

**Office of Communications  
For Immediate Release**

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**NEWS RELEASE**

**EDITED: HOTLINE OPERATION DAYS/TIMES**

**School District of Philadelphia Expands  
Hotline to Multiple Languages During District-wide  
School Closures**

*SDP Hotline to be offered in 10 languages and cover general questions related to school closures for students and families*

**PHILADELPHIA** — The School District of Philadelphia has expanded its student and family engagement efforts by adding nine new hotlines in multiple languages so more families can get answers to a range of general questions in their native languages. In addition to the current English-language hotline, new ones are now available in the following languages: Albanian, Arabic, Chinese, French, Khmer, Portuguese, Russian, Spanish and Vietnamese.

The hotline will be staffed with District employees who can answer a range of general questions about the District's closure during the spread of COVID-19 (coronavirus) as well as about the K-12 Learning Guides.

The District has created Learning Guides for all students in grades K-12 to provide students with opportunities to continue learning during the closure. The guides in various subjects are available [online](#) and at the [49 District schools](#) around the city serving as grab-and-go meal distribution sites. The District schools serving as meal sites are open only Monday and Thursday from 9 a.m. to noon.

The individual phone numbers for each hotline are as follows:

- 215-400-8480 - Albanian
- 215-400-8481 - Arabic
- 215-400-8482 - Chinese
- 215-400-5300 - English
- 215-400-8483 - French
- 215-400-8484 - Khmer

- 215-400-8474 - Portuguese
- 215-400-8485 - Russian
- 215-400-8489 - Spanish
- 215-400-8486 - Vietnamese

The SDP hotline is open to students and families Monday through Thursday, from 9:30 to 11:30 a.m.

The District has also launched a new [covid19info@philasd.org](mailto:covid19info@philasd.org) email address where families can submit their questions for reply.

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