



## Resource Guide for NYC Domestic Violence Survivors During the COVID-19 Pandemic

- [Turning Point for Women and Families](#): We are working remotely. Our hours of operation are **Monday-Friday, 10am to 6pm**. To reach us please call at **718-550-3586** or email [info@tpny.org](mailto:info@tpny.org)

The following services are available virtually:

- Weekly Support Group for DV Survivors (Mondays, 12pm - 1:30pm)
  - Weekly Youth Group for Muslim girls ages 13-20 (Fridays, 4pm-6pm)
  - Individual Counseling Sessions for DV Survivors (Mon-Fri, 10am-6pm)
  - Services are available in the following languages: Bangla, English, Hindi, Punjabi, Turkish, and Urdu
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- The Anti-Violence Project:
    - [Tips for When Staying Home Isn't the Safest Plan](#)
    - **24 Hour Hotline: 212-714-1141**
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- [Mayor's Office to End Domestic and Gender-Based Violence](#): The NYC Family Justice Centers are available by phone and provide immediate safety planning, shelter assistance, and other resources
    - **Available by phone, Monday-Friday, 9 a.m. - 5 p.m.**
      - Bronx: 718-508-1220
      - Brooklyn: 718-250-5113
      - Manhattan: 212-602-2800
      - Queens: 718-575-4545
      - Staten Island: 718-697-4300

- [Womankind](#)
  - 24/7 free multilingual helpline: **1-888-888-7702**
  - Chat and text helpline:
    - English: 1.929.207.5907
    - Chinese 1.929.207.5901
    - **Operates Mon-Fri, 10am to 6pm**
  - Womankind's 24/7 emergency residences will remain staffed and emergency services will continue.
  
- [Korean American Family Service \(KAFSC\)](#) KAFSC's 24 hour bilingual hotline will continue as will their crisis intervention and counseling services
  - 24 hour bilingual hotline: **718-460-3800**
  - Their 24/7 emergency shelter, and long-term transitional housing program will operate without any interruption
  
- [NYC Family Courts](#)
  - Family Courts are still operating remotely and will hear **essential/emergency cases.**
  - To file an Order of Protection, call **646-386-5299 Monday-Friday between 9 AM-5 PM.**
  - After 5pm and on weekends, please call Criminal Court at 833-503-0447
  
- [Legal Services New York City](#)
  - Access Line: **917-661-4500** Monday-Friday, 10 a.m to 4 p.m.
  
- [Safe Horizon](#) Will provide immediate safety planning, shelter assistance, and other resources
  - 24-hour hotline: **1-800-621-HOPE (4673).**
  - [Safe Horizon Safe Chat](#): Monday-Friday, 1pm to 6pm