

COVID-19 Non-Emergency Helplines

American Red Cross Virtual Family Assistance Center

Offers information and resources that help individuals who have lost a loved one due to COVID-19. Volunteers help individuals navigate resources and are trained in:

Behavioral Health: Emotional support, counseling and education on COVID-related stress or mental health issues related to children

Health Services: Emotional support, assistance with basic medical questions and referrals to community resources

Spiritual Care: Spiritual and emotional support, and connection to faith-based providers and resources related to virtual funerals and memorial services

Language services for non-English speaking callers is provided.

Phone (833) 492-0094

Website [redcross.org/virtual-family-assistance-center](https://www.redcross.org/virtual-family-assistance-center)

Minnesota Mental Health Warmline

This is a peer support call line where folks can call up to 20 minutes a day. Hours of availability are 5pm -10pm Monday through Saturday.

Phone (877) 404-3190

Website mentalhealthmn.org/support/Minnesota-warmline/

Minnesota Psychiatric Society COVID Cares Support Services

Offers 20-minute support services calls to support health care workers, first responders and essential personnel to manage the stress and emotional toll of being on the front lines of the pandemic.

Volunteer providers are licensed psychologists, psychiatrists, therapists, alcohol and drug counselors, social workers, nurse practitioners, etc.

Hours of availability are 9am – 9pm 7 days a week.

Phone Rotating contact. See Website.

Website mnpsychsoc.org/covid-care-schedule

NAMI Helpline

NAMI answers thousands of calls each year from people seeking mental health support for themselves or a loved one. While NAMI does not provide individual advocacy, it helps callers be the best advocates they can be. NAMI provides guidance to people who are trying to navigate the mental health system, identifies resources and treatment that can help and much more.

Phone (651) 645-2948, ext 117 or 1-(888) NAMI-HELPS

Website [namimn.org/support/resources/nami-helpline](https://www.namimn.org/support/resources/nami-helpline)

Email namihelps@namimn.org

Salvation Army Emotional and Spiritual Hotline

Staff available to talk, advise, and pray for individuals, families, and situations.

Hours of availability are 8am-8pm Monday through Friday.

Phone (844) 458-4673

Website [Salvationarmysouth.org/ways-we-help/emotional-and-spiritual-care-hotline/](https://www.salvationarmysouth.org/ways-we-help/emotional-and-spiritual-care-hotline/)

65+ COVID-19 Non-Emergency Helplines

Elder Friends Phone Companions

A program of *Little Brothers –Friends of the Elderly*, socially isolated older adults are matched with friendly phone companions who are background-checked and ready to share their warmth and friendship during this crisis and beyond. There is **no cost to be involved in this program**. *Phone Companions* is open to **any older adult** in need of the warm voice of a friend on the phone.

Register using the online registration portal at littlebrothersmn.org/phone-companions/ or by contacting a FamilyMeans Caregiving & Aging Social worker at 651-439-4840. The application process is simple and quick.

Phone (612)721-6215

Website littlebrothersmn.org/phone-companions/

Senior Linkage Line

Senior Linkage Line is a service on the MN Board on Aging in partnership with Minnesota's Area Agencies on Aging. It is a free service of the state of Minnesota that connects older Minnesotans and their families with the help that they need.

Support services include, but are not limited to, Medicare support, prescription drug expense assistance, care transitions, housing options, health care fraud and abuse, and long-term care option counseling.

Phone 1-(800) 333-2433

Website seniorlinkageline.com

FamilyMeans Caregiving & Aging provides coaching and consultation services for caregivers and their families. This service can help caregivers to navigate the complexities of support services available. Set-up an appointment to meet with a Caregiving & Aging Social Worker by calling 651-439-4840 or by visiting FamilyMeans.org

The resources in this document were assembled by FamilyMeans staff.

If you are looking for additional resources and support,
or have questions, please contact us at 651-439-4840 or visit FamilyMeans.org.



FamilyMeans



COUNSELING & THERAPY

CAREGIVING & AGING

EMPLOYEE ASSISTANCE

YOUTH DEVELOPMENT

FINANCIAL SOLUTIONS

CENTER FOR GRIEF & LOSS