



The Center for Humanistic Change COVID-19 Resource Guide

The spread of COVID-19, social distancing, and school closures have disrupted our routines and sense of stability, forcing each of us to adapt to a new normal. CHC is devoted to providing you with resources as you find new ways for children and families to learn, feel safe, and be supported and connected. We have compiled this resource guide so that individuals know what resources are available to them amid this pandemic. As things progress, check back often for additional resources at www.thehc.org.

Address: 555 Union Boulevard, Suite #7
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- ***Lehigh County Water Authority*** will not shut off water to customers with delinquent bills.

- **Service Electric** will not terminate service to any residential or small business due to inability to pay their bill, waive late fees, and open its Wi-Fi hotspots to everyone. Will also offer free broadband modems to qualifying customers during the ongoing national emergency. For more information on modem access and 60-day financial grace period, contact representatives at: 1-800-232-9100
- **Charter Communications/Spectrum**: Offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription. Installation fees will be waived for new student households. Charter will also open its Wi-Fi hotspots across their footprint for public use. Spectrum does not have data caps or hidden fees. If you would like to enroll contact them at 1-844-488-8395.
- **RCN: Lifeline Internet Program for Students (K-12)** The first 60 days FREE of RCN Internet it includes the modem, router, and network access maintenance fee. There is no credit check, no activation fee, no installation fee, and no contract. An adult over the age of 18 living in the household must call and request enrollment in the Lifeline Internet Program. RCN cannot schedule installations called in by a minor. There is a specific hotline for the program and it is 866-926-6704. Normal business hours/phone line is open: Monday to Friday from 9 a.m. to 8 p.m. and Saturday 8:30 a.m. to 5 p.m. During non-business hours, callers may leave a message, which will be returned on the next business day. A non-customer may qualify if: they live in an area of the Lehigh Valley that RCN service is available, they have not subscribed to RCN services within the last 60 days, they have no outstanding debt to RCN that is less than one year old, and the name on the bill matches the name of the adult household member requesting enrollment in the Lifeline Internet program.
- **U-Haul**: College students who need to move out of their dorms or rental units and have no place to put their belongings. You must present a college ID and it is dependent on availability. This offer lasts 30 days of free self-storage. Find out more by visiting <https://www.uhaul.com/Storage/> or calling 1-800-468-4285