

COVID-19 Resources and Frequently Asked Questions for Immigrants and Refugees

We will update this when new information becomes available. If you have questions not answered here, please email Sophorn.Cheang@oregon.gov.

Disclaimer: *This document is not legal advice. Individuals who are concerned about whether and how receipt of public benefits might affect their immigration status should ask for help from an immigration attorney.*

HEALTH AND COVID-19 RELATED FAQs

Under the Governor of Oregon’s executive order, what is allowed or not allowed now?

Please refer to the [summaries we have already translated](#) of Executive Order 20-12 to Stay Home, Save Lives (what businesses are open/closed and what is allowed/not allowed).

There are so much information on the Executive Order 20-12, “Stay Home, Save Lives,” where can I find flyer, poster or one-pager?

Information, Social Media Materials, and infographics on how to “Stay Home, Save lives” are now available in multiple languages on this website: <https://govstatus.egov.com/OR-OHA-COVID-19>.

If I have symptoms of coronavirus, what should I do?

If you feel sick with symptoms of [mild illness](#) (fever, cough, mild shortness of breath): Stay home. Stay away from others in your home. Keep everyone in your household home so that they don’t spread the virus. Wear a face mask. Call your doctor or dial 2-1-1 to see if you should be tested for COVID-19.

If you are having emergency signs (trouble breathing, chest pain/pressure, new confusion/can’t awaken, blue color to lips or face, other severe symptoms): Call 9-1-1.

Can I still see a doctor if I don’t have medical insurance?

Yes. This includes care you receive in the emergency room, at community and migrant health centers, free clinics, and public hospitals.

If I have CAWEM, OHP, or private insurance, how much will it cost for me to get a test or treatment for COVID-19, including going to the hospital?

[Nothing](#). The Governor has [reached an agreement with insurers](#) so that people will not have to pay anything out of pocket for COVID-19 tests or hospitalizations from COVID-19. The Oregon Health Plan’s (OHP) Citizen/Alien Waived Emergency Medical (CAWEM) benefit includes

emergency services related to the coronavirus (COVID-19). This includes testing at a hospital emergency room and being hospitalized if needed.

What should I do if I don't have health insurance but need a doctor?

If you do not have the Oregon Health Plan (OHP) coverage, you can [apply for it here](#). If you don't want to sign up for OHP, you can see a clinician through your county health clinic or through a federally qualified health clinic (FQHC). You can find a list of these clinics in Oregon by [clicking here](#). Anyone, regardless of their immigration status, can go to one of these clinics. They will have a sliding scale for payment for general primary care services, and all tests and treatments related to COVID-19 are covered without any cost.

Will I be kicked out of my apartment if I can't pay rent?

No. Until June 19th, 2020, no one will be evicted from their homes if they can't pay rent because of the coronavirus. Please contact your landlord to let them know if you can't pay and make a plan. You will still owe the rent but can pay later.

Will my utilities be turned off if I can't pay?

No. Electricity, gas, water, and internet will not be turned off if you can't pay if you lost income because of the coronavirus. Please contact the companies you use to let them know if you can't pay and make a plan. You will still owe for the services you used.

If I receive SNAP benefits (formerly known as food stamps), can I use them to order groceries online?

In addition to in grocery stores, SNAP recipients can now also order groceries online from [Amazon or Walmart](#). To see if you are eligible for SNAP benefits to receive money to buy groceries, [click here](#) or call Oregon SafeNet, 1-800-723-3638.

Can only people of certain races get the virus?

No. Anyone can get the virus, and anyone can spread the virus. Viruses don't discriminate. Neither should we.

How can I tell if the information I'm seeing or hearing is correct? Where should I go to get accurate information?

Information is reliable if it comes from the [Governor's website](#) or the [Oregon Health Authority's website](#). [The World Health Organization also has a website](#) that separates myths from reality about COVID-19.

IMMIGRATION AND PUBLIC SAFETY FAQs

I am an undocumented Oregon resident. Can I be tested for COVID-19 or seek medical treatment for COVID-19 and get coverage through the emergency-only coverage (CAWEM)?

Yes. The Oregon Health Authority says that the Oregon Health Plan's (OHP) Citizen/Alien Waived Emergency Medical (CAWEM) benefit includes emergency services related to the coronavirus (COVID-19), so you can be tested and receive treatment related to COVID-19 for free.

I'm concerned about the public charge. Will my family get in trouble if we get tested or treated for coronavirus?

No. If you are a Legal Permanent Resident (have a green card) applying to become a U.S. naturalized citizen, USCIS [issued an alert on its website](#) saying they will not consider testing, treatment, or preventative care (including vaccines, if a vaccine becomes available) related to COVID-19 as part of a public charge determination. If you have symptoms that resemble Coronavirus/COVID-19 (fever, cough, shortness of breath), you should get medical treatment. This will not negatively affect you as part of a future Public Charge analysis.

- Information on Public Charge and COVID-19 from the Protecting Immigrant Families group:
https://docs.google.com/document/d/1fQyxwXnXqGD4wxMNj4xMsJ4_1aOschcbK0yxliN4k9w/edit
- Information on Public Charge and COVID-19 from the Federal Government:
<https://www.uscis.gov/greencard/public-charge>
- Information from Oregon Health Authority on Public Charge:
<https://www.oregon.gov/oha/PH/DISEASESCONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx>
- Fact Sheet and FAQs on the New Federal "Public Charge Rule":
<https://www.oregon.gov/OHA/ERD/Pages/public-charge.aspx>

Will ICE be at medical facilities and will my medical information be shared?

If you have a medical emergency or are in need of medical care, you should seek care. The [Department of Homeland Security](#) has recognized medical facilities as dedicated sensitive locations. Federal guidelines prohibit immigration agents from conducting arrests or other enforcement actions at health care facilities, such as hospitals, doctors' offices, health clinics, and urgent care facilities. Your medical information is only shared between you and your doctor and is protected by [HIPPA privacy rules](#).

Will I get stopped by the police if I'm going to work or the grocery store?

You do not need special papers from your boss, any sticker for your car, or any other permission to drive, walk, or take public transportation to work or to businesses that are open, like the grocery store, pharmacy, or hardware store. You can read more answers from the [Oregon State Police here](#).

Is the National Guard or the military taking over?

No. The National Guard is setting up medical facilities in Salem, Oregon, and that is their focus at this time.

EMPLOYMENT AND WORKPLACE FAQs**Am I allowed to go to work?**

Yes. If your employer is staying open and complying with social distancing orders, yes, you can go to work. The employer is supposed to make sure you can stay 6 feet away from other people.

What if my work is staying open, but they are not keeping us 6 feet away from other people?

You can report them to Oregon's Occupational Safety and Health division by [clicking here](#). For the question, "keep your identity confidential," choose "yes" and your name and what you said will not be given to your employer.

Should I go to work if I'm sick?

If you feel sick, please stay home and have everyone in your house stay home as well so that you don't spread the virus. The other people in your house need to stay home as well for 14 days because they could spread it before they get symptoms.

Are my taxes still due April 15?

No. Taxes for the Federal Government (IRS) and the state of Oregon are now due by July 15.

2020 CENSUS FAQs**If I answer the Census, can I get in trouble with ICE or the police?**

No. You will not get in trouble for anything you say on the Census form. Please fill out the Census form. The 2020 Census is available now and can be completed online in 13 different languages at [my2020Census.gov](#), or by phone at 844-330-2020. You can also get it in your language by [clicking here](#).

Are my responses to the Census questionnaire confidential?

The U.S. Census Bureau takes their responsibility to protect your information very seriously. The law puts in place very stringent measures to protect your information. The Census Bureau is not permitted to publicly release your responses in a way that could identify you or your household. By law, the Census Bureau can only use your responses to produce statistics. Your information is also protected from cybersecurity risks through screening of the systems that transmit your data. All Web data submissions are encrypted in order to protect your privacy. The penalty for unlawful disclosure is a fine of up to \$250,00 or imprisonment of up to five years, or both. For more information about privacy and confidentiality, check out the [U.S. Census Bureau's fact sheet](#) on the topic.

Because of COVID-19, will the Census deadline be delayed?

In light of the COVID-19 outbreak, the U.S. Census Bureau has adjusted 2020 Census Operations. Self-Response Phase has revised from March 12 – July 31 to March 12 – August 14, 2020. More information about the adjustments of operations is available [HERE](#).

OTHER COVID-19 RESOURCES

GENERAL INFORMATION:

For any questions or to seek resources available to you, call 2-1-1 or go to

<https://www.211info.org/>

Governor Kate Brown's COVID-19 web page: <http://coronavirus.oregon.gov/>

Oregon Health Authority's COVID-19 updates: <https://govstatus.egov.com/OR-OHA-COVID-19>

Oregon Health Authority's COVID-19 Frequently Asked Questions:

<https://www.oregon.gov/oha/PH/DISEASES/CONDITIONS/DISEASESAZ/Pages/COVID19-FAQ.aspx?wp1284=l:100>

WORK:

- Oregon law requires employers to give you sick time. You must be paid for your sick time if your employer has 10 or more employees (6 or more if the business is in Portland). You get at least 1 hour of sick time for every 30 hours you work. You can use sick time if you are sick, to care for a family member who is sick, if you need to go to the doctor, or to take care of your child if your child's school is closed. [Click here](#) to find out more. If your employer isn't following this rule, you can call: 971-673-0761 or email: mailb@boli.state.or.us
- If you lost your job, [click here](#) for the unemployment application.
- [Click here](#) to report that your employer should be closed or is not allowing you to work 6 feet from other people. (For the question, "keep your identity confidential," choose "yes")

and your name and what you said will not be given to your employer.)

- [Click here](#) if you have other work questions about COVID-19 related business layoffs, closures, and unemployment insurance benefits.

MEDICAL/HEALTH CARE COVERAGE:

Apply for free health insurance through Cover All Kids or the Oregon Health Plan by [clicking here](#) (then scroll down to see the different languages).

FOOD ASSISTANCE AND NUTRITION PROGRAMS:

- Schools are still providing breakfasts and lunches while schools are closed. [Click here](#) for the list of school districts and then click on your school district to see where and when to pick up the meals.
- Use the [Oregon Food Bank Food Finder](#) to search for pantries and food assistance sites across the state.
- Apply for SNAP benefits (formerly known as food stamps) to get money to buy groceries, by [clicking here](#) or calling Oregon SafeNet, 1-800-723-3638.
- If you are pregnant, breastfeeding, or have a child under 5 years old, you may qualify for Women, Infants, and Children (WIC) money to buy groceries. [Apply here](#) or call 2-1-1 to apply.

ESCAPING ABUSE:

We know there are increased safety risks right now. To answer how to stay safe, that depends on your situation. An advocate can help you create an individual safety plan for you in your home, over the phone. Here is a website where you can find an advocate, if it is safe to visit this website: <https://www.ocadsv.org/find-help>

You can also call the national hotline: 1-800-799-7233

Here is a website with more resources, including financial assistance:

<https://www.oregon.gov/DHS/ABUSE/DOMESTIC/Pages/index.aspx>

If you are being abused at home, call the Domestic Violence Crisis Line at 888-235-5333 or text CONNECT to 741741.

FINDING EMERGENCY CHILD CARE:

If you have to report to work (outside of your home) during this emergency and do not have anyone to watch your child, [click here](#) or call 2-1-1 to find Oregon's Emergency Child Care.

INFORMATION ABOUT THE PUBLIC CHARGE RULE:

More information about the public charge rule, including translated materials, are available on the websites of the [Oregon Health Authority](#) and the [Department of Human Services](#). Those concerned about how public charge may impact them can also call the Oregon Public Benefits Hotline at 1-800-520-5292 or find an immigration attorney at oregonimmigrationresource.org.

STOP CORONAVIRUS RACISM AND OTHER RESOURCES

- Learn how to [“Spread Facts, Not Fear”](#)
- Report a crime of bias/racism to the Oregon Department of Justice by [clicking here](#)
- Learn more at [Portland United Against Hate](#)