



## COVID-19 Resource Guide

Office of  
Congressman  
Ted Lieu

... A NOTE FROM CONGRESSMAN LIEU ...

Dear Neighbor,

The spread of COVID-19 has become an incredible challenge for California's 33<sup>rd</sup> Congressional District, for our country and for our world. During this difficult time, please know that I am committed to ensuring that the federal government provides all necessary resources to support our community. Things are tough now, but they won't always be. Our community is capable of meeting this challenge and protecting one another--and we will. I, along with my staff, am here to help with those efforts.

This guide includes valuable information and resources for how you, your family and our community can deal with issues that may arise during this crisis – including information on ways to keep your family healthy and how to apply for small business loans and unemployment insurance. In addition to this resource guide, I have created a landing page on my website where you can access information on how to keep yourself and our community safe. For additional information, you can visit <https://lieu.house.gov/coronavirus>

**My office is open and able to help you should you need it. If you have problems with a federal agency and need additional assistance, contact us here:**

<https://lieu.house.gov/contact>

Sincerely,

Ted W. Lieu  
Member of Congress

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... QUICK GUIDE ...

**Sign up for alerts for:**

<https://www.cdc.gov/other/emailupdates> - Centers for Disease Control and Prevention

<https://lacounty.gov/emergency/alert-la/> - LA County

**Accounts to follow on Twitter:**

<https://twitter.com/CDCgov> - Centers for Disease Control and Prevention

<https://twitter.com/HHSGov> - US Department of Health and Human Services

<https://twitter.com/lapublichealth> - LA County Department of Public Health

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For assistance, please contact any of Congressman Lieu's offices via phone or visit his website at [www.lieu.house.gov](http://www.lieu.house.gov).

**Please Note:** Our offices are physically closed due to COVID-19, but staff members are working full-time remotely and are available to answer all of your questions via phone or email.

- For help with a federal agency, please email [lieu.casework@mail.house.gov](mailto:lieu.casework@mail.house.gov) with your privacy release form.
- For general inquiries, please email [lieu.staff@mail.house.gov](mailto:lieu.staff@mail.house.gov)

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... LA COUNTY DEPARTMENT OF PUBLIC HEALTH ...

***1. What is a coronavirus?***

Coronaviruses are a large family of viruses. Many of them infect animals, but some coronaviruses from animals can evolve (change) into a new human coronavirus that can spread from person-to-person. This is what happened with the new coronavirus known as SARS-CoV-2, which causes the disease known as COVID-19. Diseases from coronaviruses in people typically cause mild to moderate illness, like the common cold. Some, like the SARS or MERS viruses cause serious infections like pneumonia.

***2. How are coronaviruses spread?***

Like other respiratory illnesses, such as influenza, human coronaviruses most commonly spread to others from an infected person who has symptoms through:

- Droplets produced through coughing and sneezing
- Close personal contact, such as caring for an infected person
- Touching an object or surface with the virus on it, then touching your mouth, nose, or eyes before washing your hands

We are learning more each day about how easily the new coronavirus spreads and how long it takes for people to become sick. As information becomes available, LA County Department of Health will keep you informed. Do not assume that someone of a race or nationality is likely to have COVID-19; this new virus has infected people of many different races and nationalities across the entire world.

***3. What are the symptoms of COVID-19?***

Reported illnesses have ranged from people with mild symptoms to people becoming severely ill, requiring admission to the hospital, and dying. Symptoms include:

- Fever
- Cough
- Difficulty breathing
- Severe illness

Public Health is working hard to prevent the spread of novel coronavirus in LA County. Frequently Asked Questions (FAQs) Coronavirus Disease (COVID-19) Los Angeles County Department of Public Health [www.publichealth.lacounty.gov](http://www.publichealth.lacounty.gov) 03.03.2020 FAQ (English)

#### ***4. What can I do to protect myself and others from respiratory infections like 2019- nCoV?***

As with other respiratory illnesses, there are steps that everyone can take daily to reduce the risk of getting sick or infecting others with circulating viruses. You should:

- Stay home with exceptions made for critical tasks such as securing food and health, safety and medical necessities, as well as caring for children, elder adults, family, friends and people with disabilities.
- Practice social distancing if you must go out.
  - Stay 6 feet away from other people.
  - Avoid shaking hands
  - Avoid crowded areas.
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if your hands are visibly dirty.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Limit close contact, like kissing and sharing cups or utensils, with people who are sick.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. If you do not have a tissue, use your sleeve (not your hands).

#### ***5. Should I wear a facemask?***

The CDC and LA County Department of Public Health are encouraging members of the general public to wear non-medical face coverings such as bandanas or scarves while out in public, especially in places where social distancing is difficult to maintain like grocery stores and pharmacies. You can make face coverings at home, using a t-shirt or other cloth materials you have lying around the house. Please note that N95 and other medical grade masks should be reserved for our medical workers on the frontlines trying to fight this illness. Also, remember that facial coverings are not a replacement for social distancing and washing your hands often – they are simply an additional public health measure.

#### ***6. What should I do if I have these symptoms and recently traveled to an affected country?***

Evidence from other countries suggest that like the flu, most people will have mild symptoms and should stay home until 24 hours after fever. Certain people should call their doctor early, including the elderly, pregnant women, those with compromised immune systems or underlying medical problems. If you are having difficulty breathing or keeping fluids down, go to an emergency room or call 911, otherwise it is better to call your doctor before going in to seek care. You should also call a doctor if you have had close contact with a person who has COVID-19. Visit the Center for Disease Control (CDC) website for an up to date list of countries most affected by COVID-19 <https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

### ***7. Can I get tested for the coronavirus?***

Testing is not helpful if you do not have symptoms. However, most people will get better with rest so there is no need to see a doctor if you have mild symptoms. If you develop difficulty breathing or cannot keep fluids down, see a doctor or call 911. Certain patients such as the elderly, those that are immune compromised or have underlying medical conditions should call their doctor earlier. If you have mild symptoms, there may be no need to go to a medical facility to see a doctor. **If you have questions, please call the clinic or your doctor before going in.**

### ***8. How is novel coronavirus treated?***

There is no specific treatment for illness caused by the novel coronavirus. However, many of the symptoms can be treated. Treatment is based on the patient's condition. There is currently no vaccine to prevent novel coronavirus. Be aware of scam products for sale that make false claims to prevent or treat this new infection.

### ***9. What can I do if I get stressed about COVID-19?***

When you hear, read, or watch news about an outbreak of an infectious disease, it is normal to feel anxious and show signs of stress—even when the outbreak affects people far from where you live and you are at low risk of getting sick. It is important to care for your own physical and mental health. For tips on what you can do to help cope, read "Coping with Stress During Infectious Disease Outbreaks" on the Public Health website. **For help, call the Los Angeles County Department of Mental Health Access Center 24/7 Helpline at (800) 854-7771 or call 2-1-1.**

### ***10. What else can I do?***

- If you don't have health insurance sign up for Covered CA. Open enrollment has been extended in California until June 2020.
- Find a healthcare provider if you don't already have one.

- Update your emergency kits with food, water and supplies to last a few days in case there is a need for quarantine. Although this is unlikely, it is important to be prepared as you would for any other emergency.
- Always check with reliable sources for the up-to-date, accurate information about novel coronavirus.
  - Los Angeles County Department of Public Health (LACDPH, County)  
<http://publichealth.lacounty.gov/media/Coronavirus/>
  - California Department of Public Health (CDPH, State)  
<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.aspx>
  - Centers for Disease Control and Prevention (CDC, National)  
<http://www.cdc.gov/coronavirus/novel-coronavirus-2019.html>
  - World Health Organization (WHO, International)  
<https://www.who.int/health-topics/coronavirus>
  - If you have questions, and would like to speak to someone, call 2-1-1

**... STATE & LA COUNTY GUIDELINES ...**

**STATE OF CALIFORNIA**

**Governor Newsom Executive Orders**

- Declares a state of Emergency <https://covid19.ca.gov/img/Executive-Order-N-33-20.pdf>
- Ordered Californians to Stay at Home
- Has made COVID-19 testing free for most Californians
- Ensured students continue to learn and get meals even when schools physically close
- Has put a moratorium on evictions
- Deployed the California National Guard to work at food banks
- Distributed millions of N95 masks and other protective gear to health care workers
- Secured travel trailers and hotels to house people experiencing homelessness

**Stay at Home**

March 19, 2020 - The State Public Health Officer and Director of California Department of Public Health issued an order for all Californians to stay at home, or their place of residence except to get food, care for a relative or friends, get necessary health care or go to an essential job.

If you go out, practice social distancing.

**Social Distancing**

The California Department of Public Health recommends you stay 6 feet away from other individuals.

There is a particular focus on creating space between individuals who have come together on a one-time or rare basis and who have very different travel patterns such as those coming from multiple countries, states or counties.

### ***What's Open?***

Essential services will remain open, such as:

- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Banks
- Laundromats/laundry services
- Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.
- For a full list go to:  
<https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>

### ***What's Closed?***

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues
- Gyms and fitness studios
- Public events and gatherings
- Convention Centers
- Hair and nail salons
- Beaches
- Park Trails
- For more details <https://covid19.ca.gov/stay-home-except-for-essential-needs/>

### ***What are considered essential businesses?***

- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants
- Banks
- Laundromats/laundry services
- Essential state and local government functions will also remain open, including law enforcement and offices that provide government programs and services.
- For a full list go to:  
<https://covid19.ca.gov/img/EssentialCriticalInfrastructureWorkers.pdf>

## State of California Frequently Asked Questions, Guidelines and Latest Developments

- For more details on how to protect yourself and what to do if you have symptoms: <https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/ncov2019.aspx>
- For State of CA latest developments and guidelines: <https://covid19.ca.gov/>

## COUNTY OF LOS ANGELES

### Public Health Department Guidelines

- Stay home (stay unexposed and do not expose others)
- Only go out for essential services or if they are an essential worker
- Stay six feet or more away from others
- Not gather in groups

### Department of Public Health Orders

- As of March 25, 2020, the order requires anyone confirmed with COVID-19, tested for COVID-19 and waiting for test results, or anyone told by their doctor that they are likely to have COVID-19 to **self-isolate**. You must stay self-isolated for 72 hours after all of your symptoms are gone. In addition, if you have been in close contact with someone who has been ordered to self isolate, you must quarantine yourself for 14 days at home as it takes up to 14 days to develop symptoms.
- Prohibits all indoor and outdoor public and private gatherings and events among persons not in the same household in Los Angeles County.
- Requires all businesses to stop in-person operations and close to the public, unless the business is defined as an Essential Business.
  - It specifically requires all indoor malls and shopping centers, all swap meets and flea markets, all indoor and outdoor playgrounds, and all non-essential businesses to close.
- Requires Essential Businesses that are not required to be closed to the public to practice social distancing to the extent possible and infection control precautions listed in the Order.
- Requires all restaurants to only prepare and offer food that is provided to customers via delivery service, via pick-up for takeout dining, and via drive-thru. Restaurants may not provide indoor or outdoor table service.

### These Orders Do NOT Prohibit

- This Order doesn't prevent any individual or family from engaging in passive recreational or outdoor activities, such as hiking, walking, jogging, or biking, so long as all persons practice social distancing to the extent possible.
- Because the Order may be updated or extended, all residents should consult Public Health's website

- (www.publichealth.lacounty.gov) daily until the Order is ended, and follow any updated requirements.

### Los Angeles County List of Essential Services

- Stores that sell groceries and other products that are necessary to maintain the safety, sanitation, and essential operation of residences.
- Organizations and businesses that provide shelter, social services, and other necessities of life.
- Banks, Credit Unions, financial institutions, and insurance companies.
- Gas stations and convenience stores.
- Hardware stores, building supply stores, auto repair shops, and bicycle repair shops.
- Plumbers, electricians, property managers, gardeners/landscapers, security personnel, and funeral homes/mortuaries.
- Laundromats, dry cleaners, businesses that provide mailing and shipping services.
- Hotels, motels, and shared rental units.
- Airlines, ride-share services, taxis, and other private transportation services.
- Businesses that ship, truck or provide logistical support for the delivery of groceries, food, goods or services directly to residents,
- Essential Businesses, Healthcare Operations and Essential Infrastructure.
- Hospitals, clinics, public health centers, and other licensed health care providers.
- Construction services and activities for public, commercial, and residential property.
- Professional services, such as payroll, accounting, and legal, when necessary to assist in compliance with legally mandated activities.
- Businesses that assist with the inspection, recording, and transfer of residential and commercial property.
- Educational institutions (if facilitating distance learning).
- Businesses that support transportation needs.
- Childcare centers.
- Home-based care providers for some groups.
- Entities that perform work essential for national security.
- Healthcare Operations.
- Essential Infrastructure providers. *See the Order for a list of what are considered to be Essential Infrastructure providers.*

For the full list of Essential Businesses, see section 13 of the Order. For a list of what are considered to be Healthcare Operations and Essential Infrastructure, see Section 15 of the Order. The Order can be found at

[http://publichealth.lacounty.gov/media/Coronavirus/COVID-19\\_March%2021-HOOrder-7\\_00\\_FINAL2.pdf](http://publichealth.lacounty.gov/media/Coronavirus/COVID-19_March%2021-HOOrder-7_00_FINAL2.pdf).

## Los Angeles County Frequently Asked Questions and Latest Developments

Safer at Home Order Frequently Asked Questions Novel Coronavirus (COVID-19) Los Angeles County Department of Public Health

<http://www.publichealth.lacounty.gov/media/Coronavirus/FAQ-SaferatHomeOrder.pdf>

Los Angeles County latest developments and guidelines:

<http://www.publichealth.lacounty.gov/media/Coronavirus/>

... DEPARTMENT OF STATE ...

### ***Global Level 4 Health Advisory – Do Not Travel***

The Department of State advises U.S. citizens to avoid all international travel due to the global impact of COVID-19. In countries where commercial departure options remain available, U.S. citizens who live in the United States should arrange for immediate return to the United States, unless they are prepared to remain abroad for an indefinite period. U.S. citizens who live abroad should avoid all international travel. Many countries are experiencing COVID-19 outbreaks and implementing travel restrictions and mandatory quarantines, closing borders, and prohibiting non-citizens from entry with little advance notice. Airlines have cancelled many international flights and several cruise operators have suspended operations or cancelled trips. If you choose to travel internationally, your travel plans may be severely disrupted, and you may be forced to remain outside of the United States for an indefinite time frame.

### ***COVID-19 virus related emergency overseas?***

Contact the nearest U.S. embassy or consulate, or call our assistance call center:

- From the U.S. & Canada - 1-888-407-4747
- From Overseas - +1 202-501-4444
- Enroll in STEP
  - What is STEP?
    - The Smart Traveler Enrollment Program (STEP) is a free service to allow U.S. citizens and nationals traveling and living abroad to enroll their trip with the nearest U.S. Embassy or Consulate.
  - Benefits of Enrolling in STEP:
    - Receive important information from the Embassy about safety conditions in your destination country, helping you make informed decisions about your travel plans.

- Help the U.S. Embassy contact you in an emergency, whether natural disaster, civil unrest, or family emergency.
- Help family and friends get in touch with you in an emergency.

*For country-specific information regarding impacts due to COVID-19, please [see a list of embassy websites for country-specific COVID-19 information.](#)*

### **Presidential Proclamations Regarding Novel Coronavirus**

- On January 31 President Trump signed a proclamation barring entry to the United States of most foreign nationals who traveled to China within the past 14 days. Read the full text of the proclamation [here](#).
- On February 29, President Trump signed a proclamation that expanded restrictions to include all aliens who were physically present within the Islamic Republic of Iran during the 14-day period preceding their entry or attempted entry into the United States. Read the full text of the proclamation [here](#).
- On March 11, President Trump signed a proclamation that restricts travel to the United States from foreign nationals who have recently been in certain European countries. This does not apply to U.S. citizens or legal permanent residents. Read the full text of the proclamation [here](#).
- On March 14, President Trump signed a proclamation that restricts travel to the United States from foreign nationals who have recently been in the United Kingdom and Ireland. This does not apply to U.S. citizens or legal permanent residents. Read the full text of the proclamation [here](#).

### **U.S. Citizens Returning from Europe:**

U.S. citizens and legal permanent residents will be permitted to return from the [United Kingdom](#), [Ireland](#), and the European Schengen area. The Department of Homeland Security has issued instructions requiring U.S. passengers that have been in the United Kingdom, Ireland and the Schengen area to travel through select airports where the U.S. Government has implemented enhanced screening procedures. See the [DHS website for further details](#).

U.S. citizens and legal permanent residents will be permitted to return from the [United Kingdom](#), [Ireland](#), and the European Schengen area. The Department of Homeland Security has issued instructions requiring U.S. passengers that have been in the United Kingdom, Ireland and the Schengen area to travel through select airports where the U.S. Government has implemented enhanced screening procedures. See the [FAQs on the Presidential Proclamation on travel from Europe and DHS website for further details](#).

Please see our [U.S. Travelers in Europe page](#) for additional information on travel from the Schengen area.

### ***U.S. Citizens Returning from China***

Any U.S. citizen returning to the United States who has been in China in the previous 14 days may be subject to up to 14 days of quarantine.

Please read these [Department of Homeland Security supplemental instructions](#) for further details.

### ***Cruise Ship Passengers:***

U.S. citizens, particularly travelers with underlying health conditions, should not travel by cruise ship at this time. CDC notes increased risk of infection of COVID-19 in a cruise ship environment. In order to curb the spread of COVID-19, many countries have implemented strict screening procedures that have denied port entry rights to ships and prevented passengers from disembarking. In some cases, local authorities have permitted disembarkation but subjected passengers to local quarantine procedures. While the U.S. government has evacuated some cruise ship passengers in recent weeks, repatriation flights should not be relied upon as an option for U.S. citizens under the potential risk of quarantine by local authorities. Cruise travelers should stay home for 14 days after returning from travel, monitor their health, and practice social distancing.

This is a fluid situation. CDC notes that older adults and travelers with underlying health issues should avoid situations that put them at increased risk for more severe disease. This entails avoiding crowded places, avoiding non-essential travel such as long plane trips, and especially avoiding embarking on cruise ships. Passengers with plans to travel by cruise ship should contact their cruise line companies directly for further information and continue to monitor the [Travel.state.gov](https://www.travel.state.gov) website and see the [latest information from the CDC](#).

### ***U.S. Students Abroad:***

The CDC recommends [institutes of higher education \(IHE\) consider postponing or canceling upcoming student foreign exchange programs](#). In addition, CDC recommends IHE consider asking current program participants to return to their home country. Students abroad may face unpredictable circumstances, travel restrictions, and challenges in returning home or accessing health care while abroad.

### ***Change in Passport Services Operations***

Due to public health measures to limit the spread of COVID-19, effective March 20, 2020, we are only able to offer service for customers with a qualified life-or-death emergency and who need a passport for immediate international travel within 72 hours.

Life-or-death emergencies are serious illnesses, injuries, or deaths in your immediate family (e.g. parent, child, spouse, sibling, aunt, uncle, etc) that require you to travel outside the United States **within 72 hours (3 days)**. You must provide:

- A passport application with supporting documents
- Proof of the life-or-death emergency such as a death certificate, a statement from a mortuary, or a signed letter from a hospital or medical professional. Documents must be translated or in English.
- Proof of international travel (e.g. reservation, ticket, itinerary)

To make an appointment at a passport agency or center for a life-or-death emergency, you must call our National Passport Information Center at 1-877-487-2778 (1-888-874-7793 TDD/TTY) on Monday- Friday, 8:00am to 5:00pm Eastern Time, except federal holidays or on Saturdays, 10:00 am to 3:00 pm Eastern Time. Call 202-647-4000 outside of these hours to make an appointment.

If you applied and requested expedited service on or before March 19, 2020, we will honor our commitment of 2-3 weeks door-to-door for expedited service. If you applied in-person at a passport agency or center on or before March 19, 2020, the passport agency or center will contact you and ask if you want to pick-up your passport in person or have it mailed to you.

Due to public health measures to prevent the spread of COVID-19, some passport application acceptance facilities, which include libraries, clerks of court, and post offices may not be accepting U.S. passport applications at this time. If you need to apply in person for your U.S. passport, please contact the facility directly to confirm if they are accepting applications.

If you are applying for or renewing a U.S. passport on or after March 20, 2020, we will not offer expedited service and routine service may be delayed.

### ... SMALL BUSINESS ADMINISTRATION (SBA) LOANS...

#### **Economic Injury Disaster Loan Program**

Small business owners in all U.S. states and territories are currently eligible to apply for a low-interest loan due to Coronavirus (COVID-19). [Click here to apply.](#)

Find more information on the SBA's Economic Injury Disaster Loans at: [SBA.gov/Disaster](https://www.sba.gov/Disaster).

The SBA will work directly with state Governors to provide targeted, low-interest loans to small businesses and non-profits that have been severely impacted by the Coronavirus (COVID-19). The SBA's Economic Injury Disaster Loan program provides small businesses with working capital loans of up to \$2 million that can provide vital economic support to small businesses to help overcome the temporary loss of revenue they are experiencing.

## **Guidance for Businesses and Employers**

### The President's Coronavirus Guidelines for America - 15 Days to Slow the Spread

The Centers for Disease Control and Prevention (CDC) offers the most up-to-date information on COVID-19. This interim guidance is based on what is currently known about the coronavirus disease 2019 (COVID-19). For updates from CDC, please see the following:

- [Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 \(COVID-19\)](#)
- [Preventing Stigma Related to COVID-19](#)
- [Share Facts about COVID-19](#)
- [CDC Coronavirus Disease 2019 \(COVID-19\) Web page](#)
- [Information on Coronavirus Disease 2019 \(COVID-19\) Prevention, Symptoms and FAQ](#)

The following interim guidance may help prevent workplace exposures to acute respiratory illnesses, including COVID-19, in non-healthcare settings. The guidance also provides planning considerations if there are more widespread, community outbreaks of COVID-19.

To prevent stigma and discrimination in the workplace, use the guidance described below and on the [CDC's Guidance for Businesses and Employers](#) web page.

Below are recommended strategies for employers to use now. In-depth guidance is available on the [CDC's Guidance for Businesses and Employers](#) web page:

- Actively encourage sick employees to stay home
- Separate sick employees
- Emphasize staying home when sick, respiratory etiquette and hand hygiene by all employees
- Perform routine environmental cleaning
- Advise employees before traveling to take certain steps
  - Check the [CDC's Traveler's Health Notices](#) for the latest guidance and recommendations for each country to which you will travel. Specific travel information for travelers going to and returning from designated countries with risk of community spread of

Coronavirus, and information for aircrew, can be found on the [CDC website](#).

- Additional Measures in Response to Currently Occurring Sporadic Importations of the COVID-19:
  - Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.
  - If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). Employees exposed to a co-worker with confirmed COVID-19 should refer to CDC guidance for [how to conduct a risk assessment](#) of their potential exposure.

#### **Common Issues Small Businesses May Encounter:**

- Capital Access – Incidents can strain a small business's financial capacity to make payroll, maintain inventory and respond to market fluctuations (both sudden drops and surges in demand). Businesses should prepare by exploring and testing their capital access options so they have what they need when they need it. See [SBA's capital access resources](#).
- Workforce Capacity – Incidents have just as much impact on your workers as they do your clientele. It's critical to ensure they have the ability to fulfill their duties while protected.
- Inventory and Supply Chain Shortfalls – While the possibility could be remote, it is a prudent preparedness measure to ensure you have either adequate supplies of inventory for a sustained period and/or diversify your distributor sources in the event one supplier cannot meet an order request.
- Facility Remediation/Clean-up Costs – Depending on the incident, there may be a need to enhance the protection of customers and staff by increasing the frequency and intensity by which your business conducts cleaning of surfaces frequently touched by occupants and visitors. Check your maintenance contracts and supplies of cleaning materials to ensure they can meet increases in demand.
- Insurance Coverage Issues – Many businesses have business interruption insurance; Now is the time to contact your insurance agent to review your policy to understand precisely what you are and are not covered for in the event of an extended incident.
- Changing Market Demand – Depending on the incident, there may be access controls or movement restrictions established which can impede your customers

from reaching your business. Additionally, there may be public concerns about public exposure to an incident and they may decide *not to* go to your business out of concern of exposing themselves to greater risk. SBA's Resources Partners and District Offices have trained experts who can help you craft a plan specific to your situation to help navigate any rapid changes in demand.

- Marketing – It's critical to communicate openly with your customers about the status of your operations, what protective measures you've implemented, and how they (as customers) will be protected when they visit your business. Promotions may also help incentivize customers who may be reluctant to patronize your business.
- Plan – As a business, bring your staff together and prepare a plan for what you will do if the incident worsens or improves. It's also helpful to conduct a tabletop exercise to simulate potential scenarios and how your business management and staff might respond to the hypothetical scenario in the exercise. For examples of tabletop exercises, visit FEMA's website at: <https://www.fema.gov/emergency-planning-exercises>

### **SBA Products and Resources**

SBA is here to assist small businesses with accessing federal resources and navigating their own preparedness plans as described by the CDC's Guidance for Businesses and Employers.

SBA works with a number of local partners to counsel, mentor and train small businesses. The SBA has 68 District Offices, as well as support provided by its Resource Partners, such as SCORE offices, Women's Business Centers, Small Business Development Centers and Veterans Business Outreach Centers. When faced with a business need, use the SBA's Local Assistance Directory to locate the office nearest you.

### **Access to Capital**

SBA provides a number of loan resources for small businesses to utilize when operating their business. For more information on loans or how to connect with a lender, visit: <https://www.sba.gov/funding-programs/loans>.

How to get access to lending partners? SBA has developed Lender Match, a free online referral tool that connects small businesses with participating SBA-approved lenders within 48 hours.

- 7(a) program offers loan amounts up to \$5,000,000 and is an all-inclusive loan program deployed by lending partners for eligible small businesses within the U.S. States and its territories. The uses of proceeds include: working capital; expansion/renovation; new construction; purchase of land or buildings; purchase

of equipment, fixtures; lease-hold improvements; refinancing debt for compelling reasons; seasonal line of credit; inventory; or starting a business.

- Express loan program provides loans up to \$350,000 for no more than 7 years with an option to revolve. There is a turnaround time of 36 hours for approval or denial of a completed application. The uses of proceeds are the same as the standard 7(a) loan.
- Community Advantage loan pilot program allows mission-based lenders to assist small businesses in underserved markets with a maximum loan size of \$250,000. The uses of proceeds are the same as the standard 7(a) loan.
- The 504 loan program is designed to foster economic development and job creation and/or retention. The eligible use of proceeds is limited to the acquisition or eligible refinance of fixed assets.
- Microloan program involves making loans through nonprofit lending organizations to underserved markets. Authorized use of loan proceeds includes working capital, supplies, machinery & equipment, and fixtures (does not include real estate). The maximum loan amount is \$50,000 with the average loan size of \$14,000.

### **Exporting Assistance**

SBA provides export loans to help small businesses achieve sales through exports and can help these businesses respond to opportunities and challenges associated with trade, such as COVID-19. The loans are available to U.S. small businesses that export directly overseas, or those that export indirectly by selling to a customer that then exports their products.

- Export Express loan program allows access to capital quickly for businesses that need financing up to \$500,000. Businesses can apply for a line of credit or term note prior to finalizing an export sale or while pursuing opportunities overseas, such as identifying a new overseas customer should an export sale be lost due to COVID-19.
- Export Working Capital program enables small businesses to fulfill export orders and finance international sales by providing revolving lines of credit or transaction-based financing of up to \$5 million. Businesses could use a loan to obtain or retain overseas customers by offering attractive payment terms.
- International Trade loan program helps small businesses engaged in international trade to retool or expand to better compete and react to changing business conditions. It can also help exporting firms to expand their sales to new markets or to re-shore operations back to the U.S.

### **Government Contracting**

SBA is focused on assisting with the continuity of operations for small business contracting programs and small businesses with federal contracts. For more information on federal contracting, visit <https://www.sba.gov/federal-contracting/contracting-guide>

**More specifically:**

- 8(a) Business Development program serves to help provide a level playing field for small businesses owned by socially and economically disadvantaged people or entities, and the government limits competition for certain contracts to businesses that participate. The 8(a) program offer and acceptance process is available nationwide, and the SBA continues to work with federal agencies to ensure maximum practicable opportunity to small businesses. 8(a) program participants should stay in touch with their Business Opportunity Specialist (BOS).
- HUBZone program offers eligibility assistance every Thursday from 2:00-3:00 p.m. ET at 1-202-765-1264; access code 63068189#. Members of the HUBZone team answer questions to help firms navigate the certification process. For specific questions regarding an application, please contact the HUBZone Help Desk at [hubzone@sba.gov](mailto:hubzone@sba.gov).
- Women-owned Small Business firms who have questions, please visit [www.sba.gov/wosbready](http://www.sba.gov/wosbready) or write to [wosb@sba.gov](mailto:wosb@sba.gov).

If a situation occurs that will prevent small businesses with government contracts from successfully performing their contract, they should reach out to their contracting officer and seek to obtain extensions before they receive cure notices or threats of termination. The SBA's Procurement Center Representatives can assist affected small businesses to engage with their contracting officer. Use the Procurement Center Representative Directory to connect with the representative nearest you.

**Local Assistance**

SBA works with a number of local partners to counsel, mentor, and train small businesses. The SBA has 68 District Offices, as well as support provided by its Resource Partners, such as SCORE offices, Women's Business Centers, Small Business Development Centers and Veterans Business Outreach Centers. When faced with a business need, use the SBA's Local Assistance Directory to locate the office nearest you.

... UNEMPLOYMENT INSURANCE ...

***What is Unemployment Insurance?***

If you have lost your job and meet the eligibility requirements of the Employment Development Department of the State of California, you may qualify for Unemployment Insurance (UI) benefits. If you have received become unemployed or partially employed you may file a UI claim here: [https://www.edd.ca.gov/unemployment/Filing\\_a\\_Claim.htm](https://www.edd.ca.gov/unemployment/Filing_a_Claim.htm)

***What are the eligibility requirements?***

To qualify for UI benefits, you must earn wages during a base period and meet the following requirements:

- Totally or partially unemployed
- Unemployed through no fault of your own
- Physically able to work
- Available for work
- Ready and willing to accept work immediately
- Actively look for work

For more information regarding UI eligibility requirements, visit the EDD website here: <https://www.edd.ca.gov/unemployment/Eligibility.htm>

***How do I file an Unemployment Insurance claim?***

To file a UI claim, you may visit the EDD website and file online here: [https://www.edd.ca.gov/Unemployment/UI\\_Online.htm](https://www.edd.ca.gov/Unemployment/UI_Online.htm)

***How do I calculate my Unemployment Insurance benefits?***

To calculate an estimate of the weekly UI assistance you may be eligible for, please visit the EDD website UI benefit calculator here: <https://www.edd.ca.gov/Unemployment/UI-Calculator.htm>

**Employment Issues**

- Please visit [https://www.edd.ca.gov/about\\_edd/coronavirus-2019.htm](https://www.edd.ca.gov/about_edd/coronavirus-2019.htm) for BENEFITS FOR WORKERS IMPACTED BY COVID-19 and also check out the EDD's Frequently Asked Questions: [https://edd.ca.gov/about\\_edd/coronavirus-2019/faqs.htm](https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm)
- For a run-down of labor laws in California, please visit: <https://www.latimes.com/business/story/2020-03-12/coronavirus-labor-law-know-your-rights-california-worker>

## ... TAXES...

The Treasury Department and the Internal Revenue Service (IRS) are providing special tax filing and payment relief to individuals and businesses in response to the COVID-19 Outbreak. The filing deadline for tax returns has been extended from April 15 to July 15, 2020. The IRS urges taxpayers who are owed a refund to file as quickly as possible. For those who can't file by the July 15, 2020 deadline, the IRS reminds individual taxpayers that everyone is eligible to request an extension to file their return.

### **This filing and payment relief includes:**

The 2019 income tax filing and payment deadlines for all taxpayers who file and pay their Federal income taxes on April 15, 2020, are automatically extended until July 15, 2020. This relief applies to all individual returns, trusts, and corporations. This relief is automatic, taxpayers do not need to file any additional forms or call the IRS to qualify.

This relief also includes estimated tax payments for tax year 2020 that are due on April 15, 2020.

Penalties and interest will begin to accrue on any remaining unpaid balances as of July 16, 2020. You will automatically avoid interest and penalties on the taxes paid by July 15th.

Individual taxpayers who need additional time to file beyond the July 15 deadline can request a filing extension by filing Form 4868 through their tax professional, tax software or using the Free File link on IRS.gov. Businesses who need additional time must file Form 7004.

### **State Tax Returns**

This relief only applies to federal income returns and tax (including tax on self-employment income) payments otherwise due April 15, 2020, not state tax payments or deposits or payments of any other type of federal tax. Taxpayers also will need to file income tax returns in 42 states plus the District of Columbia. State filing and payment deadlines vary and are not always the same as the federal filing deadline. The IRS urges taxpayers to check with their state tax agencies for those details.

More information is available at <https://www.taxadmin.org/state-tax-agencies>.

### **Requesting State Tax Relief**

On March 12, 2020, Governor Newsom issued an Executive Order in response to the COVID-19 State of Emergency. Pursuant to this Executive Order, through May 11th, the CDTFA has the authority to assist individuals and businesses impacted by complying with a state or local public health official's imposition or recommendation of social distancing

measures related to COVID-19. This assistance includes granting extensions for filing returns and making payments, relief from interest and penalties, and filing a claim for refund.

Taxpayers may request assistance by contacting the CDTFA. Requests for relief of interest or penalties or requesting an extension for filing a return may be made through our [online services](#). Taxpayers may also request assistance in writing by sending a letter to the address below or contacting us via [email](#). We are also available to answer questions and provide assistance for taxpayers that call our Customer Service Center at 800-400-7115. This includes assistance if you are unable to make a timely tax payment.

California Department of Tax and Fee Administration  
Return Analysis Unit, MIC 35  
PO Box 942879  
Sacramento, CA 94279-0035

### ... FEMA/DISASTER DECLARATION...

#### ***How is FEMA Responding?***

On March 13, 2020, President Trump declared a nationwide emergency pursuant to Sec. 501(b) of Stafford Act, increasing federal support to the Department of Health and Human Services (HHS) in its role as the lead federal agency for the ongoing COVID-19 pandemic response. Under this declaration, FEMA, in coordination with HHS, will assist state, local, tribal, territorial governments and other eligible entities with the health and safety actions they take on behalf of the American public. As of March 20, 2020, all 50 states, the District of Columbia, five territories and one tribe are working directly with FEMA under the Nationwide Emergency Declaration for COVID-19.

#### ***Additional Information:***

Further information about eligible emergency protective measures can be found in the [Public Assistance Program and Policy Guide](#).

- COVID-19 Public Assistance Simplified Application ([English](#))
- Coronavirus (COVID-19) Response: Tribal Recipients ([English](#)) ([Spanish](#))
- Use of Defense Production Act Authorities to Support the Pandemic Response ([English](#)) ([Spanish](#))
- Procurement Under Grants: Under Exigent or Emergency Circumstances ([English](#)) ([Spanish](#))
- Coronavirus (COVID-19) Pandemic: Eligible Emergency Protective Measures ([English](#)) ([Spanish](#))

- Public Assistance: Non-Congregate Sheltering Delegation of Authority ([English](#)) ([Spanish](#))

***Frequently Asked Questions:***

***Is there coordination to help states get medical supplies?***

FEMA is coordinating the full federal response along with the U.S. Department of Health and Human Services and the White House Coronavirus Task Force to ensure states local, tribal and territorial governments receive the supplies and support they need, including medical supplies.

***Is FEMA activated?***

All 10 FEMA regional offices are supporting states either virtually or within their emergency operations centers. At FEMA headquarters, our National Response Coordination Center is activated to its highest level as we support the U.S. Department of Health and Human Services in coordinating the federal government's response to COVID-19.

***What are the deployed FEMA teams doing?***

FEMA's deployed staff work closely with state and local officials to assess their needs and provide support in addressing the COVID-19 threat. Additionally, the U.S. Department of Health and Human Services Crisis Action Task Force and other federal partners have fully integrated with the operation based here at FEMA's National Response Coordination Center.

***Where are the testing sites?***

- U.S. Department of Health and Human Services (HHS) is working rapidly with state, local and private sector partners to stand up new testing options. FEMA is helping HHS and states identify testing sites and operational requirements. Community-based testing sites are managed by the states, so we encourage you to check with your state and local health departments for information on where and how to get tested.
- The Centers for Disease Control and Prevention has additional information about [testing for COVID-19](#).

***Is there a place for people to apply for help if you are out of work and need financial assistance to pay bills and buy food?***

- States have varying unemployment and social service programs that may help those who are facing situations like the ones you described, so we recommend checking with your state first.

***If we don't have money to buy food for the quarantine, can we get help with food resources like we received during floods?***

- We recommend checking with your state to find out what types of food resources are available from government or local community organizations. The U.S. Department of Agriculture has also been in contact with states to provide support through their Food and Nutrition Service, which you can read about on their [COVID-19 response page](#).

***Does FEMA have recommendations for using bottled water during the COVID-19 pandemic?***

- The Environmental Protection Agency recommends that citizens continue to use and drink tap water as usual. At this time, there are no indications that COVID-19 is in the drinking water supply or will affect the reliable supply of water.

***What is being done to keep people safe from hoarding, price gouging and violence in stores?***

- State and local authorities are the best source of information about what specifically is being done in your community. If you suspect price gouging, check with your State Attorney General's Office for guidance on how to file a report.

***How to Help:***

- **Donations:**
  - If you have medical supplies or equipment to donate, please email FEMA's National Business Emergency Operations Center at [nbeoc@fema.dhs.gov](mailto:nbeoc@fema.dhs.gov).
- **Volunteering**
  - Trained medical volunteers can offer their services by registering with a National VOAD member on [www.NVOAD.org](http://www.NVOAD.org). Please BE PATIENT. You will be contacted once resources are matched with unmet needs.
  - Adequate supplies of blood are needed to treat patients in hospitals, but many blood drives have been cancelled. Donating blood is a safe process, and blood donation centers have the highest standards of safety and infection control. To find where you can donate blood, visit [redcross.org](http://redcross.org).

**Doing Business with FEMA:**

***I'd like to do business with FEMA, how do I get started?***

- If you are interested in doing business with FEMA, learn more by visiting: [Industry Liaison Program](#)

... FEDERAL STUDENT LOANS...

The CARES Act legislation provides holders of federally-owned student debt with relief.

Borrowers with federally-owned student loan payments are suspended through September 30, 2020. Interest is also suspended until September 30, 2020.

If a borrower is participating in a loan forgiveness program, your suspended loan payments will still count.

Secondly, credit reporting agencies will consider suspended federal student loan payments as regular payments.

**For more details regarding federally-owned student debt relief for loan holders, visit here:**

<https://studentaid.gov/announcements-events/coronavirus>

### ... HOUSING ...

**For updates regarding changes to housing laws and regulations in your community, refer to the city-by-city update in this manual for more details.**

### ... MENTAL HEALTH ...

The outbreak of coronavirus disease 2019 (COVID-19), may be stressful for people and communities:

- Learn more about coping during COVID-19.
  - Mental Health Centers
    - Los Angeles County Department of Mental Health Access Center  
24/7 Helpline
      - (800) 854-7771
      - (562) 651-2549 TDD/TTY
      - Website: <https://dmh.lacounty.gov>
  - Sliding Scale Clinics that provide low fee psychotherapy:
    - Wright Institute Los Angeles (West LA)
      - 11845 W Olympic Blvd #505W, Los Angeles, CA 90064
      - 424-371-5191
      - Website: [WILA.org](http://WILA.org)
    - Maple Center- Beverly Hills (Children and Adults)

- 9107 Wilshire Blvd, Beverly Hills, CA 90210
- [\(310\) 271-9999](tel:3102719999)
- Southern California Counseling Center
  - 5615 W Pico Blvd, Los Angeles, CA 90019
  - [\(323\) 937-1344](tel:3239371344)

... METRO ...

Please use this link to see the most recent information about Metro operations:

<https://thesource.metro.net/2020/03/03/metro-coordinating-with-l-a-county-department-of-public-health-in-response-to-recent-reports-of-covid-19/>

- To assist with social distancing, all Metro Bus riders must board and exit through rear doors only. The front door will remain available to wheelchair riders and those who need the wheelchair ramp. Metro is also requiring all bus operators to use the transparent protective barrier that helps isolate them.
  - If you are using the bike rack, please let the bus operator know before exiting the bus — to give you time to get your bike off the rack at the front of the bus.
- Metro press briefing with CEO Phil Washington and other senior staff, click [link](#) to view.
- Please follow the state stay-at-home orders issued on March 19 by Gov. Gavin Newsom — Metro will remain in service for essential travel.
- Metro Bus service levels will be reduced 15 to 20 percent and they will try to strategically adjust select trips across the system to minimize inconvenience to riders and continue to provide good service on our busiest lines that riders depend on.
- Rail service will be adjusted as follows:
  - Starting Friday, March 20, and until further notice, last trips departing terminal stations will be at midnight on all trains. Metro Rail will run scheduled weekend service on Saturday and Sunday, with a weekday hybrid schedule on weekdays (see next item).
    - Starting Monday, March 23, trains on the B (Red), D (Purple), A (Blue), E (Expo) and L (Gold) Lines will run every 12 minutes between 6 a.m. and 6 p.m. with 20 minute service at all other times. D (Purple) Line trains will have four cars and B (Red) Line trains will have six cars in order for riders to maintain proper social distancing of six feet.
    - Starting Monday, March 23, the C Line (Green) will run every 12 minutes between 4 a.m. and 9 a.m., every 15 minutes until 3 p.m.,

every 12 minutes from 3 p.m. until 6 p.m. and then every 20 minutes between 6 p.m. until midnight.

- In order to make final train connections of the night, Metro recommends making sure you are on the rail system no later than 10:30 p.m. If you require late night service, please consider the Owl Bus Network.
- Metro will be keeping an eye on ridership in the days ahead and may make other quick-strike adjustments to reflect current demand and deploy service to areas most in need. This means NexTrip and other trip planning apps may not have accurate arrival times. If you need assistance locating your bus, call 323.GOMETRO or on Twitter @metroalalerts.
- Metro will begin installing sanitation stations and hand sanitizer dispensers at major transit stops and stations to allow riders to wash their hands, one of the best safeguards against the COVID-19 virus. Metro is also researching how to equip buses and trains with hand sanitizer dispensers to help control the virus.
- For additional information, please refer to our FAQ.

... EDUCATION ...

**Coronavirus and Forbearance Information for Students, Borrowers, and Parents:**

- Federal Student Aid is actively monitoring the new coronavirus/COVID-19 outbreak.
- To provide relief to student loan borrowers during the COVID-19 national emergency, federal student loan borrowers can be placed in an administrative forbearance, which allows you to temporarily stop making your monthly loan payment.
- If you are concerned about your studies or loan repayment, Federal Student Aid can help you understand what to do in certain circumstances.
- Please visit their website for information for students, borrowers, and parents:
  - <https://studentaid.gov/announcements-events/coronavirus>

**School Closures:**

A list of school district closures due to COVID-19 can be found on the following page which will be updated regularly:

<https://www.lacoe.edu/Home/News-Announcements/Coronavirus-School-Closures>

School District:	Additional Updates & Resources:
Beverly Hills Unified School District	<a href="https://www.bhusd.org/">https://www.bhusd.org/</a>
El Segundo Unified School District	<a href="https://www.elsegundousd.net/">https://www.elsegundousd.net/</a>
Hermosa Beach City School District	<a href="https://www.hbcd.org/district/">https://www.hbcd.org/district/</a>
Las Virgenes Unified School District	<a href="https://www.lvusd.org/">https://www.lvusd.org/</a>
Los Angeles Unified School District	<a href="https://achieve.lausd.net/">https://achieve.lausd.net/</a>

Manhattan Beach Unified School District	<a href="https://www.mbusd.org/">https://www.mbusd.org/</a>
Palos Verdes Peninsula Unified School District	<a href="https://www.pvpusd.net/">https://www.pvpusd.net/</a>
Redondo Beach Unified School District	<a href="https://www.rbusd.org/">https://www.rbusd.org/</a>
Santa Monica Malibu Unified School District	<a href="https://www.smmusd.org/">https://www.smmusd.org/</a>
Torrance Unified School District	<a href="https://www.tusd.org/">https://www.tusd.org/</a>



## NEED FOOD?

Californians are experiencing hardships as a result of the COVID-19 outbreak. There are many resources in your community that can help.

### Resources:



#### Ask a neighbor, family member, or friend for help

Reach out and request assistance with grocery shopping, food delivery, or for a tutorial on using your smart-phone to order food to be dropped off safely.



#### Apply for assistance

Contact your county social services department for resources in your area, including CalFresh food assistance and In-Home Support Services, which includes meal assistance. Visit [www.GetCalFresh.org](http://www.GetCalFresh.org) and [www.cdss.ca.gov/in-home-supportive-services](http://www.cdss.ca.gov/in-home-supportive-services) to learn more.



#### Find local organizations offering support

**Older adults** can contact local senior centers or Area Agency on Aging ([www.aging.ca.gov](http://www.aging.ca.gov)) to learn about options. You can also visit [www.mealsonwheelsamerica.org](http://www.mealsonwheelsamerica.org) for information on meal delivery in your area.

**Students** can check with their school district to learn about meal programs during closures.

**Families** can visit [www.calwic.org](http://www.calwic.org) for information on available resources.



#### Contact a food bank

Ask your local food bank if they have resources available for pick up or delivery to your home. Visit [www.serve.ca.gov](http://www.serve.ca.gov) or [www.cafoodbanks.org](http://www.cafoodbanks.org) to find one near you.



#### Order food for delivery via phone

Many grocery stores and restaurants provide delivery services and there are many apps available to order from your phone.

Visit [serve.ca.gov](http://serve.ca.gov)





# FEED YOUR COMMUNITY

## CALLING ALL NEIGHBORS

California's vulnerable communities need assistance obtaining food and supplies due to the COVID-19 outbreak.



### Offer to pick up items at the grocery store or pharmacy

Check in with your neighbors (text, call, or video chat) to see what they need and offer to drop supplies safely at their door. You can also offer a tutorial on how to online shop.



### Know your community

Contact your county social services department to learn about available resources to share with your neighborhood.



### Give a gift card

Consider purchasing a gift card to give to a neighbor in need.



### Donate to a food bank

Check with your local food bank to learn about available volunteer opportunities and to see what items are needed most. Visit [cafoodbanks.org](http://cafoodbanks.org) to find a food bank near you.



### Connect using social networks

Social media can bring people together in support of a community. Utilize apps such as Nextdoor to connect with those around you and see if anyone needs help.



### Shop smart

Buy what you need and leave enough for others. This provides everyone the opportunity to get the items they need. Support local business if you can.



### Be Safe

Most importantly, remember to follow the California Department of Public Health's guidelines. Visit [covid19.ca.gov](http://covid19.ca.gov) for more information.

Visit [serve.ca.gov](http://serve.ca.gov)



Here's a list of senior shopping periods (some also allow other populations seen as vulnerable to shop separately) by major grocery store chains, which most stores hold before opening to the general public (local store hours may vary):

- **Albertson's:** 7 a.m. to 9 a.m. Tuesdays and Thursdays (also eligible are pregnant women and people with compromised immune systems);
- **Costco:** members 60 years and older from 8 a.m. to 9 a.m. on Tuesdays and Thursdays;
- **Gelson's:** 7 a.m. to 8 a.m. daily for customers 65 and over;
- **Mitsuwa Marketplace:** 8 a.m. to 9 a.m. Saturdays (also eligible are pregnant women);
- **Ralph's:** 7:30 a.m. daily for customers 65 and over;
- **Smart & Final:** 7:30 a.m. to 8 a.m. daily (also eligible are disabled and pregnant women);
- **Trader Joe's:** 9 a.m. to 10 a.m. daily (a second line outside of senior customers will be prioritized);
- **Target:** 6 a.m. or 7 a.m. (depending upon the store);
- **Von's:** 7 a.m. to 9 a.m. Tuesdays and Thursdays (also eligible are pregnant women and people with compromised immune systems);
- **Walmart:** 6 a.m. to 7 a.m. from Tuesday, March 24th, to April 28 for customers over 60; and
- **Whole Foods Market:** 8 a.m. to 9 a.m. for customers over 60.

### ADDITIONAL RESOURCES IN LA COUNTY

#### Department of Mental Health ICARE unit

- COMMUNITY RESOURCES COVID19 as of March 16, 2020
  - Disclaimer: The County of Los Angeles Department of Mental Health is providing this content for educational and informational purposes only. It does not imply endorsement or approval. Please contact the sponsor directly for more information.
  - Local Resources in LA County – A dedicated group of volunteers has been compiling a list of food, housing, health, transportation, and education resources for the coronavirus crisis that is divided into three general categories: children and youth, adults, and elderly. Please view this link: [https://docs.google.com/document/d/1S-WJaMa4q3yNrEBfSFKEdSQArcNc\\_MTI2LiUA63Ycyg/preview](https://docs.google.com/document/d/1S-WJaMa4q3yNrEBfSFKEdSQArcNc_MTI2LiUA63Ycyg/preview).

#### Food for all:

- For the closest food pantry/bank to you, visit:
  - [Los Angeles Food Bank Pantry Locator](#)

- Every table is offering meals to EVERYONE. Food distribution for seniors who need food brought to their homes. Food available for students. Food distribution centers that can distribute food to a group of people. If you need 10-10,000 meals, reach out to Everytable at (323) 458 - 6487. For more info, click [here](#).

### Children and Youth (0-17)

Disclaimer: The County of Los Angeles Department of Mental Health is providing this content for educational and informational purposes only. It does not imply endorsement or approval. Please contact the sponsor directly for more information.

- **Food:** LAUSD is opening 60 sites providing two grab-and-go meals for students and families beginning on Wednesday, March 18th from 7am to 10am
  - (For more information, click [here](#))
- **Food:** Beginning Monday, March 16th, Hugo's kids menu will be free for guests 12 and under throughout the LAUSD closure.
  - (For more information, click [here](#))
- **Food:** Los Angelitos Bakery offering 1 free bread to each child, aged 5-13 years old, Monday-Friday from 12pm-2pm
  - (For more information, click [here](#))
- **Food:** Starting Monday, March 16, 2020, kids 12 and under can eat for free at El Torito Restaurants
  - (For more information, click [here](#))
- **Food:** Free Meals for Children Ages 5-17. Breakfast, lunch and snacks. Please bring School ID. This is for any child in the community. This will occur from 3/18/20-3/27/20 from 9:30am-12pm. Location will be from TEACH Academy. 10045 S. Western., Los Angeles, CA 90047. If you have any questions, call 562-665-6263.
  - (For more information, click [here](#))
- **Education:** Free access to Spectrum Broadband and Wi-Fi For 60 Days For New K-12 and College Student Households
  - (For more information, click [here](#))
- **Education:** Free access to L'il Libros worksheets for kids
  - (For more information, click [here](#))
- **Education:** Starting Monday, March 16, students in Pre-K through 12th grade will have the opportunity to access free, educational PBS daytime programming designated for each grade level weekdays
  - (For more information, click [here](#))

- **Education:** FB Group for parents to get support with home learning
- **Education:** MIND Research Institute is offering no cost access to a free math instructional program for students in grades K-8
  - (For more information, click [here](#))
- **Education:** Scholastic offers free, online learning experiences for kids of all ages
  - (For more information, click [here](#))
- **Education:** PBS offers free educational daytime programming designated for K-12 each through the following channels:
  - Pre-K - 3rd grade on PBS SoCal
  - Pre-K - 12th grade on KLCS
  - 9th - 12th grade on KCET
  - (For more info: click [here](#))

### Adults (18-64)

- **Housing:** STUDENTS/ FOSTER YOUTH
  - If you are or know of a foster youth that is staying at a college dorm room that is going to be closed due to the coronavirus, please email [info@togetherwerise.org](mailto:info@togetherwerise.org) and they will provide or help you find housing during this transition.
- **Housing:** The Los Angeles Tenants Union is providing support around evictions. Find your local union at: <https://latenantsunion.org/en/locals/>

### Older Adults (65+)

- **Food**
  - Elderly Meal Program Map
    - <https://www.google.com/maps/d/viewer?mid=1paBMfsRqsS4r9Px4xiOGYCfxA4-J9y2E&ll=34.029728592186366%2C-118.13568714999201&z=10>
  - Community and Senior Centers Senior Lunch Programs
    - [https://wdacs.lacounty.gov/wp-content/uploads/2020/03/CentersUpdate\\_SeniorLunches\\_3.13.20.pdf](https://wdacs.lacounty.gov/wp-content/uploads/2020/03/CentersUpdate_SeniorLunches_3.13.20.pdf)
- **Grocery Shopping**
  - ALL Super A Markets will open one hour early to allow Seniors 65 years and up to exclusively shop during the hours of 7:00am-8:00am before the store opens to the general public.
    - (For more information, click [here](#))

## Undocumented Community

- Resource guide created by California Immigrant Youth Justice Alliance available at <https://ciyja.org/covid19/>

## LGBTQA Community

- Trans/Queer Relief
  - [Mutual Aid Form](#)

## Paid Family Leave

Paid family leave is available for those who stay home because they need to take care of someone who has contracted the virus (Covid-19) or who has been quarantined (must be certified by a medical professional). [Learn how to file a Paid Family Leave Claim HERE.](#)

## Disability Benefits/Paid Sick Leave

Disability benefits /paid sick leave are available for those who have actually contracted the virus themselves or who have been exposed to it and are quarantined (must be certified by a medical professional in the case of Disability Benefits). [Learn how to file a Disability Insurance Claim HERE.](#)

## Tax Assistance

Directly from the [Employment Development Department](#): “Employers experiencing a hardship as a result of COVID-19 may request up to a 60-day extension of time from the EDD to file their state payroll reports and/or deposit state payroll taxes without penalty or interest. A written request for extension must be received within 60 days from the original delinquent date of the payment or return.

For questions, employers may call the EDD Taxpayer Assistance Center.

- Toll-free from the U.S. or Canada: 1-888-745-3886
- Hearing impaired (TTY): 1-800-547-9565
- Outside the U.S. or Canada: 1-916-464-3502”

(For more information, click [here](#))

Resources Based on Type of Employment

- For resources for **freelance artists**, click [here](#)
- For resources for **bartenders**, click [here](#)

## Service Planning Areas

Categories under this heading include: **food, housing, health, transportation, and education** and are separated into 8 Service Planning Areas

**Service Planning Area 4: Metro** (includes Boyle Heights, Central City, Downtown LA, Echo Park, El Sereno, Hollywood, **Mid-City Wilshire**, Monterey Hills, Mount Washington, Silverlake, West Hollywood, and Westlake.)

- Food/housing
  - St. Francis Center
    - 1835 South Hope Street, Los Angeles CA 90015
    - Phone: 213-747-5347
    - Services: breakfast service, case management, clothing closet, showers/bathroom services, pantry services, rental and utility assistant program (over the phone)
- Food
  - Wilshire Boulevard Temple
    - 3663 Wilshire Boulevard, Los Angeles, CA. 90005
    - Phone: 213-388-2401
  - Silver Lake Community Church
    - 2930 Hyperion Avenue., Los Angeles, CA. 90010
    - Phone: 323-663-3151
  - Our Lady Queen of Angels Catholic Church
    - 535 North Main Street, (cross street- Cesar Chavez), Los Angeles, CA. 90012
    - Phone: 213-629-3101
  - Sova- Community Food and Resource Program
    - 1140 North La Brea Avenue, West Hollywood, CA. 90038
    - Phone: 818-988-7682
  - Food Net- Centro Maravilla
    - 4716 East Cesar Chavez Avenue, Los Angeles, CA. 90022
    - Phone: 323-260-2805
  - Sova – Community Food and Resource Program
    - 8846 West Pico Boulevard, Los Angeles, CA. 90035
    - Phone: 818-988-7682

**Service Planning Area 5: West** (includes Beverly Hills, Brentwood, Culver City, Malibu, Pacific Palisades, Playa del Rey, Santa Monica, and Venice.)

- Food

- St. Augustine's SAVES- Saint Augustine's Volunteer Emergency Services
  - 3820 Jasmine Avenue, Culver City, CA. 90232
  - Phone: 310-838-2702
- St. Anne's Church and Social Services
  - 2013 Colorado Avenue, Santa Monica, CA. 90232
  - Phone: 310-829-4411
- WSFB – St. Joseph's Center
  - 204 Hampton Drive, Venice, CA. 90291
  - Phone: 310-396-6468

**Service Planning Area 6: South** (includes Athens, Compton, Crenshaw, Florence, Hyde Park, Lynwood, Paramount, and Watts.)

- Food
  - Food Net - East Rancho Dominguez
    - 15116 S. Atlantic Ave, Compton, CA 90221
    - Food Distribution: Tues- Fri 10am-4pm appointment needed.
    - Call 310-603-7401 for apt.
  - Shields for Families-Social Service Agency–Food Bank
    - 11705 Deputy Yamamoto Place
    - Lynwood, CA. 90262
    - Phone: 323-242-5000 ext. 4200
      - Food Distribution: Thursdays 10am- 2pm
  - Paramount Care Foundation
    - 8303 Alondra Boulevard, Paramount, CA. 90723
    - Phone: 562-531-6820

**Service Planning Area 8: South Bay** (includes Athens, Avalon, Carson, Catalina Island, El Segundo, Gardena, Harbor City, Hawthorne, Inglewood, Lawndale, Lennox, Long Beach\*, Hermosa Beach, Manhattan Beach, Palos Verdes Estates, Rancho Dominguez, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, San Pedro, Wilmington, and others.)

- Food
  - Toberman Neighborhood Center
    - 131 N. Grand Ave., San Pedro CA 90230
- WSFB –Salvation Army
  - 324 E. Queen Street, Inglewood, CA. 90301
  - Phone: 310-677-3375
- Christ of Good Shepherd
  - Food Distribution Fridays 9:30am- 11:30am
  - Corner of 16<sup>th</sup> and Gundry
  - Phone: 562-674-0288

- St Margaret's Center
  - 10217 Inglewood Avenue, Lennox, CA. 90304
  - Phone: 310-672-2208

## Services/Issues/Other

### Utilities

- Southern California Edison
  - For more information regarding payment assistance, visit: <https://www.sce.com/residential/assistance?from=/billhelp>
- Los Angeles Department of Water and Power
  - Los Angeles Department of Water & Power still offering payment plan and suspending utility shut off for March (for now)
  - For more information visit: [www.LADWP.com](http://www.LADWP.com)

### WIC Services

WIC clinics under **South Los Angeles Health Projects, PHFE, Watts Health Foundation, Pasadena, Long Beach, Antelope Valley, and Northeast Valley Health Corporation** will remain open. WIC offices will remotely be issuing participants food benefits onto their WIC cards to avoid families from going out. For those families that have not yet gotten the new WIC card and wish to locate the nearest WIC clinic to them please call or visit the following websites for further guidance and assistance:

- PHFE
  - <https://www.phfewic.org/>
  - 888-942-2229
- Long Beach
  - <http://www.longbeach.gov/health/healthy-living/individual/wic/>
  - 562-570-4242

### Domestic Violence Services

If you are concerned about being quarantined in an unsafe home situation or need help, all DV shelter resources are generally available on:

[domesticshelters.org](http://domesticshelters.org). The National Domestic Violence Hotline is also available 24/7 at 1-800-799-7233 (SAFE) or 1-800-787-3223 (TTY)

- Sojourn Domestic Violence Services: A shelter on the Westside of LA. While support groups are not available at this time, their hotline is always open 24/7 for safety planning and peer counseling. They are also still accepting clients into our shelters. Their hotline number is 310-264-6644.
- (For more information, click [here](#))

### **Child Support Services**

All Los Angeles County Child Support Services (CSS) locations are closed to the public effective Monday, March 16th until further notice.

(For more information, click [here](#) for English and click [here](#) for Spanish)

- **Court Dates:** All court cases will be continued to a new date. If you have an upcoming court date, you will receive a letter informing you of your new court date. If you have questions please call our Customer Contact Center at (866) 901-3212 or check our website ([cssd.lacounty.gov](http://cssd.lacounty.gov)) for more information.

### **Other Resources**

- **Low Cost Auto Insurance:** CA Low Cost Auto is a state-sponsored program, passed by the CA legislature and managed by the CA Department of Insurance. The program provides affordable, low cost liability insurance to eligible California drivers whose income is 250% or below the Federal Poverty Guidelines and benefits not just low-income drivers, many middle-class households may qualify.  
(For more information, click the link above or click [here](#))

### **Employment**

What employees are entitled to may be confusing. [THIS CHART](#) makes it easier to understand what resources may be available. More information below.

### **Employment Issues**

#### ***Paid Family Leave***

Paid family leave is available for those who stay home because they need to take care of someone who has contracted the virus (Covid-19) or who has been

quarantined (must be certified by a medical professional). [Learn how to file a Paid Family Leave Claim HERE.](#)

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For questions, employers may call the EDD Taxpayer Assistance Center.

- Toll-free from the U.S. or Canada: 1-888-745-3886
- Hearing impaired (TTY): 1-800-547-9565
- Outside the U.S. or Canada: 1-916-464-3502
  - (For more information, click [here](#))

### **Resources Based on Type of Employment**

- For resources for freelance artists, click [here](#).
- For resources for bartenders, click [here](#).

### **Services/Issues/Other**

#### **Utilities**

- Southern California Edison
  - Southern California Edison Responds to COVID-19 Emergency, Suspends Service Disconnections
    - [Source/More Information](#)
  - Southern California Edison Offers Bill Help to Customers
    - [Source/More Information](#)
- SPECTRUM

- SPECTRUM Internet beginning Monday, March 16, 2020 and for the following 60 days:
      - Offers secure public wifi hotspots
      - Offers to continue their Spectrum Internet Assist program: high-speed broadband program to eligible low-income households
      - Offers two free months of internet and WiFi services for K-12 and college students affected by the current school closures, in households not already subscribed to Spectrum Internet
    - (For more information, click [here](#))
  - Verizon
    - Verizon will help customers and small businesses disrupted by impact of coronavirus
    - <https://www.verizon.com/about/news/verizon-help-customers-and-small-businesses>
  - Charter COMCAST
    - Free Internet Service for Households with Children - to enroll: 844.488.8395
  - Los Angeles Department of Water & Power
    - Los Angeles Department of Water & Power still offering payment plan and suspending utility shut off for March (for now)
    - [A Message from LADWP Regarding Power and Water Service During Coronavirus/COVID-19 Pandemic](#)

## WIC Services

- WIC clinics under **South Los Angeles Health Projects, PHFE, Watts Health Foundation, Pasadena, Long Beach, Antelope Valley, and Northeast Valley Health Corporation** will remain open. WIC offices will remotely be issuing participants food benefits onto their WIC cards to avoid families from going out. For those families that have not yet gotten the new WIC card and wish to locate the nearest WIC clinic to them please call or visit the following websites for further guidance and assistance:
  - South Los Angeles Health Projects
    - <http://www.slahp.org/wic-centers-by-city/>
    - 310-661-3080
  - PHFE
    - <https://www.phfewic.org/>

- 888-942-2229
- Watts Health Foundation
  - <https://www.wattshealth.org/wic-program/>
  - 323-564-4331
- Long Beach
  - <http://www.longbeach.gov/health/healthy-living/individual/wic/>
  - 562-570-4242

### **Domestic Violence**

If you are concerned about being quarantined in an unsafe home situation or need help, all DV shelter resources are generally available on: [domesticshelters.org](http://domesticshelters.org). The National Domestic Violence Hotline is also available 24/7 at 1-800-799-7233 (SAFE) or 1-800-787-3223 (TTY)

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### **Alcoholics Anonymous**

- [AA Online Meetings](#)
- [Online Alcoholics Anonymous Intergroup Meetings](#)

### **Other Resources**

- Low Cost Auto Insurance: CA Low Cost Auto is a state-sponsored program, passed by the CA legislature and managed by the CA Department of Insurance. The program provides affordable, low cost liability insurance to eligible California drivers whose income is 250% or below the Federal Poverty Guidelines and benefits not just low-income drivers, many middle-class households may qualify.
  - (For more information, click the link above or click [here](#))

... ADDITIONAL CITY RESOURCES ...

**Agoura Hills:**

*Get Updates from the City*

- Please refer to the [coronavirus page](#) for additional information or to sign up for the City's email notifications, [please click here](#) or you can email your name and contact information to [info@ci.agoura-hills.ca.us](mailto:info@ci.agoura-hills.ca.us).
- For emergency updates, [please click here](#).

*For Grocery Store and Pharmacy Information*

- For additional information, [please click here](#).
- Currently Vons & Ralphs in the City of Agoura Hills are offering alternative hours for the elderly or those with underlying health conditions.
  - Vons is open Monday through Friday from 7:00 AM to 9:00 AM to elderly & those with underlying conditions.
  - Ralphs is open daily from 7:00 AM to 8:00 AM to elderly & those with underlying conditions.
- For residents who are unable to obtain the groceries and supplies that they require the City encourages them to make use of the following programs that are available to them:
  - The Chabad of the Conejo has offered to assist seniors or others who are not able to leave their home and are in need of supplies or services. Please call (818) 991-0991 or email them at [rabbibryski@chabadconejo.com](mailto:rabbibryski@chabadconejo.com)
  - Meals on Wheels - Meals on wheels is a program that delivers meals to individuals at home who are in need. To find food for yourselves or your loved ones in need contact the local Westlake Branch, which serves Agoura Hills, Westlake Village, and Oak Park, at [www.mealsonwheels-wlv.org](http://www.mealsonwheels-wlv.org) or by calling (805) 370-4295.
  - California Certified Farmers Markets - This collection of local farmers markets are addressing the needs of seniors and at risk individuals who are unable to obtain the food they require for their families. Visit <https://ccfm.com/> to sign up for their services.

*Parks & Community Service Information*

- All City events have been cancelled or rescheduled through May 10, 2020.
- For further information, [please click here](#).

#### *Local Business & Water Information*

- In coordination with the mandate by LA County Public Health and the LA County Board of Supervisors, all bars, nightclubs, wineries, brew pubs, fitness centers, and movie theaters were directed to close as of Monday, March 16, 2020.
- For further information about resources and loan information, [please click here](#).

#### *Restaurant Information*

- For a list of restaurants that are open for take-out and delivery, [please click here](#).

#### *Volunteer Opportunities*

- For information on how you can volunteer in Agoura Hills at this time, [please click here](#).

#### *Emotional and Mental Health Support Information*

- For information about how you can seek emotional and mental health assistance, [please click here](#).

### **Beverly Hills:**

#### *Get Updates from the City:*

- City Hall is closed to the public, but will continue to function as a “virtual city hall”
- Link to the City’s Coronavirus webpage: <http://beverlyhills.org/newsroom/novelcoronaviruscovid19/?NFR=1>
- City is maintaining a COVID-19 hotline: 310-550-4680
- Non-essential retail stores are closed to the public.
- Roxbury and La Cienega community centers are closed, as well as public libraries.
- Schools are shut down through at least 04/05/2020.

### **Calabasas:**

#### *Get Updates from the City*

- Please refer to the [coronavirus page](#) for additional information and to sign up for help.

#### *Groceries and Supplies*

- For additional information about grocery store hours and deliveries, [please click here](#).
- For take-out and delivery options, [please click here](#).

#### *General Closures*

- City Hall is closed until further notice.
- All City parks, playgrounds and gathering places are closed.
- Until the COVID-19 pandemic is over, all recreation programs are cancelled.

### **El Segundo:**

#### *Get Updates from the City*

- Please refer to the [coronavirus page](#) for additional information or to sign up for the City's email notifications, [please click here](#).

### *COVID-19 Shopper Assistance Program*

- To assist community members over age 65 who are in home isolation, or others who are otherwise unable to shop for essential supplies as a result of restrictions, the City of El Segundo's Recreation & Parks Department in partnership with the El Segundo Rotary Club have created a shopping assistance program for essential supplies.
- For information Call (310) 524-2705 email [outreachhelp@elsegundo.org](mailto:outreachhelp@elsegundo.org) or visit <https://www.elsegundorotary.org/>

### **Hermosa Beach:**

#### *Get Updates from the City:*

- Link to the City's webpage for Coronavirus information:  
<https://www.hermosabeach.gov/our-community/quick-links/coronavirus-updates-from-the-cdc>
- The City of Hermosa Beach has announced that it is postponing, cancelling, or closing non-essential large public events and senior and community programs sponsored by the City during the month of March to comply with the recommendations of Gov. Gavin Newsom and public health experts to slow the spread of COVID-19. The listing of events that have been cancelled or postponed is available on their HB coronavirus webpage and will be updated as conditions change.
- As of Monday March 16, 2020, the City has significantly altered operations to slow the spread of COVID-19. They've canceled and postponed major events, suspended senior center and community programs and are limiting public access to City offices including City Hall and the Community Center through at least March 31.
- City staff and services will be transitioning to make services available by phone, email or online, and there will be a delay in responding to constituents' emails as they work to make the transition. A list of City services and department contact information is available on the City Directory page of the website. HBPD and other City staff that provide essential services outside City Hall – such as street repairs and other public works functions – will continue their work in the community, while taking additional precautions to reduce the risk of spread.

**City of Los Angeles** (*includes Bel Air, Brentwood, Holmby Hills, Miracle Mile, Pacific Palisades, parts of Del Rey and Marina del Rey, Playa del Rey, Venice, Westwood, Harbor City, and San Pedro*):

#### *Emergency Order*

- March 21, Mayor Eric Garcetti issued a "Safer at Home" emergency order, calling on residents of the City of Los Angeles to stay in their residences and limit all activities outside of their homes beyond what is absolutely necessary for essential tasks.
- March 15 Mayor Eric Garcetti issued the emergency order to strengthen the City's response to the novel coronavirus (COVID-19), placing temporary restrictions on

restaurants, bars, fitness centers, places of worship and other establishments in the City of Los Angeles.

### Significant Updates

- Police fully staffed and operational.
- Firefighters, paramedics and 911 operators continue to respond to emergencies.
- City Departments are reviewing and updating Continuity Of Operation Plans (COOP).
- Sanitation crews equipped with face masks, gloves and protective suits are still doing cleanups of homeless encampments.
- Many Departments have closed their public counters or are limiting the number of people who can enter. Call first before visiting.

### Important Initiatives

- Moratorium on Evictions - Mayor Garcetti ordered a moratorium on commercial evictions of tenants unable to pay rent — a move that follows a similar ban on evictions of residential tenants.
- Small Business Assistance - Mayor Eric Garcetti announced an \$11 million economic relief package for small businesses impacted by the novel coronavirus (COVID-19).
  - State resources for workers and businesses impacted: [Labor.CA.gov](http://Labor.CA.gov)
- Relaxation of Parking Enforcement - Mayor Garcetti put a temporary halt to the issuance of several parking citations so that Angelenos can more effectively practice the safe social distancing necessary during the outbreak.
- Shelters for Homeless - Mayor Eric Garcetti announced that L.A. will add thousands of emergency shelter beds to help get homeless Angelenos indoors more quickly as part of comprehensive efforts to slow the spread of COVID-19.
- Small Business Assistance - Mayor Eric Garcetti today announced an \$11 million economic relief package for small businesses impacted by the novel coronavirus (COVID-19).
- Water and Power - The Department of Water and Power has suspended utility shut-offs for nonpayment.
  - LADWP will continue to closely monitor the progression of COVID-19 and to communicate with other water industry professionals to ensure the continued safety of our treated water supply. LADWP tap water continues to be of the highest quality and is 100-percent safe to drink. There is no threat to your public drinking water supply and no need to use bottled water.
- Senior Services - Pick up meals for seniors: [laparks.org/covid-19](http://laparks.org/covid-19)
- Public Libraries - The Central Library and the 72 branch libraries will be closed through March 31.

- Digital services remain available 24/7 at [lapl.org](http://lapl.org), including e-books and audiobooks; streaming TV, movie and music services; classes; and digital subscriptions to newspapers and magazines.
- Librarians are also available to provide assistance through telephone reference (213) 228-7272; the web-based service, [Ask A Librarian](#); and [Book A Librarian](#).
- Due dates for borrowed materials will be automatically extended, no late fines will be assessed, and patrons can return materials when libraries reopen.
- Los Angeles World Airports - Have installed 250 additional hand sanitizer stations. Using virus and bacteria-killing disinfectants to clean terminal public areas. Added signage in high traffic areas with information on COVID -19

*Get Updates from the City:*

- Sign up for the City of L.A.'s mass notification system: [www.NotifyLA.org](http://www.NotifyLA.org)
- Sign up for the Mayor's email list: [www.LAMayor.org/Email](http://www.LAMayor.org/Email)

*For Students:*

- LAUSD updates and resources: <https://achieve.lausd.net/domain/4>

*For Workers and Businesses:*

- Help for local small businesses impacted: [www.LAMayor.org/Loan](http://www.LAMayor.org/Loan)
- State resources for workers and businesses impacted: [www.Labor.CA.gov](http://www.Labor.CA.gov)

*For Seniors*

- Home delivered meals will continue to be delivered as usual. Senior Centers will also offer a grab-and-go meal service where older adults can send their family members, friends or caregivers under the age of 65 to pick-up pre-packaged meals, Monday through Friday.
- Distribution times vary; a full list of locations and times for meal pick-up can be found [here](#).
- You can also call 213-482-7252 for assistance — or use this map with plans for each site: <http://bit.ly/agingla>

**County of Los Angeles (*includes unincorporated areas such as Marina del Rey, the Santa Monica Mountains, and Topanga*):**

*Get Updates from the County*

- To stay updated on LA County's response to COVID-19, please sign up for email/text notifications: <https://covid19.lacounty.gov/>
- News for seniors: <https://covid19.lacounty.gov/covid19/seniors/>
- If you believe that you have been a victim of price gouging or you suspect a business is price gouging, contact the Los Angeles County Department of Consumer and Business Affairs at (800) 593-8222.

- L.A. County's Price Gouging Ordinance
- How you can help: <https://covid19.lacounty.gov/covid19/how-you-can-help/>

### **Malibu:**

#### *Get Updates from the City:*

- Malibu City Hall is closed. City staff are answering the City's main phone line at 310-456-2489. Due to the high volume of calls, however, it is recommended that residents email [info@malibucity.org](mailto:info@malibucity.org) for the quickest response.
- Link to the City's Coronavirus webpage: <https://www.malibucity.org/coronavirus>
- Santa Monica Malibu Unified School District has announced that schools are closed at least through April 20, 2020. For more information visit <https://www.smmusd.org/>

### **Manhattan Beach:**

#### *Get Updates from the City*

- The City is providing a variety of updates on various platforms. Connect with us on NextDoor, Facebook, Twitter, and Instagram.
- To sign up for alerts through Nixle, text the City's zip code 90266 to 888777.
- Click here to sign-up for [e-News](#).
- City Website: <https://www.citymb.info/services/learn-about/coronavirus>
- For questions on the implementation of the County's Order and new City measures related to addressing COVID-19, please send an email to [covid-19questions@citymb.info](mailto:covid-19questions@citymb.info)

#### *Dial-A-Ride Program*

This program will continue to operate, for riders who require medication, doctor visits, and necessary medical care. Dial-A-Ride vehicles are regularly sanitized and cleaned throughout the day.

#### *Parks and Recreation Program Support*

Staff will still be available to any seniors in the community who need assistance. Residents may call the Parks and Recreation Department at 310-802-5448.

#### *City Coordinates Resource Delivery for Older Adults through Community Partnerships*

- City has established a dedicated phone number for older adults who may need assistance during the coronavirus pandemic.
- **Older adults can now call the City's Older Adult hotline at 310-802-5010.**
- View more resources for Seniors [here](#).

### **Palos Verdes Estates:**

#### *Get Updates from the City*

- Please refer to the [coronavirus page](#) for additional information and sign up for updates there.

*Senior Support: PVE-Cares*

- PVE-CARES was designed to provide support and resources to PIVE's senior citizens. PVE -Cares would like to have you as one of our members in order to provide support during this extraordinary time. If your name and address are part of our Reference File, we can periodically touch base with you to offer assistance. The program is free and is fully funded by the City of Palos Verdes Estates. By registering we can be sure to include you on our distribution lists.
- Please complete the “New Member Registration” found [here](#) and return to:
  - PVE-CARES  
340 Palos Verdes Drive West  
Palos Verdes Estates, CA 90274-1299
- Or contact [Marcelle Herrera](#) and she (or a volunteer) will pick up your registration. Your information will always remain confidential. It is retained by the Program Coordinator, your assigned volunteer, and if needed emergency responders.

*Groceries and Supplies*

- For information on local resources for groceries and supplies, click [here](#).

*Volunteer Opportunities*

- PVPUSD School Board Member Linda Reid is coordinating a volunteer effort to match up senior citizens needing errand/grocery/meal help in PV with volunteers. PVPUSD students, parents, and alums unexpectedly home from college will assist. Any older residents may email Member Reid at [reidl@pvpusd.net](mailto:reidl@pvpusd.net) to be matched up with a local volunteer during this difficult isolating time

**Rancho Palos Verdes:**

*Get Updates from the City*

- Please refer to the [coronavirus page](#) for additional information.
- Sign up for updates [here](#).

*Closure Information*

- Closure information can be found [here](#).

*Businesses that are currently open*

- The Palos Verdes Peninsula Chamber of Commerce has compiled the following [partial list of restaurants](#) that are offering takeout, delivery, and/or curbside pickup. Residents can also use Uber Eats, Door Dash, Postmates, and GrubHub for food delivery. If you would like to add your business to this list or provide updated information, please email [slee@rpvca.gov](mailto:slee@rpvca.gov).

*Volunteer Opportunities*

- PVPUSD School Board Member Linda Reid is coordinating a volunteer effort to match up senior citizens needing errand/grocery/meal help in PV with volunteers. PVPUSD students, parents, and alums unexpectedly home from college will assist

Any older residents may email Member Reid at [reidl@pvpusd.net](mailto:reidl@pvpusd.net) to be matched up with a local volunteer during this difficult isolating time.

- Neighborhood Watch block captains are available to assist any and all individuals who would like some form of assistance at this time. Those who are not yet a part of Neighborhood Watch can contact Gail Lorenzen at [rpnw@ix.netcom.com](mailto:rpnw@ix.netcom.com)

#### *Senior Support*

- Please consider checking on your older neighbors or those with underlying health conditions. There are ways to let people know you care while keeping a safe distance (e.g., a phone call, a text, a note under their door to make sure they have everything they need). Self-isolation doesn't need to mean loneliness. Lomita Sheriff's Station deputies are available to provide a "welfare check" for seniors. Residents are encouraged to call the station's non-emergency number at 310-539-1661 if they are aware of seniors who are at risk or may need attention. We are all in this together.

#### **Redondo Beach:**

##### *Get Updates from the City*

- Subscribe here: <https://www.redondo.org/services/subscribe.asp>
- Redondo Beach temporary City Hall Closure to the Public
  - As of March 17, 2020, the City of Redondo Beach will temporarily suspend public access to City Hall. All City business will be conducted over the phone, via e-mail, and/or by appointment only.
  - <https://www.redondo.org/news/>

#### **Rolling Hills:**

##### *Get Updates from the City*

- Sign up for emergency updates [here](#).

#### **Rolling Hills Estates:**

##### *Get Updates from the City*

- Sign up for updates and get more information [here](#).
- Additional information can be found [here](#) on the City's coronavirus page.

#### *Seniors*

- Please consider checking on your older neighbors or those with underlying health conditions. There are ways to let people know you care while keeping a safe distance (e.g., a phone call, a text, a note under their door to make sure they have everything they need). Self-isolation doesn't need to mean loneliness. Los Angeles County Sheriff's Department - Lomita Station are available to provide a "welfare check" for seniors. Residents are encouraged to call the Station's non-emergency number at 310-539-1661 if they are aware of seniors who are at risk or may need attention. We are all in this together.

- Pavilions in the Peninsula Shopping Center is now offering “Senior Only” shopping hours every day from 7:00 am – 8:00 am. They also have online grocery delivery.
- Whole Foods, 2545 Pacific Coast Highway, Torrance, is now offering “Senior Only” shopping hours every day from 7:00 am – 8:00 am. They also have limited grocery delivery through Amazon Prime.
- If you know of any businesses or resources that can support our senior community, please email [RHEcity@gmail.com](mailto:RHEcity@gmail.com).

### **Santa Monica:**

#### *Get Updates from the City*

- Please visit <https://www.santamonica.gov/coronavirus> for additional information about the City of Santa Monica’s response and view daily update videos in English and Spanish.
- Remember to visit their [FAQ](#) page if you have a question. If you have any other questions, you can call 310-458-8400 and email [INFO@SANTAMONICA.GOV](mailto:INFO@SANTAMONICA.GOV) Monday through Friday 8 AM to 8 PM
- Sign up for SMA alerts [here](#) for emergency updates.

#### *Cancellations, Closures and Service Changes*

- For a full list of cancellations, closures, and service changes, [click here](#).
- The City of Santa Monica is cancelling all gatherings, including events, programs, and activities through April 30. This includes events hosted by the City of Santa Monica and other groups.
- On March 22, the City of Santa Monica closed beach parking lots to better enable physical distancing of at least six feet.
- Other closures include:
  - Annenberg Community Beach House
  - Basketball courts
  - Camera Obscura Art Lab
  - City Hall (City business will continue)
  - Clover Park office
  - GoSaMo Center public counter
  - Housing Office
  - Muscle Beach
  - Park fitness equipment
  - Playgrounds
  - Santa Monica Public Library branches
  - Memorial Park buildings
  - Miles Memorial Playhouse
  - Park-based meeting rooms at Douglas, Euclid, Joslyn, Marine Park, and Reed Park.

- Parking Lots: Beach Parking Lots, Santa Monica Public Library - Main Library Parking Lot
- Reed Park tennis office
- Santa Monica Pier
- Splash pads
- Swim Center
- Virginia Avenue Park Campus Facilities
- Volleyball Courts

#### *Community Resources*

- Please [click here](#) for additional information about community health and wellbeing, food, homelessness, youth and families, and transportation.

#### *Volunteer*

- If you would like to volunteer, please [click here](#) for more information.

#### **Torrance:**

##### *Get Updates from the City*

- City Manager LeRoy J. Jackson has signed an order suspending certain deadlines in the Torrance Municipal Code and suspends public and closed hearings during the state of emergency. To view the full order, please visit: <https://bit.ly/2UtR8oE>.
- Alerts regarding COVID-19 will be sent daily to provide updates. For the most up to date information visit [www.CityofTorranceCA.com](http://www.CityofTorranceCA.com) or follow us on social media @TorranceCA #TorranceCares
- To sign up for emergency updates, [please click here](#).

##### *Closures*

- The Torrance Cultural Arts Center will remain closed through April 19th pursuant to the proclamation of a local emergency related to COVID-19 and the Los Angeles County Department of Public Health order.
- Due to the State and LA County Safer At Home orders related to COVID-19, the basketball, tennis, pickleball/paddle tennis, Bocce and enclosed Horse Shoe courts at all City of Torrance parks will be closed through April 19, 2020. If you have any questions, please call the city's Park Services Division at 310-781-6901.
- More closure information can be found [here](#).

##### *Grocery Stores and Restaurants*

- For a list of open grocery stores and details, [please click here](#).
- For a list of restaurants that have take-out and delivery, [please click here](#).

##### *Transportation and Parking*

- Torrance Transit is announcing that it will temporarily suspend fare collection for riders. Torrance Transit is also requesting that all passengers board using the rear door in order to limit interactions between passengers and bus operators.
  - Modified bus schedules can be found [here](#).

- Street sweeping and parking enforcement in the City of Torrance is temporarily suspended until further notice

**Beach Cities Resources:**

*Beach Cities Health District:*

Assistance for Older Adults & Adults with Disabilities

- During this time of heightened health concern, BCHD is available to offer help and support.
- If you are an older adult resident or an adult with disabilities (or if you know one) in the Beach Cities in need of assistance, or if you have questions or concerns, please reach out to our information and referral line at 310-374-3426 ex. 256 (7 days a week., 8:30 a.m. - 5 p.m.) or [submit an online request here](#).

For assistance, health-related information and referrals

- If you have questions, concerns or are interested in health referrals, please reach out to their information and referral line, 7 days a week, 8:30 a.m. – 5 p.m
- Please contact BCHD at 310-374-3426, ext. 256 or [bchd.org/coronavirus](http://bchd.org/coronavirus)

*Beach Cities Transit:*

Effective immediately until further notice

- Free fare for BCT and WAVE riders
- Rear door boarding on EZ Rider buses, and front door entry upon request
- Call (310) 371-5200
- Email [bct@redondo.org](mailto:bct@redondo.org)
- Website [www.beachcitiestransit.org](http://www.beachcitiestransit.org)

... CALIFORNIA REAL ID RULES...

Please note that the federal government has delayed the requirement for Californians to secure a REAL ID driver license or identification card until October 1, 2021.

For more information, please visit <https://realid.dmv.ca.gov/>

... 2020 CENSUS INFORMATION AND UPDATED SCHEDULE ...

Despite the COVID -19 outbreak, the 2020 Census is currently underway. Members of the public can respond online, by phone, or by mail. Additionally, the Census Bureau has established a toll-free phone number with operators standing by to answer questions or provide assistance to the public in completing the 2020 Census questionnaire. That phone

number is: 1-844-330-2020 available every day from 7 a.m. to 2 a.m. EDT. The response deadline has been extended from July 31st to August 14th.

**Please visit [www.2020Census.gov](http://www.2020Census.gov) today and fill out your census form online.**