with them to carry food items. Once again, check website links and/or call as you will want to make sure that the sites are still offering services as that is subject to change.

San Diego Food Bank:

- The Emergency Food Assistance Program is a federal program that provides monthly food packages to individuals and families who meet income guidelines set by the federal government. See [flyer](#) for more details. You can call 2-1-1 to find the provider closest to your location.
- [Neighborhood Distribution Program](#) (click link for locations): No documentation is needed to receive food assistance from a Neighborhood Distribution site where people can receive fresh fruits, vegetables and bread based on availability.

Feeding San Diego:

- [Regular Distribution Program](#) (click link for locations): No documentation is needed to receive food.
- The following locations have been added and are distributing food specifically due to the emergency (scroll past map to "COVID-19 Emergency Food Distribution Sites"):
<https://feedingsandiego.org/need-help/food-distributions/>

CalFresh (SNAP): Supplemental Nutrition Assistance Program (SNAP) (CalFresh in CA): This program provides a debit card that can be used for food at a wide variety of stores. Qualification is based on income, family size and other eligibility requirements.



I am a parent and my kids are home from school. How do I balance all these demands?

First, it is important to talk to your kids about what is going on to help them understand the situation and feel safe during changes to their routines and uncertainty. There are a few helpful resources to guide you as you support your child:

- CDC's guide called [Helping Children Cope with Emergencies](#)
- The National Association of School Psychologists: [Talking to Children about COVID-19: A Parent Resource](#)

Next, you will want to create a schedule so everyone in your family knows what the new routine will look like. This will look different for each family depending on ages and what your school districts have provided. [The Khan Academy](#) has provided some examples of schedules based on age group. Once you get your children's schedules setup, work to make your own as well. Remember, it is not always going to go according to plan and that is okay.

There are a lot of great online resources that have been made available to help parents during this time. Here are a few:

- [Scholastic Learn at Home](#): Day-by-day projects to keep kids reading, thinking, and growing (based on grade level, pre-K - 9).
- [edHelper.com](#): Offering free workbooks during these school closures for a variety of subjects for pre-K – 12.
- HMH (Houghton Mifflin Harcourt) [At-Home Learning Support](#): Free learning activities, lessons, downloads, and videos for K-12 have been made available for free.
- National School Choice Week has compiled [free learning resources](#) for families with links and short descriptions for each.
- [Fred Rogers Center](#): There is a page dedicated to those caring for children and trying to help them learn during this time with a variety of links and activity ideas.
- Google Earth has [virtual tours of 31 different national parks](#) available online



NATIONAL
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I am experiencing a lot of stress or personal conflict with everything going on; what resources are there at NU to help me with this?

As a student at National University, you have free access to SilverCloud Health, which offers secure, immediate access to online CBT (cognitive behavioral therapy) programs, tailored to your specific needs. SilverCloud offers the following program topics: stress, anxiety, depression, anxiety & depression, and resilience. [Register for your free account today](#) – use the pin: national.

If you need any additional support or resources during this time, don't hesitate to reach out to the Student Wellness department (www.nu.edu/studentwellness). The department helps students dealing with mental health concerns, homelessness, housing and/or food insecurities, domestic violence, and many other things. You can reach out directly to studentwellness@nu.edu or call/text (619) 884-6837 - please note this is not a 24/7 number. If you are needing help immediately the following are 24/7 numbers:

- Suicide Prevention: 1-888-724-7240
- Crisis Text Line: text "HOME" to 741741
- Social Services: 2-1-1
- Domestic Violence: 1-800-799-SAFE (7233)
- Sexual Assault: 1-800-656-HOPE (4673)

Here is a guide put together by the CDC on [How to Manage Anxiety and Stress](#) during this time.