

## County of Berks / [www.BerksDES.com](http://www.BerksDES.com)

### *Berks Launches COVID19 Help Center*

**Reading, PA— 3/18/2020** — Berks County Commissioner Christian Leinbach, acting as the COVID19 Leadership Public Information Officer, announced the opening of the COVID19 Berks County Help Center.

The purpose of the call center is to provide the public with resources to address a variety of issues that may arise as a result of the Coronavirus/COVID19 Health Emergency.

### **How to Contact the Berks COVID19 Help Center**

There are two ways people may connect with the COVID19 Help Center. They may email [COVID@CountyofBerks.com](mailto:COVID@CountyofBerks.com) or call 610-320-6150. Staff will be answering phones and responding to emails seven days a week between the hours of 8AM and 7PM. If a person has a Social Service question or need they should call 211. If a person is experiencing a medical emergency, they should call 911.

### **The Purpose**

Commissioner Christian Leinbach stated “We want the people of Berks County to know that their public officials are here to serve. We will connect people to vetted resources they need to help with specific needs or issues and provide answers to their questions about this health crisis. We will not have all the answers or all the resources, but we will do what we can to help.”

The staff have been pulling together a variety of resources, both information that we can provide as well as connecting people to the departments, services and assistance they require.

The county will not provide medical advice other than directing people to the proper resource to address these questions.

The Berks COVID19 Help Center will begin operations at 8AM, Thursday March 19, 2020. For more information [www.BerksDES.com](http://www.BerksDES.com)

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