

Family Engagement

<https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

Charter to Offer Free Access to Spectrum Broadband and Wi-Fi For 60 Days For New K-12 and College Student Households and More

STAMFORD, Conn. – In the coming weeks, many Americans will be affected either directly or indirectly by COVID-19 and Charter is focused on serving and supporting our 29 million customers. Americans rely on high speed broadband in nearly every aspect of their lives and Charter is committed to ensuring our customers maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call **1-844-488-8395**. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
- Spectrum does not have data caps or hidden fees.

As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends.

Charter's advanced communications network will ensure our more than 29 million customers – including government offices, first responders, health care facilities, and businesses – across 41 states maintain the connectivity they rely on. The network is built to sustain maximum capacity during peak usage which is typically in the evenings, so a surge during the day would be well within the network's capabilities to manage. Charter will continue to closely monitor this dynamic situation, and is well-prepared to continue

delivering reliable connectivity. Charter has extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.

Talking to children about the Coronavirus Disease.

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/talking-with-children.html>

General principles for talking to children

Remain calm and reassuring.

- Remember that children will react to both what you say and how you say it. They will pick up cues from the conversations you have with them and with others.

Make yourself available to listen and to talk.

- Make time to talk. Be sure children know they can come to you when they have questions.

Avoid language that might blame others and lead to [stigma](#).

- Remember that viruses can make anyone sick, regardless of a person's race or ethnicity. Avoid making assumptions about who might have COVID-19.

Pay attention to what children see or hear on television, radio, or online.

- Consider reducing the amount of screen time focused on COVID-19. Too much information on one topic can lead to anxiety.

Provide information that is honest and accurate.

- Give children information that is truthful and appropriate for the age and developmental level of the child.

- Talk to children about how some stories on COVID-19 on the Internet and social media may be based on rumors and inaccurate information.

Teach children everyday actions to reduce the spread of germs.

- Remind children to stay away from people who are coughing or sneezing or sick.
- Remind them to cough or sneeze into a tissue or their elbow, then throw the tissue into the trash.
- Discuss any new actions that may be taken at school to help protect children and school staff.
(e.g., increased handwashing, cancellation of events or activities)
- Get children into a handwashing habit.
 - Teach them to wash their hands with soap and water for at least 20 seconds, especially after blowing their nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
 - If soap and water are not available, teach them to use hand sanitizer. Hand sanitizer should contain at least 60% alcohol. Supervise young children when they use hand sanitizer to prevent swallowing alcohol, especially in schools and child care facilities.

How to Prepare

Here is what you can do to prepare your family in case COVID-19 spreads in your community.

Checklist to Prepare

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Find Local Information

Know where to [find local information](#) on COVID-19 and local trends of COVID-19 cases.

Follow Official Sources for Accurate Information!

Help control the spread of rumors. Visit [FEMA's rumor control pageexternal icon](#). Beware of fraud schemes related to the novel coronavirus (COVID-19). Visit Office of Inspector General's [COVID-19 fraud alert pageexternal icon](#).

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Know the Signs & Symptoms

Know the [signs and symptoms](#) of COVID-19 and what to do if symptomatic:

- Stay home when you are sick
- Call your health care provider's office in advance of a visit
- Limit movement in the community
- Limit visitors

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Take Steps for Those at Higher Risk

Know what additional measures those at [higher risk](#) and who are vulnerable should take.

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Protect Yourself & Family

Implement [steps to prevent illness](#) (e.g., stay home when sick, handwashing, respiratory etiquette, clean frequently touched surfaces daily).

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Create a Household Plan

Create a [household plan](#) of action in case of illness in the household or disruption of daily activities due to COVID-19 in the community.

- Consider 2-week supply of prescription and over the counter medications, food and other essentials. Know how to get food delivered if possible.
- Establish ways to communicate with others (e.g., family, friends, co-workers).
- Establish plans to telework, what to do about childcare needs, how to adapt to cancellation of events.

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Stay Informed About Emergency Plans

Know about emergency operations plans for schools/workplaces of household members.

Stress and Coping

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Everyone reacts differently to stressful situations. How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

People who may respond more strongly to the stress of a crisis include

- Older people and people with chronic diseases who are at higher risk for COVID-19
- Children and teens
- People who are helping with the response to COVID-19, like doctors and other health care providers, or first responders
- People who have mental health conditions including problems with substance use

If you, or someone you care about, are feeling overwhelmed with emotions like sadness, depression, or anxiety, or feel like you want to harm yourself or others call

- 911
- Substance Abuse and Mental Health Services Administration's (SAMHSA's) Disaster Distress Helpline: 1-800-985-5990 or text TalkWithUs to 66746. (TTY 1-800-846-8517)

Stress during an infectious disease outbreak can include

- Fear and worry about your own health and the health of your loved ones
- Changes in sleep or eating patterns
- Difficulty sleeping or concentrating
- Worsening of chronic health problems
- Increased use of alcohol, tobacco, or other drugs

People with preexisting mental health conditions should continue with their treatment and be aware of new or worsening symptoms. Additional

information can be found at the Substance Abuse and Mental Health Services Administration ([SAMHSAexternal icon](#)) website.

Taking care of yourself, your friends, and your family can help you cope with stress. Helping others cope with their stress can also make your community stronger.

Things you can do to support yourself

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or [meditateexternal icon](#). [Try to eat healthy, well-balanced meals](#), [exercise regularly](#), [get plenty of sleep](#), and [avoid alcohol](#) and [drugsexternal icon](#).
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.

Call your healthcare provider if stress gets in the way of your daily activities for several days in a row.

Reduce stress in yourself and others

[Sharing the facts](#) about COVID-19 and understanding the actual risk to yourself and people you care about can make an outbreak less stressful..

When you share accurate information about COVID-19 you can help make people feel less stressed and allow you to connect with them.

Learn more about [taking care of your emotional health](#).

For parents

Children and teens react, in part, on what they see from the adults around them. When parents and caregivers deal with the COVID-19 calmly and confidently, they can provide the best support for their children. Parents can be more reassuring to others around them, especially children, if they are better prepared.

Not all children and teens respond to stress in the same way. Some common changes to watch for include

- Excessive crying or irritation in younger children
- Returning to behaviors they have outgrown (for example, toileting accidents or bedwetting)
- Excessive worry or sadness
- Unhealthy eating or sleeping habits
- Irritability and “acting out” behaviors in teens
- Poor school performance or avoiding school
- Difficulty with attention and concentration
- Avoidance of activities enjoyed in the past
- Unexplained headaches or body pain
- Use of alcohol, tobacco, or other drugs

There are many things you can do to support your child

- Take time to talk with your child or teen about the COVID-19 outbreak. Answer questions and [share facts](#) about COVID-19 in a way that your child or teen can understand.
- Reassure your child or teen that they are safe. Let them know it is ok if they feel upset. Share with them how you deal with your own stress so that they can learn how to cope from you.
- Limit your family’s exposure to news coverage of the event, including social media. Children may misinterpret what they hear and can be frightened about something they do not understand.
- Try to keep up with regular routines. If schools are closed, create a schedule for learning activities and relaxing or fun activities.
- Be a role model. Take breaks, get plenty of sleep, exercise, and eat well. Connect with your friends and family members.

Learn more about [helping children cope](#).

For responders

Responding to COVID-19 can take an emotional toll on you. There are things you can do to reduce secondary traumatic stress (STS) reactions:

- Acknowledge that STS can impact anyone helping families after a traumatic event.
- Learn the symptoms including physical (fatigue, illness) and mental (fear, withdrawal, guilt).
- Allow time for you and your family to recover from responding to the pandemic.
- Create a menu of personal self-care activities that you enjoy, such as spending time with friends and family, exercising, or reading a book.
- Take a break from media coverage of COVID-19.
- Ask for help if you feel overwhelmed or concerned that COVID-19 is affecting your ability to care for your family and patients as you did before the outbreak.

Learn more [tips for taking care of yourself](#) during emergency response.

For people who have been released from quarantine

Being separated from others if a healthcare provider thinks you may have been exposed to COVID-19 can be stressful, even if you do not get sick. Everyone feels differently after coming out of quarantine. Some feelings include :

- Mixed emotions, including relief after quarantine
- Fear and worry about your own health and the health of your loved ones
- Stress from the experience of monitoring yourself or being monitored by others for signs and symptoms of COVID-19
- Sadness, anger, or frustration because friends or loved ones have unfounded fears of contracting the disease from contact with you, even though you have been determined not to be contagious
- Guilt about not being able to perform normal work or parenting duties during quarantine
- Other emotional or mental health changes

Children may also feel upset or have other strong emotions if they, or someone they know, has been released from quarantine. [You can help your child cope.](#)

