



Frequently Asked Questions about COVID-19 for Undocumented Immigrants

What are the symptoms of COVID-19?

COVID-19 symptoms range from mild to severe and may appear 2-14 days after exposure to the virus. Symptoms vary from person to person and may include cough, difficulty breathing, fever, muscle pain, sore throat, or loss of taste or smell. Some people may be carriers of the disease yet show no symptoms. If you think you have COVID-19, call your health care provider. Contact the Houston Health Department COVID-19 call center at 832-393-4220 for information about free COVID-19 test sites. The call center is open weekdays from 9 a.m. and 7 p.m. and weekends from 9 a.m. to 3 p.m. If you are experiencing severe symptoms or difficulty breathing, call your doctor or a hospital for medical advice.

I am undocumented. Am I allowed to get a free COVID-19 test?

Yes. Every resident, regardless of citizenship status, is eligible for COVID-19 testing at designated testing sites.

Where can I get a free COVID-19 test?

Call the Houston Health Department COVID-19 call center at 832-393-4220 weekdays from 9 a.m. and 7 p.m. and weekends from 9 a.m. and 3 p.m. for information about free test sites. Houston COVID-19 test locations are also available at HoustonEmergency.org/covid19.

Will getting tested for COVID-19 prevent me from getting a green card?

No. Getting tested for COVID-19 will not impact a green card application.

If I am undocumented and test positive for COVID-19, will I be deported?

No. Getting tested for and diagnosed for COVID-19 will not result in deportation. You will not be asked for your citizenship status when you get tested.

Where can I get personal protective equipment (PPE) such as a mask?

Some organizations and local government agencies are giving out free personal protective equipment such as masks and gloves. Call United Way's 2-1-1 helpline for more information, or

visit this webpage for a list of resources: <https://houstonrecovers.org/maskup/>. You may also want to check the news reports for announcements of PPE giveaway events.

If I am undocumented, where can I get free food for me and my family?

The Houston Food Bank gives food to those in need, regardless of citizenship status. For more information call the Food Bank at 832-369-9390. You can also call United Way's 2-1-1 helpline or visit this webpage for a list of organizations that provide free food: <https://houstonrecovers.org/covid19food/>. Receiving food assistance will not impact green card applications.

I am undocumented and unemployed. How can I get utility or rental assistance?

There is financial assistance for qualifying individuals. For help with utility or rental assistance, call United Way's 2-1-1 helpline, or visit this webpage for a list of resources <https://houstonrecovers.org/covid19economic/>. Assistance is provided regardless of citizenship status.

I heard landlords are not allowed to evict people in Texas right now. Is this true?

The Texas Supreme Court has ordered that eviction proceedings can resume May 19, 2020, but you should communicate with your landlord about your financial hardship to see if you can work out a payment plan to stop eviction. Lone Star Legal Aid also offers free legal information about tenant rights. Call their office at 1-800-733-8394 for more information. Services are offered regardless of citizenship status.

Are there services available for people living with disabilities?

You can call the City of Houston Mayor's Office for People with Disabilities at 832-394-0814 or by email at mopdmail@houstontx.gov. You can also or visit their webpage for more information: <http://www.houstontx.gov/disabilities/emergency.html>.

I do not speak English. Are interpreters available?

The City of Houston 3-1-1 helpline and United Way's 2-1-1 helpline should have access to interpreters at no cost. You do not need to speak English to get help. Just ask for an interpreter.

None of my questions are listed here. Where can I find additional resources?

If you still have questions, call the City of Houston 3-1-1 helpline or United Way's 2-1-1 helpline for more assistance or visit this webpage for a list of COVID-19 information call centers: <https://houstonrecovers.org/covid19callcenters/>.