



COVID-19 Resource & Information Guide for San Bernardino County



Updated 3 pm, August 19, 2020

This Guide to local resources is updated continuously and will be uploaded whenever sufficient changes warrant it. For live 24/7 help, call 2-1-1 or 888-435-7565 or text your zipcode to 898211 M-F, 8-5. If you have, or know of additional resources or corrections that need to be made, please let Ms. Blanks, 211 Data Curator, know at cblanks@ieuw.org. The guide is divided in the following sections:

- Federal**..... 2
- State/Region**..... 2
- County** 3
- Medical/Testing Info**..... 9
- Mental Health Services**..... 10
- Housing**..... 12
- Utilities** 15
- Food Services**..... 18
- Seniors**..... 21
- Veterans** 22
- Family Services** 24
- Students** 25
- Transportation**..... 27
- Employment** 31
- Miscellaneous**..... 32

Federal

Center for Disease Control and Prevention

COVID-19 Informational Page

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

Coronavirus Aid, Relief, and Economic Security (CARES) Act

Effective: Expenses incurred after December 31st, 2019

Allows tax advantaged plans like healthcare FSAs and HRAs reimbursing 213(d) expenses to pay for or reimburse for over-the-counter (OTC) drugs and medicines.

These items no longer require a prescription or physicians note.

Expenses for menstrual care products will be treated as qualified medical expenses.

Assistance for Small Businesses

Small business interest free [deferral of sales/use tax](#) (up to \$50,000) for businesses with less than \$5 million in annual taxable sales.

[90-day extension on businesses filing](#) a return for less than \$1 million in taxes

[Small Business Disaster Relief Loan Guarantee Program](#) (via [I-Bank](#)) can provide potential capital for those who do not qualify for federal funds.

Federal [U.S. Small Business Administration](#) assistance and stimulus programs, such as the [Paycheck Protection Program](#), may also be able to help.

Additional information on available state and federal resources for small businesses is available on the [Governor's Office of Business and Economic Development](#) (GO-Biz) website.

COVID-19 Federal Rural Resource Guide

https://www.rd.usda.gov/sites/default/files/USDA_COVID-19_Fed_Rural_Resource_Guide.pdf

Effective: April 13th, 2020

Federal Programs that can be accessed by rural communities, organizations, & individuals impacted by COVID-19.

State/Region

COVID IMPACTS Apple Fire 8/3:

Due to COVID-19 normal shelter operations been altered to ensure the safe sheltering of fire evacuees
Persons arriving at Temporary Evacuation Points (TEP) are screened to determine if they have signs of COVID-19, are under isolation orders, have been asked to quarantine or are experiencing COVID-19 Symptoms.

[State Order from Governor Newsom](#)

California Public Health Officials released guidance requiring residents of California to wear face coverings in most settings outside the home.

Mental Health Services

Disaster Distress Helpline

1-800-985-5990 or text 'TalkWithUs' to 66746

Trained crisis counselors who can support those who are feeling distress related to COVID-19

Employment

Inland SoCal COVID-19 Fund

<https://uwiv.org/> Due to an overwhelming demand for assistance, the fund is temporarily closed to new applicants. If you wish to be put on the waiting list, please fill out the form located at <https://uwiv.org/covid-fund-requests>.

County

San Bernardino Department of Public Health

1(800) 782-4791, coronavirus@dph.sbcounty.gov www.sbcounty.gov/dph

Face coverings are now **MANDATORY** for when leaving the home, but are **NOT** a substitute for social distancing.

Violation of the order is a crime punishable by up to \$1,000 fine or imprisonment up to 90 days, or both.

California Covid-19 response: Don't let the fear stop you from getting necessary treatment.

Avoiding healthcare services may be very serious as well as the effects. Even if you are **undocumented and/or don't have insurance**, you can get necessary testing and treatment for COVID-19 through Medi-Cal emergency services, even at a local clinic. Medi-Cal care for COVID-19 related testing or treatment does not count under the public charge rule because it is the treatment of an emergency medical condition.

School Re-Opening Guidelines

"The California Department of Public Health has released new guidance for the safe re-opening of in-person learning at schools. Schools may open if they are in a county that has been off the County Monitoring List for 14 days and follow strict health and safety requirements, including masks, symptoms checks, and switching back to distance learning when required.

Students throughout are virtually heading back to school this week and later in August. The Mayor's Education Coalition created [The Parent Backpack](#) to help support parents with their child's education through COVID-19.

SB Department of Public Health COVID-19 Hotline & Website

(909) 387-3911, M-F 9am – 5pm sbccovid19.com

People without Care Providers

(800) 722-4777 for instructions.

National Testing Supply Shortage

Due to the national shortage in testing supplies, San Bernardino County will be operating at limited testing capacity. The county hopes to resume expanded testing as soon adequate testing supplies are received. Over 70% of laboratories have also been affected by shortage of supplies causing delays in COVID testing.

Face Mask Restrictions, San Bernardino County

Effective June 18, 2020: California Public Health Officials released guidance requiring residents of California to wear face coverings in most settings outside the home.

https://www.cdph.ca.gov/Programs/CID/DCDC/CDPH%20Document%20Library/COVID-19/Guidance-for-Face-Coverings_06-18-2020.pdf

Health Officer Order allows Businesses to Require Face Coverings - This order allows businesses, public agencies, and nonprofit and faith-based organizations, to require customers, patrons, and staff to wear face coverings. They may include coverings that secure to the ears or back of the head and cover the mouth and nose. Homemade cloth ear loop covers, bandanas and handkerchiefs, and neck gaiters may be used to reduce the spread of COVID-19 particularly among asymptomatic people.

Outdoor Dining, San Bernardino County

Outdoor dining guidelines for restaurants in unincorporated cities have been released on the daily update. Businesses within certain cities need to comply with their city's regulations. Guidelines can also be found also be found on the land use website.

Filing Complaints, San Bernardino County

To make complaint against businesses that are not following guidelines or are operating when they should not be, visit sbcovid19.com on the right side click on "file a complaint."

Closures due to Spikes in COVID-19 Cases, San Bernardino County

NEW CLOSURES Effective July 13th Due to the rise of cases and hospitalizations regarding COVID-19 the governor ordered new closures of indoor operations in the following sectors:

- Fitness centers
- Places of worship
- Offices for noncritical sectors
- Personal care services
- Hair salons and barber shop
- Malls

Phase 3 of Reopening with Modifications, San Bernardino County

Governor Newsom has announced that more businesses will be allowed to open June 12. That guidance will be implemented after it is approved by the county's health officer. The decision will be based on the review of local epidemiological data including cases per 100,000 people, rate of confirmed positives, and local preparedness to support a possible health care surge, vulnerable populations, contact tracing and testing availability.

Expanded personal services like esthetician services, nail salons, massage therapy tattoo and piercing shops are allowed to open as of Friday June 19.

Update:

Education, Engagement Enforcement Plan

The county launches the “educate, engage and enforcement plan to boost compliance. The County Fire Marshal and County Environmental Health Services Division will field a team of 30 inspectors who will be tasked with visiting businesses, confirm reported violations, and offer assistance to help them come into compliance. The primary emphasis is to educate high risk businesses about complying with regulations and informing them of the resources available.

Cosmetology and Personal Care Services New guidance clarifies what services can be provided outdoors: personal care that requires touching a client’s face, e.g. facials, and waxing. This guidance applies to esthetic, skin care, and cosmetology, nail services, and massage therapy (in non-healthcare settings). View guidance for hair services and other services on covid19.ca.gov. Services that require a hygienic environment like tattooing, piercing and electrology cannot be performed outside.

<https://files.covid19.ca.gov/pdf/guidance-outdoor-hair-salons--en.pdf>

Phase 2 of Reopening with Modifications, San Bernardino County

For each industry there are separate guidelines for operation. Visit covid19.ca.gov. Click on “state reopening, and then on the righthand side click on “statewide guidance.” Please view guidelines of operation for the industry needed.

- Clothing and shoe stores
- Bookstores
- Florists
- Antique stores
- Music stores
- Home and furnishing stores
- Sporting goods
- Car dealerships
- Pet grooming
- Smoke shops
- Car washes
- Office based business
- Drive in movies
- Outdoor museum
- Outdoor rentals (kayaks, boats, bikes etc)
- Yard/garage sales
- Malls
- Dine in restaurants
- Faith based organizations
- Other retail
- Hair salons/barber shops
- HOA Pools
- Tanning salons

- Medical massage

Faith based organizations are allowed to operate, but only at 25% capacity but no more than 100 people in building.

Waxing services of any kind (body and face) are still not permitted by the state of California or by the Board of Cosmetology and Barbering. Details on when those services can resumed have not been released by the state of California.

Gyms, nail salons, tattoo shops, movie theaters, sports and entertainment venues, libraries, bars and wineries, hotels and motels, and public swimming facilities won't be authorized to reopen until Stages 3 and 4.

Youth Activities

Guidelines and considerations for youth sports have been updated by the CDC, however they are not authorized to operate yet by the state of California. Summer camps and day camps are also not authorized to operate until the state permits.

<https://www.cdc.gov/coronavirus/2019-ncov/community/schools-childcare/youth-sports.html>

Swimming Pools

Public Health has defined a distinction between HOA/apartment pools and publicly-owned pools and created proposed guidance:

Swimming pools operated by HOAs, apartment and condominium complexes that are for use by residents only are not considered to be "public" pools and may therefore open if operators adhere to the following Public Health guidance:

- Use shall be limited to residents only.
- Physical distancing of at least six feet shall be enforced.
- Occupancy in common areas and in the pool shall be limited to allow for the mandated physical distancing.
- Frequently touched surfaces shall be cleaned and sanitized regularly.
- The closing of restrooms is recommended.
- Seating areas must be sanitized between each use.
- Face coverings shall be required outside of the pool when members of more than one household are present.
- Proper chlorine levels in the pool shall be maintained.
- This guidance shall be posted at the pool and communicated to all residents.

Public pools are defined as pools available for use by the general public. Any further clarifications or questions can be directed to Environmental Health Services: 800-422-2283

County Parks and Recreation Areas, San Bernardino County

<http://sbcovid19.com/>

Effective: May 8th, 2020

All County owned **parks, trails, and lakes** will be open for **passive recreation on a limited scale**.

The County is also allowing the **opening of city and privately owned parks, trails, lakes and golf courses**. Please check with individual facilities regarding their plans to open.

For FAQ's visit sbccovid19.com and click daily updates and view the update for April 23rd.

Phase 2 early stage of reopening with modifications:

- Clothing and shoe stores
- Bookstores
- Florists
- Antique stores
- Music stores
- Home and furnishing stores
- Sporting goods
- Car dealerships
- Pet grooming
- Smoke shops
- Car washes
- Office based business

To start reopening efforts should be phased in starting with curbside pickup until further notice.

Supply chains supporting the above businesses can also open under this early stage of Phase 2, specifically in the manufacturing and logistics sectors.

All businesses will need to modify operations to reduce contact, ensure proper distancing, and ensure proper PPE and sanitation equipment for all employees, preferably with outdoor breakrooms and physically distant seating.

When businesses eventually open their doors to patrons, a workplace should restrict entry to 25 percent capacity and slowly advance from there as health indicators are evaluated.

Deferred Preventative Care, San Bernardino County

<https://covid19.ca.gov/>

Preventive care services and non-emergency surgeries, like organ replacements and tumor removals, **can take place if hospitals have enough capacity and protective equipment** to do so safely.

Eye exams and elective procedures should be cancelled or rescheduled.

If possible, health care visits should be done remotely.

With respect to **dental services, deferred and preventive care may be resumed**. Contact your health care provider to see what services they are providing.

Religious Services, San Bernardino County

(909) 387-3911

sbccovid19.com

Faith-based services MUST be electronic through streaming or online technology.

Single-family, home-based worshipping & activities, including Easter egg hunts, are encouraged.

Driving parades, drive up services, or pick up of pre-packaged holiday bags are NOT allowed.

Violation of the order is a crime punishable by up to \$1,000 fine or imprisonment up to 90 days, or both.

Clarification: The specific references to drive-in religious services so close to major religious observances taking place during the next four days, for which organizations had already conducted considerable planning and incurred expenses, are clarified as follows: Organizations that have planned such services for the coming weekend should proceed with those services if they choose to do so and make every effort to prevent contact between congregants.

Regarding the use of face-coverings while driving, there is no need for drivers traveling alone or with members of their households to wear face coverings unless they must lower their windows to interact with first responders, food service workers, or others who are not members of their households.

San Bernardino County Donations Hotline

(909) 386-8844, M-F 8 am – 4 pm

Industrial partners that would like to donate **New, Unused, Unexpired:**

- Surgical masks (especially level 3)
- Niosh/FDA approved N95 masks
- Disposable isolation gowns
- Isolation suits & shoe covers
- Rolling storage units for supplies
- Synthetic Fiber Swabs
- Lockable cabinets
- Clear face shields
- Alcohol-based hand sanitizer
- EPA List N Disinfecting wipes
- Tyvek or Level 2 hazmat suits
- Rear-fastening lab coats
- Critical Care Ventilators
- Isopropyl Alcohol (70%)
- Germicidal bleach
- Bottled Water
- Paper toweling (rolls)
- Toilet paper
- Personal hygiene kits
- New personal haircare products
- Antibacterial soap (bottles)
- Bath & hand towels
- Shelter beds, cots & mattresses
- New bedding & blankets
- Non-contact infrared thermometers
- Packaged meals
- Portable microwaves
- Chest freezers
- HEPA Air Purifiers
- Small generators (15 –23 kW)
- Pop-up Canopies
- Structure tents
- Portable hand-washing stations
- Pallets & shrink wrap
- Insulated Lab boxes
- Wax boxes
- First Aid Kits
- Cleaning Service
- Decontamination Service
- Transportation Service
- Catering Service

Commented [NF1]: Is there a link that has a list of all of the donations being accepted, so we can just post that instead of listing all items?

Laundry service

OR

Financial contributions

Volunteers (healthcare providers only at this time)

Tax-deductible receipts will be available.

Medical/Testing Info

New Appointments to get tested are now available. San Bernardino County's testing will be done through Fulgent Labs that provides easy nasal self-swabs at nearby locations. The new appointment system works best on google chrome or Microsoft edge. An email address is required to make an appointment. There is currently no Spanish version available. To schedule an appointment at a County, state or private clinic location, visit <https://sbcovid19.com/testing-sites/>.

Clinics Offering Low Cost services in San Bernardino County

Borrego Community Health Foundation

(909)453-6900, Triage Hotline 760-477-0802

590 N. D Street, San Bernardino CA 92401

www.borregohealth.org

Unicare Community Health Center, Inc.

Colton: 909-321-4700, 308 La Cadena Drive, Colton 92324

Fontana: 909-428-0170, 17500 Foothill Boulevard, #A-2, Fontana 92335

Fontana: 347-0700, 16127 Foothill Boulevard, Fontana 92335

Ontario: 909-988-2555, 437 N Euclid Avenue, Ontario 91762

Ontario: 909-457-1425, 1151 E Walnut Street, Ontario 91761

San Bernardino: 909-882-4788, 190 E. Highland Ave. San Bernardino 92404

www.unicarehc.org

Mission City Community Network

(818) 895-3100

Victorville: 15201 11th Street, Suite 300, Victorville, CA 92395

Network Victorville Clinic: 15201 11th Street, Suite 300, Victorville, CA 92395

Barstow: 405 E. Buena Vista Street, Barstow 92311

www.mccn.org

Tri-State Community Healthcare Center

Adelanto Health Center: (760) 530-9944, 11888 Bartlett Avenue, Adelanto 92301

Needles Health Center: (760) 326-0222, 1402 Bailey Avenue, Needles 92363

Community Health Systems, Inc.

Bloomington Community Health Center

(909) 546-7520, 18601& 18651 Valley Boulevard, Bloomington 92316

Other Resources

Free prescription delivery

Information on the free delivery services for prescriptions and other goods being offered through CVS and Walgreens:

<https://www.walgreens.com/topic/pharmacy/prescription-delivery.jsp>

<https://www.cvs.com/content/delivery>

Dignity Health, Community Hospital of San Bernardino

<https://www.dignityhealth.org/social/virtual-urgent-care-visits>

Consult via video chat or phone if you believe that you are experiencing COVID-19 symptoms.

This service is now free for a one-time use. Use the code COVID19 to get answers.

Johns Hopkins Coronavirus Resource Center

<https://coronavirus.jhu.edu/>

Harvard T.H. Chan School of Public Health, The Forum - Coronavirus Pandemic Series

<https://theforum.sph.harvard.edu/series/covid-19/>

CDC COVID-19 Fact Sheet

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/2019-ncov-factsheet.pdf>

Mental Health Services

San Bernardino County Department of Behavioral Health

Effective: March 27th, 2020

Assistance for stress related to COVID-19 via text

Available 7 am – 10 pm

East Valley (Fontana to Yucaipa): (909) 420-0560

West Valley (Rancho to Chino): (909) 535-1316

High & Low Deserts: (760)734-8093

Effective: March 20th, 2020

- Children & adults can visit: Crisis Walk-in Clinic (CWIC), services vary
- Those age 13 or older can visit: Crisis Stabilization Units (CSU), services vary

Locations for CWIC:

850 E. Foothill Blvd., Rialto (909) 421-9495, M- F, 8am – 8pm

12240 Hesperia Rd., Victorville (760) 245-8837 Open 24/7

7293 Dumosa Ave., Ste. 2, Yucca Valley

(855) 365-6558 Open 24 hours a day, 7 days a week

Locations for CSU:

Merrill Center 14677 Merrill Ave., Fontana (951)
643-2340 **Open 24/7**, telecare available
Windsor Center 1481 N. Windsor Dr., San Bernardino
(909) 361-6470 **Open 24/7**, telecare available

Outpatient Clinics

<http://wp.sbcounty.gov/dbh/mental-health-services/general/outpatient-clinics/>

Continue to remain open during regular business hours.
Locations of DBH Outpatient Clinics, go to the link above.

Mental Health Services, San Bernardino County

Effective: March 20th, 2020

Children & adults can visit: Crisis Walk-in Clinic (CWIC), services vary

Those age 13 or older can visit: Crisis Stabilization Units (CSU), services vary

Locations for CWIC:

850 E. Foothill Blvd., Rialto (909) 421-9495 Open Mon. through Fri. from 8 a.m. to 8 p.m.
12240 Hesperia Rd., Victorville (760) 245-8837 Open 24 hours a day, 7 days a week
7293 Dumosa Ave., Ste. 2, Yucca Valley (855) 365-6558 Open 24 hours a day, 7 days a week

Locations for CSU:

Merrill Center 14677 Merrill Ave., Fontana (951) 643-2340 Open 24 hours a day, 7 days a week
Windsor Center 1481 N. Windsor Dr., San Bernardino (909) 361-6470 Open 24 hours a day, 7 days a week

Citizens may call the Community Crisis Response Team

Call Lines for CCRT:

East Valley (Rialto) (909) 421-9233 *Pager (909) 420-0560 Available from 7 a.m. to 10 p.m. daily

High Desert (760) 956-2345 *Pager (760) 734-8093 Available from 7 a.m. to 10 p.m. daily

West Valley (Ontario) (909) 458-1517 *Pager (909) 535-1316 Available from 7 a.m. to 10 p.m. daily

No appointment is necessary.

Student Assistance Program, San Bernardino County

Victor Community Support Services, (909) 522-4656

WSBReferrals@victor.org

Essential mental health services are still available by school districts by phone and or video conferencing systems.

Valley Star's Crisis Residential Treatment (CRT) Facilities

Accepting new referrals.

Open 24/7, every day.

Voluntary admissions only.

Provide mental health services to include individual and group counseling, as well as psychiatry.

Available to those with or without Medi-Cal.

Casa Paseo <https://www.starsinc.com/valley-star-behavioral-health/casa-paseo-crt/>

Desert Hill <https://www.starsinc.com/valley-star-behavioral-health/desert-hill-crt/>
The Stay <https://www.starsinc.com/valley-star-behavioral-health/the-stay/>
Morongo Oasis <https://www.starsinc.com/valley-star-behavioral-health/morongo-oasis-crisis-residential-treatment-crt-center/>

National Crisis Text Line
<https://www.crisistextline.org/>
Text HOME to 741741

Housing

Executive Order, Governor Newsom

Effective: March 16th – July 28th, unless extended. Extension to halt evictions September 30, 2020
Utility Shut off, Flexible Plans and late fees canceled until further notice. Visit your specific utility webpage for more information. Find more information on the California Public Utilities Commission <https://www.cpuc.ca.gov/covid19protections/#EnergyIOUs>

Authorizes local governments to:

Halt evictions for renters & homeowners.

Slow foreclosures.

Protects against utility shut offs including:

Electric, Gas, Water, Internet, Landline telephone & Cell phone service

Requests banks & other financial institutions to halt foreclosures & related evictions during this time.

DOES NOT:

Relieve a tenant from the obligation to pay rent.

Restrict the landlord's ability to recover rent that is due.

City of Fontana

The City of Fontana is offering COVID Financial Assistance to qualifying renters and homeowners impacted by the Coronavirus. For details and to apply, go to <https://www.fontana.org/3302/COVID-19-Programs>.

City of Rancho Cucamonga

The City of Rancho Cucamonga is offering COVID Financial Assistance to qualifying renters and homeowners impacted by the Coronavirus. For details and to apply, go to <https://www.cityofrc.us/rccares>

CITY OF ONTARIO

The City of Ontario has created the following two new programs with CARES Act Community Development Block Grant (CDBG) funds to aid qualified low-income Ontario residents in recovering from the COVID-19 (coronavirus) pandemic:

Homeowner Utility Assistance Program:

This program provides emergency grants, for up to three months, short-term utility assistance payments for qualified low-income households that had a documented loss of income related to COVID-19.

Assistance is restricted to a one-time payment of deferred utility payments (water, sewer, trash, electric, and gas service) that occurred during the City's emergency declaration. Assistance is also available to

qualified rental property owners of small rental properties (1 – 4 units per property). The rental property must be occupied with a minimum of 51% of the tenants qualifying as low-income and having requested a deferment of rental payments based upon the City's Anti-Eviction Moratorium. Maximum assistance is limited to \$1,500 per property.

Short-Term Rental and Utility Assistance Program (Renters Only):

This program provides emergency grants, for up to three months, to qualified very low-income renters that had a documented loss in household income related to COVID-19. Eligible uses of funds include deferred rent payments to prevent eviction and deferred utility payments. Maximum assistance is limited to \$5,000 per household.

Programs are have limited funds and assistance is provided on a first-qualified, first-served basis.

[Please use the link here](#) to complete the pre-screening application to determine if your household would be eligible to apply for one of these programs.

CITY OF RIALTO

In response to the harsh economic impact that COVID-19 has had on residents, the Rialto Rental/Mortgage Assistance Program will offer one-time rental/mortgage assistance up to \$1,200 (\$400 per month) to help renters/homeowners in the City of Rialto. Financial assistance will be offered to low/moderate income households who rent/own in the City and have experienced loss of income due to the COVID-19 pandemic. The grant program is made possible with federal Community Development Block Grant CARES Act (CDBG- CV) funds from the Department of Housing and Urban Development (HUD), therefore residents must meet all requirements to be eligible for the program. Applications are processed on a first come, first served basis until all funding is allocated (No Deadline Date). Payments will be made directly to landlords/mortgage provider/mortgage servicer. For more details, please click [here](#). To apply for assistance, please click [here](#).

San Bernardino County

<https://www.sbcounty.gov/bosd1/multimedia/LatestNews/default?DocID=297>

Effective: March 24th, 2020

Substantive limitations on residential & commercial evictions & foreclosures.

Strongly urging basic utility suppliers including gas, water, electricity, and telecommunications to impose moratoriums on service disconnections & late fees for non-payment in response to COVID-19.

The measure adopted by San Bernardino County only applies to unincorporated areas. Other cities within the county must pass similar resolutions to enforce in their localities.

San Bernardino County Workforce Development

SBC Workforce Development Office is offering **rent, utility and mortgage assistance** up at **\$800**. **This** Appointment ONLY. For more information call (909) 382-0440

Commented [NF2]: I think there is some repeated information under utilites and housing. Both have listed the Executive order repeating the same information.

Fannie Mae Mortgage Relief for COVID-19

<https://www.fanniemae.com/portal/media/corporate-news/2020/covid-homeowner-assistance-options-7000.html>

Effective: March 18th, 2020

Single-family mortgages:

May request mortgage assistance by contacting their mortgage servicer

Foreclosure sales & evictions of borrowers are suspended for 60 days

Eligible for forbearance plan to reduce or suspended mortgage payments

Credit bureau reporting of past due payments of borrowers in a forbearance plan is suspended

Those in a forbearance plan will not incur late fees.

Freddie Mac Mortgage Relief

<https://myhome.freddiemac.com/own/getting-help-disaster.html>

Payment relief by providing forbearance

Waiving penalties or late fees

Halting all foreclosure sales and evictions of borrowers living in homes owned by the company until at least May 17, 2020

Suspending reporting to credit bureaus of past due payments

Offering loan modification options

Housing Authority, San Bernardino County

www.hacsb.com

Effective: March 16th - April 1st, 2020, or until further guidelines are released

Agency lobbies & property management offices will be **CLOSED** to the public and all non-urgent non-emergency work orders.

Housing quality standards inspections will be suspended.

Will be available via phone and email but are expecting higher call volume. Patience is appreciated.

Inland Temporary Homes/Inland Housing Solutions, San Bernardino County

As of: March 20th, 2020

Remains open & working for the time being.

Accepts referrals, though they may not be able to place people quickly, due to property management companies being unavailable.

List of Housing Agencies that are CLOSED, Redlands

As of: March 20th, 2020

Youth Hope

Limited food & clothing available from parking lot.

Steps for Life

Men's Shelter

Women's Shelter

Salvation Army's Shelters

Food stores remain open.

Rent Moratorium, City of Rancho Cucamonga

<https://www.cityofrc.us/sites/default/files/2020-03/City%20of%20Rancho%20Cucamonga%20COVID-19%20News%20Release%2003.20.2020.pdf>

Effective: March 20th, 2020 until **May 31st for residential tenants, & April 30th for commercial tenants.**

Temporary moratorium on evictions for non-payment of rent by residential or commercial tenants impacted by COVID-19.

Tenants **MUST** notify the landlord within 30 days after the rent is due & provide supporting documentation.

US Department of Agriculture Rural Development COVID-19 Resource Page

<https://rd.usda.gov/coronavirus>

Effective: March 27th, 2020

COVID-19 resource page available for customers, partners, & stakeholders continuously updated on actions taken to help rural residents, businesses, & communities

YOUTH - Together We Rise, San Bernardino County

(714) 784-6760, <https://www.togetherwerise.org/help-displaced-students/>

As of: March 20th, 2020

Provides emergency housing assistance to former foster youth who have been displaced due to COVID-19.

Youth must call or email for assessment.

COVID-19 Housing Resources, Harvard University Joint Center for Housing Studies

<https://www.ichs.harvard.edu/covid-19-resources>

Utilities

Public Attractions & Offices, San Bernardino County

As of: April 11th, 2020

The following services are available via phone & online.

Agriculture/Weights & Measures

Assessor-Recorder-Clerk

Child Support Services

Children's Network

Clerk of the Board of Supervisors

Community Development and Housing Agency

County Fire and Fire Marshal

District Attorney

Economic Development

Human Resources

Inland Counties Emergency Medical Agency (ICEMA)

Land Use Services, which includes Planning, Building and Safety, and Code Enforcement

Public Defender

Public Works, with the exception of lobby computer access to surveyor records

Purchasing

Registrar of Voters, with the exception of election observers by appointment only

Risk Management
Special Districts Water and Sanitation
Transitional Assistance
Veterans Affairs
Workforce Development, however, in-person appointments will be conducted only when necessary

The following attractions & services are CLOSED until the indefinite health orders are lifted.

Preschool Services (Head Start)
Big Bear Alpine Zoo at Moonridge
County branch libraries
County museums and historical sites
County Regional Parks, including Calico Ghost Town
Park and recreation district preschool in Joshua Tree
All Big Bear Valley Recreation and Park District Parks
All Bloomington Recreation and Park District Parks
All County Service Area Parks
Oak Glen Park and Museum
North Etiwanda Preserve
Joshua Tree Desert Conservation Area (Section 6)
Senior and community centers NOTE: Centers that conduct meal programs will make meals available via drive-thru.
Big Bear Senior Center
Bloomington Ayala Senior Center
Joshua Tree Community Center
Lucerne Valley Community Center
Wonder Valley Community Center

COVID-19 Federal Rural Resource Guide

https://www.rd.usda.gov/sites/default/files/USDA_COVID-19_Fed_Rural_Resource_Guide.pdf

Effective: April 13th, 2020

Federal Programs that can be accessed by rural communities, organizations, & individuals impacted by COVID-19.

Public Utilities, City of Riverside

<https://www.riversideca.gov/utilities/>

Effective: March 18th, 2020

No utility shut-offs will occur during the duration of the COVID-19 emergency.

Southern California Edison – COVID-19

Bill Pay Support

<https://www.sce.com/safety/coronavirus>

Suspended service disconnections for nonpayment & waived late fees for residential & business customers.

Only outages necessary to reduce public safety & wildfire risk will go forward.

Discounted Rate Programs

1-800-798-5723

Two programs designed to help eligible individuals and families who may need support meeting their energy costs. The California Alternate Rates for Energy (CARE) program may provide a discount of approximately 30% on your energy bill, while our Family Electric Rate Assistance (FERA) plan offers a discount on electric bills if you have three or more people in your household and you exceed your baseline electricity usage by more than 30%.

Energy Assistance Fund

1-800-205-8596

Based on the actual amount of money you owe, this program could provide you with a one-time supplement of up to \$100 every 12 months toward the payment of your energy bill.

Medical Baseline

1-800-447-6620

If you depend on electrically-powered medical equipment or have specific medical conditions, you may qualify for an additional baseline energy allowance to help with your equipment's monthly energy costs.

Payment Arrangements & Extensions

1-800-655-4555

If you are not able to pay your current bill in full, contact us so we can discuss a payment extension or a more flexible payment plan that works for you.

Student WiFi coverage, Hesperia Unified School District

MUST be a HUSD student or family.

Provides free Wifi service in any of the district's school parking lots for students who do not have internet access to practice distance learning during COVID-19.

Printed maps of each school's WiFi coverage are also available in a box outside the district office for those preferring a printed copy.

SoCalGas

1-800-427-2200 <https://www.socalgas.com/coronavirus>

<https://www.socalgas.com/save-money-and-energy/assistance-programs>

Effective: March 23rd 2020

Suspended service disconnections, until further notice.

If household income has recently changed, you may now qualify for 20% off your natural gas bill with CARE

SoCalGas CAREs campaign began on April 6th to further promote the availability of CARE, the Gas Assistance Fund, & the Medical Baseline Allowance.

AT&T Policies for COVID-19

<https://about.att.com/pages/COVID-19.html>

Effective: March 19th, 2020

2 free months to new Access customers

Expand eligibility based on income & those that are participating in National School Lunch Program/Head Start

Waiving all data internet data overage fees

California Public Utilities Commission

<https://www.cpuc.ca.gov/covid/>

The webpage provided will have information regarding the CPUC's actions to support communities.

Charter/Spectrum Free Internet Service & Policies for COVID-19

<https://policy.charter.com/press-releases/charter-offer-free-access-spectrum-broadband-wifi-60-days-new-k-12-college-student-households/>

Effective: March 16th, 2020 for the next 60 days

Expand access to high speed broadband to households with K-12 & college students

Refrain from terminating service for residential or small businesses

Will not charge late fees

Will open Wi-Fi hotspots for public use

Free Showers, Redlands

YMCA 500 E. Citrus, Redlands, CA

Mondays & Wednesdays, 1 –3 pm

Those experiencing homelessness are able to take a free shower.

Sanitation Kits for Individuals Experiencing Homelessness, Restoring Hope, San Bernardino

723 N D Street Unit 3 (Upstairs)

San Bernardino, California 92401

(909) 371-9537

Kits include face masks, gloves, disinfectant and hand sanitizer.

Spectrum

Remote Education Credit

(855) 243-8892

<https://www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer>

Effective: March 16th, 2020

Free access to internet & WiFi for 60 days for new pre-K –12, college students, & teacher households who don't currently have internet or WiFi.

Water Department, City of San Bernardino

(909) 384-5095

<https://ca-sbmwd.civicplus.com/CivicAlerts.aspx?AID=27>

Effective: March 23rd, 2020

No late fees.

No service disconnections due to non-payment at this time.

Food Services

State

Great Plates Delivered: Home Meals for Seniors

San Bernardino County (Hotline): call [888-743-1485](tel:888-743-1485)

Effective; April 10th – September 9th, 2020

Call the number above to learn more about the program.

County

Emergency Food Benefits

(877) 328-9677

<https://covid19.ca.gov/food-resources/>

<https://ca.p-ebt.org/en/info>

Emergency food benefits such as pandemic EBT, school meals and CalFresh are available. You can also call 211 or 888-435-7565 to enroll in CalFresh over the phone.

<http://sbcovid19.com/food-assistance/>

Individuals and families can use this tool to locate providers offering food nearby.

Food Resource List: <https://sbcovoad.eocsbd.org/>

A comprehensive list of food pantries is being maintained continuously by 211 staff at:

<https://docs.google.com/document/d/1MhuDwGVXDG8KVN6wflcQHJwEwH3Ezydes9oT8J3og6M/>

Food Box Distribution Drive-Thru, Family Service Association of Redlands

612 Lawton Street, Redlands, CA 92374

Weekly food box distribution on Tuesdays from 11 am – 1 pm

MUST RSVP by ordering a ticket and answer the questions provided in the registration form in the link above. **Ticket sales will STOP the Friday before the event, so please RSVP before that time.**

https://www.eventbrite.com/e/food-box-distribution-drive-thru-may-2020-registration-103476938308?fbclid=IwAR3hCZeFng2WpA4C2wYKzRNEopcWFtf_vgSv-XvSa8WT8cZDqE2EKjp4hSo

SENIORS – Department of Aging Adult Services, Rancho Cucamonga

Title III-C Elderly Nutrition Program Updates

(909) 891-3900

<https://files.constantcontact.com/11e48d00401/d8901b15-40dd-4c59-a372-98c7fad9f253.pdf>

As of: March 20th, 2020

Congregate Meals Program

Participants may choose to:

Pick up meals at existing sites.

Have meals delivered.

High Desert Food Collaborative, High Desert

Updates can be found on High Desert Food Collaborative Facebook Page

<https://www.facebook.com/HighDesertSecondChanceOrganization/>

High Desert Second Chance & Victorville Community Service Council, High Desert
(760) 243-9646 (VCSC's number)

Effective: March 23rd, 2020

HDSC will be providing the food, & VCSC will be delivering the meals

Seniors are able to call in order to schedule a delivery.

Restrictions may apply.

Mountain Region (needs to be updated)

Green Valley Lake Food Bank, Green Valley Lake

33385 Holcomb Creek Drive

(909) 867-5079

Effective: May 1st - 29th, 2020

Donation Drop-Off: Wednesdays and Thursdays, 10 am – 12 pm, accepting non-refrigerated items

Food Pick-Up: Fridays, 10 am – 12 pm

SENIORS – Big Bear Senior Center, Big Bear Lake

42651 Big Bear Blvd, Big Bear Lake

(909) 584-0323

Monday, Tuesday, and Friday 12 – 1:30 pm

To Go Meals available.

San Moritz Lodge, Crestline

24640 San Moritz Drive, Crestline

(909) 338-5036

Tuesdays and 2nd & 4th Thursdays, 12 – 1 pm

To Go Meals are available.

Community Action Partnership, San Bernardino County (909) 723-1558

Families & individuals are able to call directly to receive emergency food services

County Food Services

San Bernardino County Transitional Assistance Department (TAD) lobby and offices are closed for walk-ins and in-person assistance. But TAD county workers are still working within normal office hours. If calling regarding an existing CalFresh case, you can still call your assigned eligibility worker or any of the general lines for assistance.

Self-serve line: 877-410-8829 or to speak to a live representative: 909-388-0245

Seniors

Social Security Offices, USA

General Website: www.socialsecurity.gov/onlineservices

FAQs: www.socialsecurity.gov/ask

National Number: 1-800-772-1213

Effective: March 17th, 2020, until further notice

All offices are **CLOSED** for in-person services.

Use secure & convenient online services to:

Apply for retirement, disability, and Medicare benefits.

Check the status of an application or appeal.

Request a replacement Social Security card (in most areas).

Print a benefit verification letter.

If you cannot conduct business online:

Contact your local field office, as they will be able to answer your questions & provide other services.

If you already have an in-office appointment scheduled:

Your local office will call you instead.

If you have a hearing scheduled:

Your office will call you to discuss alternatives for continuing with your hearing, such as a telephonic hearing.

Remember the call will come from a private number, & the caller will never threaten or ask for any form of payment.

Highland Senior Center, Patton, San Bernardino County

(909) 862-8104, <http://highlandseniorcenter.com/>

Effective: March 20th, 2020

All events are **CANCELED**.

Providing food or lunches to seniors as needed to arrange a delivery or pick-up.

Aging and Adult Services, San Bernardino County

Senior Information and Assistance Program

Toll Free: (800) 510-2020

Can receive updates regarding the governor's senior meal delivery program.

MUST:

1) Be 65 or older

2) Lives alone

3) At high risk of COVID-19

4) Not enrolled in other meal services.

Aging and Adult Services, San Bernardino County

Box Fan Distribution Program

877-565-2020

Provides a box fan for seniors and dependent adults.

MUST be a senior 65+ years of age, or a dependent adult 18-65 years of age at risk of abuse or neglect

MUST call the Adult Protective Service line for screening

Age Wise Program

1-800-451-5633

Assists seniors experiencing mental health related issues. Available 24/7.

Adult Protective Services (APS)

1-877-510-2020

The APS hotline is available 24/7.

Senior Information and Assistance (SIA)

909-891-3810

Offers referrals to community resources. Available daily, 7 a.m. – 7 p.m, and also on the weekends.

Feed My Sheep, Apple Valley

(760) 247-6488, www.av.church/food

Effective: March 23rd, 2020

Food deliveries for seniors, those with disabilities, & those experiencing homelessness.

MUST complete online request form or leave a message.

Church will contact those that request to schedule a delivery.

MUST be a resident of Apple Valley &:

62+ years of age OR

Have a disability OR

Be experiencing homelessness

Food Services, Department of Aging Adult Services

Title III-C Elderly Nutrition Program Updates

(909) 891-3900 <https://files.constantcontact.com/11e48d00401/d8901b15-40dd-4c59-a372-98c7fad9f253.pdf>

As of: March 20th, 2020

Congregate Meals Program

Participants may choose to:

Pick up meals at existing sites.

Have meals delivered.

Sites will provide frozen, emergency (shelf stable), &/or boxed meals 5 days per week

Service schedule may change, each provider will post changes.

Home Delivered Meals Program

Initial assessments & reassessments will be done telephonically.

Veterans

My HealtheVet Help

<https://www.myhealth.va.gov/help#user-guides>

Available for veterans, great user guides & guides to being able to access records.

Veterans Affairs Loma Linda

<https://www.publichealth.va.gov/n-coronavirus/index.asp>

Effective: March 18th, 2020, until further notice
Clinics will be screening all persons, but they will remain open.
If veterans need to visit the VA for appointments, they can.
Walk-ins are also still accepted.
Homeless outreach activities are **SUSPENDED**.
HUDVASH group housing searches are **SUSPENDED**.
SSAs are searching for housing on a case by case basis
Housing readiness & orientation groups are being rescheduled.
Referrals are being noted, but not acted on.

Veterans Americas Job Center, LA County

Veterans@jvs-socal.org

Funds are available through June 30, 2020.

Emergency funds are available for Veterans who are unemployed or furloughed due to COVID-19. JVS SoCal and the Veterans AJCC can pay for emergency needs such as food, rent, utilities, transportation and training to help Veterans maintain safe housing, stay connected, and gain the necessary skills to re-enter the workforce.

Mental Health Urgent Care for Veterans, San Bernardino & Riverside County

- 1) VA Loma Linda- Emergency Dept 24/7, 365 days/yr.
- 2) Mental Health Urgent Care, Mon-Fri, 8am-4pm, Closed holidays
11201 Benton St
Loma Linda CA 92357
PH: 909-825-7084

VA Debt, US Department of Veterans Affairs

<https://benefits.va.gov/benefits/>

<https://www.va.gov/debtman/>

1-888-442-4551

New VA debt: Debt payment collection will temporarily be stopped. No action required.

Existing VA debt: One can request a temporary collection suspension or an extended repayment plan.

Call 1-800-827-0648.

After the national emergency ends, debt collection will resume.

1-800-827-0648

The VA will not refer delinquent debts to credit reporting agencies during the crisis.

VA Home Loan applications will continue for Veterans with unresolved debt payment issues.

1-800-827-1000

The VA is granting extension requests for late-filed forms, when the extension request is based on COVID-19.

Department of Veterans Affairs, San Bernardino County

Hesperia area – (760) 995-8010

Rancho Cucamonga area – (909) 948-6470

San Bernardino area – (909) 382-3290

Toll free – (866) 472-8387
David Muro 909-388-2222 ext.131
Effective: March 16th, 2020
Call for Veterans Benefits Assistance.
Available M-F, 8 am – 4 pm.

California Transition Assistance Program (CalTAP)

Effective: April 10, 2020 at 10 – 11 am
Will virtually debut its Veteran Employment Series—which will cover CalTAP’s current outreach plan, unemployment filing and support, and review who is hiring veterans at this time.
Guest speakers include the Employment Development Department and Work for Warriors. Please register through our Eventbrite link and tune in on Zoom.
Open to all service members, veterans, & their families.
Register at EventBrite, & tune in on Zoom.
https://caltap_employmentseries.eventbrite.com/
<https://zoom.us/j/673625731>

DAV Transportation

Loma Linda VAMC (04605) Loma Linda ACC 26001 Redlands Blvd. Redlands, California, 92373
909-583-6014
Free medical transportation for veterans only.
Only for Redlands location.

Family Services

Parent Support Workshops, Mending Hearts Family Counseling Center, Inc.
<https://www.mendinghearts.love/workshop-schedule>
Free workshops available to parents in Redlands, Rancho Cucamonga, etc. through online workshops.

Free Diapers, Junior League of Riverside, Inc.
(855) 909- 0723
Diaper@jlriverside.org
Request registration for free diapers and wipes by emailing or texting “Diapers” to the information above.

California Child Support Services
<https://childsupport.ca.gov/covid-19-updates/>
Orders will remain in place unless modified. Can work on a case by case basis to not only to modify the amount, but on how that order will be collected.
PLEASE reach out to your caseworker with the details of your situation.

Family Assistance Program Services

24 Hours Hotlines
Domestic Violence: (760) 949- 4357

Youth Crisis: (909) 335- 2676
Human Trafficking: (909) 333- 7476

Domestic Violence Services

Hope House: (760) 843-0107, 30-day emergency shelter for survivors, their children, and pets.
Transitional Housing: shelter@familyassist.org , Help available for clients who need further help after completion of Hope House Program.
Restraining Order Assistance: Evelyn, evelyn@familyassist.org , Temporary Restraining Order Assistance available to the public.

Youth Services

Our House Youth Shelter: ourhouse@familyassist.org , Services provided to youth ages 11-17 who are homeless or runaway youth.
The Fam Spot Drop-In Center: michelle@familyassist.org Available for at risk youth to study and work on their interpersonal skills. Tutoring, computer lab, Wi-Fi, and snacks provided for free.

Human Trafficking Services

The Open Door: theopendoor@familyassist.org , Program works with victims of trafficking and sexual exploitation to help them break free. The survivor advocates provide mentorship, street outreach, survivor-led groups, case management, and court support.

Community Support & Services

Anger Management Class (Bilingual): mariag@familyassist.org , Class address issues that trigger the secondary emotion of anger. Invited to attend the class through court-order or for self-help.
Parenting Class (Bilingual): mariag@familyassist.org , Class to improve parenting skills and interactions with their children.
Support Groups (Bilingual): mariag@familyassist.org , A therapeutic method of healing. In a peer setting, they gather tools and share experiences, strength and hope.
Substance Abuse (Youth & Adult): nodrugsamerica@aol.com , Class addresses issues with substance abuse for youth and adults.

Students

School Districts that Offer Meals

Adelanto
Alta Loma
Apple Valley
Barstow
Chaffey Joint
Chino Valley
Colton Joint
Cucamonga
Etiwanda
Fontana
Hesperia
Morongo
Mountain View

Needles
Ontario-Montclair
Rialto
San Bernardino City
Snowline Joint
Upland

Learn 4 Life Online Summer Sessions

Mrs. Trevino, (909) 665-2877

Begins July 1st, 2020

Multiple Locations with Contact Info:

842 East Highland Avenue, San Bernardino CA 92404, (909) 742-7244

689 W. 2nd Street, San Bernardino CA 92410, (909) 677-4602

248 East Baseline Road, Rialto CA 92376, (909) 509-5486

17244 Randall Avenue, Fontana CA 92336, (909) 574-0036

Free Tutoring Sessions, Young Visionaries Youth Leadership Academy

(909) 723-1543

Sign-ups available for distance learning students during the quarantine and receive a free backpack with supplies.

Starts: April 27th, 2020

Available for ALL San Bernardino School District Students ONLY. Limited spaces per session.

Registration Link: <https://doodle.com/poll/crziy9tx4f77bh9p>

San Bernardino Valley College – Registering now for fall classes

(909) 384-4429, stillman@valleycollege.edu

Effective: March 19th, 2020

Campus Departments accessible by phone & email

CalWorks & Workforce Development Team available for assistance

Student Loan Payments, US

Effective: March 20th, 2020 for the next 60 days

Temporary suspension of all payments on federally held student loans

No penalties.

Borrowers should contact their lenders for more information.

Standardized Tests, US

Effective: March 20th, 2020

Department of Education will **NOT** be enforcing standardized test requirements for K-12 students.

Student WiFi coverage, Hesperia Unified School District

MUST be a HUSD student or family.

Provides free Wifi service in any of the district's school parking lots for students who do not have internet access to practice distance learning during COVID-19.

Printed maps of each school's WiFi coverage are also available in a box outside the district office for those preferring a printed copy.

San Bernardino Family Engagement Office, San Bernardino

Instructional Resources for Students

For Children in Preschool Through 2nd Grade

ABCmouse, Early Learning Academy: Please visit www.ABCmouse.com/redeem and redeem your access code.

For Children in Preschool Through 3rd Grade

Footsteps 2Brilliance. Reading support in Spanish/English. Please visit: https://www.myf2b.com/login_screen?login_section=

For Children In Preschool through 6th Grade

ReadingIQ: Please visit www.ReadingIQ.com/redeem and redeem your access code.

For Children in 3rd Through 8th Grade

Adventure Academy: Please visit www.AdventureAcademy.com/redeem and redeem your access code.

Redeem Code: SCHOOL1446 (This code will work for all 3 products.)

Scholastic: <https://www.scholastic.com/teachers/teaching-tools/articles/resources/scholastic-learn-at-home--free-resources-for-school-closures.html#>

Khan Academy (Grades K-12): <https://www.khanacademy.org/>

Khan Academy Kids (Ages 2-7): <https://learn.khanacademy.org/khan-academy-kids/>

PBS Kids: <https://pbskids.org/>

Brain POP: <https://www.brainpop.com/>

Breakout EDU: <https://www.breakoutedu.com/funathome>

Squiggle Park: <https://www.squigglepark.com/>

TedEd: https://ed.ted.com/educator?user_by_click=educator

Duolingo (Foreign Language): <https://www.duolingo.com/>

Conjuguemos (Foreign Language): <https://conjuguemos.com/activities/spanish/verb/1>

Curriki (Math): <https://www.curriki.org/resources-curricula>

Fun Brain (Math): <https://www.funbrain.com/>

Prodigy (Math): <https://www.prodigygame.com/>

Book Creator (Language Arts): <https://bookcreator.com/online/>

Adapted Mind (Language Arts): <https://www.adaptedmind.com/reading.php>

How Stuff Works: <https://www.howstuffworks.com/>

Google Arts & Culture: <https://artsandculture.google.com/>

Transportation

AgingNext - Ride&Go

909-621-9900

Volunteer driver program provides door-to-door assisted transportation for seniors 50+.

Must be a San Bernardino County Resident.

Schedule is determined between client and driver.

Chino S.M.A.R.T

909-334-3271

Monday-Friday 8:30am- 11 am

Transport for seniors 50+ within Chino City Limits

Transportation to senior center, & medical appointments.

Only taking one senior per ride.

DAV Transportation

Loma Linda VAMC (04605) Loma Linda ACC 26001 Redlands Blvd. Redlands, California, 92373

909-583-6014

Free medical transportation for veterans only.

Only for Redlands location.

DMV

Allows customers to avoid coming to a DMV office for 60

days https://www.dmv.ca.gov/portal/dmv/detail/pubs/newsrel/2020/2020_12

Grand Terrace Senior Bus Program

Grand Terrace Senior Center

22627 Grand Terrace Rd, Grand Terrace, CA 92313 (909)824-1491

Reservation number (909) 961-8982

Pick-ups are at GT senior Center. All medical ride destinations must be in Grand Terrace or Colton with exception to Kaiser in Fontana - Transportation to Stater Bro's, Walmart, .99 cent Store, Ross and GT Library.

Greyhound

1-800-231-2222

1-800-752-4841 Travel Assistance

TTY 1-800-345-3109

www.greyhound.com

Discounts to seniors and U.S. Veterans are available.

Metrolink Train

1-800-371-5466

TTY 1-800-698-4833 www.metrolinktrains.com

Mountain Communities MARTA Dial-a-Ride Program

(909) 338-1113 www.marta.cc

Services are available for seniors and disabled persons living within 1/4 of any fixed route. Provided local and off the mountain bus services to Big Bear, Running Springs, Lake Arrowhead, Crestline, and San Bernardino.

Morongo Basin Transit Authority

Mbtabus.com

Effective: March 20th, 2020

MBTA front office lobby has been closed to the public until further notice. Lost and Found items can still be retrieved at the walk up window on the East side of the building. Cleaning procedures have been revised to include additional disinfecting efforts of our fixed route and paratransit vehicles to help protect our employees and our customers.

Please email comments@mbtabus.com or call Customer Service (760) 366-2395 for questions or additional information.

Mountain Transit, San Bernardino County Transit Authority

Mountaintransit.org

Effective: March 21st, 2020, until the Governor's emergency order is lifted.

Big Bear Service:

Trolley Service on the weekend in Big Bear will no longer be in operation until further notice

Big Bear Weekend Trolley Route 8 has also been suspended

Route 3 – **SUSPENDED**

Routes 1 & 11 – 9:30 am – 4:30 pm, regular schedule, 7 days a week

Rim Service

Route 2 – 10:15am – 5:35pm, Monday thru Sunday

Route 4 – Regularly schedule, Monday – Saturday

Off the Mountain (OTM) Service

Route 5: Big Bear Off the Mountain (OTM) is cancelled until further notice.

Route 6 RIM Off the Mountain (OTM) service is cancelled.

Essential transportation will be considered on an individual request basis.

Call (909) 878- 5200, 9 am – 5 pm

Dial-A-Ride

Provided for essential transportation from 7 am – 5 pm, 7 days a week

Includes rides to: Grocery stores, drug stores, essential work, and non-emergency medical needs.

Call (909) 878-5200, 9 am – 5 pm

Omni Trans ACCESS Program

(909) 379-7100 or 1-800-990-2404 information and application request.

Access ADA Service Reservation: West 1-800-990-2404 East (909) 383-1680

On a special available basis, provides access to public transportation for persons who are physical or cognitively unable to use regular Omni Tran's bus services. Call dispatcher at least one day in advance of your desired departure time. In order to use Access you must have an ADA (American with Disabilities Act) Certification Card or an Omni Trans Disable I.D Card.

OmniTrans Bus Services

<https://omnitrans.org/bus-boarding-procedures-adjusted-in-response-to-coronavirus/>

Effective: March 21st – April 19th, 2020

New boarding procedures

No fares will be collected

Effective: March 23rd – April 19th, 2020

Reduced service schedule

Bus service schedules will be updated on Sept. 7th, 2020

City of Redlands Transportation (Redlands Senior Center)

(909)335-9660

Services for Redlands Residents only \$1.75 one way or \$17.50 for 10 way trips.

Special Transit Services

Omni Trans Volunteer Driver (TREP) Transportation Reimbursement Escort Program

1700 West 5th Street San Bernardino, CA 92411 (909) 379-7341

www.vtrans.us.com

Program provides for escorted affordable travel by reimbursing mileage cost for a ride. Choose your own driver for Transportation Reimbursement Escort Program.

Transportation Assistance Program (TAP)

Highland Senior Center 3102 E. Highland Ave Highland Ca 92369 (909) 862-8104 Provides Highland and San Bernardino seniors with transportation to their doctor's appointments, pharmacy, and grocery store.

Victor Valley Transit Authority, Victor Valley

<https://vvta.org/>

Effective: March 23rd, 2020

Fares are waived

Temporary seat barriers

All fixed routes will be operating on their specified Sunday schedule, 7 days a week.

Route 15 will be operating on its Saturday schedule, 7 days a week.

Montclair Golden Express

909-625-9452, Monday-Friday 9:15am-2:30pm

Transport for 60+, & must be preregistered within Montclair City Limits.

On a case-by-case basis.

Provides transportation to grocery stores, pharmacies and medical appointments.

Ontario Silver Stars

909-988-1864

Closed until May 1st 2020

Rancho Cucamonga Silver Fox Express

909-477-2780

Closed until further notice

Fontana Community Services Transportation

909-854-5175

Closed until May 1st 2020

Employment

Employment Development Department, State of CA

https://www.edd.ca.gov/About_EDD/coronavirus-2019.htm

The website contains information for workers who are:

Sick or quarantined

Caregiving/ School Closures

Reduced Work Hours

Self-Employed

https://www.edd.ca.gov/about_edd/disaster_related_services.htm

Effective: March 20th, 2020

Typical one week waiting period for unemployment benefits will be waived

Extensions for employers & individuals to file & pay payroll taxes

The following link is from the EDD regarding the Corona Virus and Disability or Paid Family Leave Benefits. If you know of someone that can benefit from this information please share this link with them, it answers a lot of questions they may have:

https://edd.ca.gov/about_edd/coronavirus-2019/faqs.htm

Paid Sick Leave for Food Sector Workers, Governor Gavin Newsom

Executive order to support California workers from large employers in the food sector industry impacted by the COVID-19 pandemic with two weeks of paid sick leave.

Workers in the food sector, including farmworkers, agricultural workers, and those working in grocery stores and fast food chains, and as delivery drivers, are part of the state's essential infrastructure workforce, and have continued to work to serve Californians.

Employment Development Department

Effective: April 28th, 2020

Individuals can apply for unemployment insurance and the new federal pandemic unemployment assistance (PUA) program, including self-employed, individuals who may be employees but who lack sufficient work history and independent contractors.

List of Companies Currently Hiring, Goodwill

<https://www.goodwill.org/jobs-training/find-a-job/>

State Treasurer Small Business Resource

https://docs.google.com/spreadsheets/d/1tYNAYRgzUfsALi7RJC0Ez_ClyvLXSsNWfB-1UPetQY/edit#gid=0

COVID Compliant Business Partnership Program, San Bernardino County

Application Deadline: **August 31, 2020**

This program will support our local small businesses by reimbursing and/or offsetting costs and impacts directly related to complying with COVID-19 related business protocols and providing support to all eligible County businesses who apply for the program.

Total funding available for this program is \$30,000,000. Eligible businesses, per qualifying location, can receive up to \$2,500. For eligibility, structure, the application and more information please visit <https://sbccovid19.com/covid-compliant-business-partnership-program/>

Miscellaneous

AA, NA, CoDA, CA, CMA, Al-Anon & Alateen Online Meeting Phone Numbers & Websites

Alcoholics Anonymous 909-825-4700 <https://aainlandempire.org/meetings>

Narcotics Anonymous 800-863-2962 <https://www.na.org:443/meetingsearch/text-results.php?country=Web&state&city&zip&street&within=5&day=0&lang&orderby=distance>

Co-dependents Anonymous 888-444-2359 <https://coda.org/find-a-meeting/online-meetings/>

Cocaine Anonymous 800-347-8998 <https://ca.org/meetings/>

Crystal Meth Anonymous 855 638-4373 <https://crystalmeth.org/cma-meetings/cma-meetings-directory/3736-online.html>

Al-Anon 888-425-2669 <https://al-anon.org/al-anon-meetings/find-an-al-anon-meeting/>

Alateen 909-824-1516 <https://al-anon.org/al-anon-meetings/find-an-alateen-meeting/>

Premium Refunds, California Department of Insurance

<http://www.insurance.ca.gov/0400-news/0100-press-releases/2020/release038-2020.cfm>

Effective: April 13th, 2020

The Insurance Commissioner ordered insurance companies to return insurance premiums to consumers & businesses & provide much-needed financial relief during the COVID-19 emergency.

This includes:

Premiums paid for March and April (May will be included if “shelter in place” restrictions continue)

This applies to:

Private passenger automobile

Commercial automobile

Workers' compensation

Commercial multi-peril

Commercial liability

Medical malpractice

Any other insurance line where the risk of loss has fallen substantially as a result of the COVID-19 pandemic

Insurance companies are REQUIRED to provide a premium credit, reduction, return of premium, or other appropriate premium adjustment as soon as possible, & no later than August 2020.

GetUsPPE

<https://getusppe.org/>

REAL ID Delay, Homeland Security

<https://www.dhs.gov/news/2020/03/26/acting-secretary-chad-wolf-statement-real-id-enforcement-deadline>

Effective: March 26th, 2020

REAL ID enforcement has been extended to October 1st, 2021 (1 year past the original deadline)

California Tenant Protections, Inland Counties Legal Services, Inc.

(888) 245-4257 or apply online: inlandlegal.org/apply

The deadline to respond to an eviction can be extended to 60 days if you take certain steps. There are local laws with additional protections, but if your city or county does not have a local law follow these steps:

- Tell your landlord in writing by mail, e-mail, and/or text message.
- Tell your landlord as soon as possible. You must notify your landlord before rent is due or within 7 days of when rent is due.
- Tell your landlord why you cannot pay rent. Examples may include because you lost your job, your hours were reduced, your children's school is closed, and you do not have child care, you are sick with COVID-19 and have medical expenses related to COVID-19, or you are caring for someone with COVID-19, etc.
- Include any proof that shows why you cannot pay all or part of your rent. Examples may include e-mails or letters from your employer, paystubs showing reduced hours, e-mails or news of school closures and lack of daycare providers, doctor's notes, etc.

Do not ignore eviction notices or court papers. You must still respond. Contact Inland Counties Legal Services immediately if you have received a notice or court papers from your landlord.

Housing Choice Voucher Program/Section 8 Housing Assistance, Inland Counties Legal Services, Inc.

1-888-245-4251

Housing Choice Voucher/Section 8 Assistance

The Housing Choice Voucher Program, also known as Section 8 is funded through the U.S. Department of Housing and Urban Development (HUD). Section 8 is for low-income families, the elderly, and the disabled to afford decent, safe, and sanitary housing. The program assists tenants in paying their rent and is distributed through Housing Authority, County of Riverside and Housing Authority, County of San Bernardino.

ICLS Service Description: Inland Counties Legal Services can assist you with:

- (1) applying for housing voucher/section 8 waiting list;
 - (2) Assistance with Section 8 termination hearings; and
 - (3) Reasonable Accommodation Requests.
 - (4) COVID-19 protections and policy changes that affect you as a tenant/participant.
- Upon request, accommodations can be made for the disabled and homeless.

Housing Choice Voucher and Subsidized Rental Opportunities There are multiple subsidized housing opportunities that offer affordable apartments for low-income families, the elderly, and the disabled.

- Public Housing
- Section 8 Vouchers
- Project Based Rental Assistance

- Low Income Housing Tax Credit (LIHTC)
- Section 202 and 811
- USDA Rural Housing Programs

Non-Voucher Rental Opportunities

You do not have to have a voucher to get rental assistance. Many rental assistance programs follow the buildings and do not require a voucher. A reliable internet source to locate subsidized housing is at www.gosection8.com.

Interested Applicants: Applicants interested in assistance may call 1-888-245-4251 to complete a telephonic application. Calls are confidential.

Cyber Crime

<https://www.ic3.gov/default.aspx>

https://www.wvlp.com/news/crime/fbi-warns-of-teleconferencing-and-online-classroom-hijacking-during-covid-19-pandemic/amp/?fbclid=IwAR13S_MZTxrby5ax3SrZE4A69J16ZfiXtHiejq3k4s-u5YMh0d7W_NYoLPg

Report any cybercrime or teleconference hacking to the FBI Internet Crime Complaint Center.

If there are specific threats, report it to <https://tips.fbi.gov/>.

Restraining Order Service, Family Assistance Program

(760) 843-0701

Evelyn@familyassist.org

Temporary restraining orders assistance available.

Call & ask for Evelyn.

Appointments available for Tuesdays, Thursdays, & Fridays.

Walk-in Clinic available:

Family Assistance Program 16857 C St. Victorville, CA 92395, Monday 9 am – 3:30 pm

Victorville Superior Court 14455 Civic Dr. Victorville, CA 92392 Room #2, Wednesday 8 am – 2:30 pm

San Bernardino Superior Court

<https://www.sb-court.org/sites/default/files/News%20Notices/GeneralOrderImplementationOfEmergencyReliefEff040320.pdf>

Effective: April 3rd, 2020 until April 30, 2020

The following matters will be rescheduled:

All Civil & Criminal Jury Trials

All Civil & Probate Matters except for same day emergency harassment orders, elder or adult dependent abuse orders, emergency guardianship/conservatorship petitions, & LPS matters

All Small Claims Motions, Trials & Appeals

All Criminal & Traffic Matters except for in-custody matters, including, but not limited to, arraignments & time critical pre-preliminary & preliminary hearings

All Family Law Hearings except for same day emergency restraining orders & other emergency requests for orders

All Juvenile Delinquency & Dependency Hearings except for detention hearings, emergency orders related to health & safety & emergency restraining orders

All Adoption Proceedings

They are constantly evaluating any changes that may be necessary as a result of the health mandates related to COVID-19, with the goal of addressing the highest priority court services while minimizing in-court appearances. The Court is evaluating our ability to make use of remote telephonic & video proceedings where current technology allows. Call the courtroom to inquire & make use of remote appearances whenever possible.

Price Gouging Article

<https://www.abc10.com/article/news/health/coronavirus/ca-attorney-general-issues-price-gouging-consumer-alert-following-coronavirus-state-of-emergency/103-a11eb0cb-2e87-456b-a797-1de455559d80?fbclid=IwAR2hXuBHmcHKjdO9GbldY8dbg05Xn1ibPyLYYKPw5jFoCvAevWbeKFm0ViQ>

Be aware of businesses taking advantage of community demand

With people buying food and toilet paper, stores shelves emptied. There might be businesses raising prices on in-demand items. Check this article out and inform yourself about price gouging.