

COVID-19 Resource & Information Guide

Updated March 25th, 2020

Information changes rapidly. United Way staff are continuously updating and will offer this document anew whenever appropriate at <https://211sb.org/coronavirus-covid-19-general-information-for-san-bernardino-county/> and at <http://ieuw.org/covid-19/>. For latest information about local agencies, go to 211sb.org, call 2-1-1 or text zip code to 898211.

If you have resource additional information to add, please send it to 211admin@ieuw.org or call Cortney at 909 980-2857 x226. Thank you!

Essential Information

San Bernardino Department of Public Health

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

SB Department of Public Health COVID-19 Hotline & Website

(909) 387-3911, M-F 9am – 5pm

The Department of Public Health, Preparedness and Response Program

(800) 782-4264, press option 6, **24/7** - for COVID-19 inquiries by Health Care Facilities and general public

CPUC COVID-19 Resource Website

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

- CPUC COVID-19 resource website with updates for utilities, water, and other Internet Providers throughout the state.
- CPUC site will be updated regularly as they get information.

Disaster Distress Helpline

1(800) 985-5990, Text 'TalkWithUs' to 66746

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

Inland Empire United Way is changing lives through:



Medical & Testing Info

Clinics Offering COVID-19 Screening and/or Testing (based on availability)

- Those experiencing symptoms **MUST CALL first.**
- Patients are tested based on physicians' recommendation.

Borrego Community Health Foundation (FQHCs)

(909) 453-6900 www.borregohealth.org

D Street Medical Center (FQHC)

590 N. D Street San Bernardino, CA 92401

Also

(442) 347-2800

750 E Main Street, Barstow, CA 92311

San Bernardino County Public Health

800-722-4777 <http://wp.sbcounty.gov/dph/coronavirus/>

Phone screening and referral as necessary

Unicare Community Health Center, Inc.

(909) 884-6700 www.unicarechc.org

570 S. Mt. Vernon Avenue, Suite G San Bernardino, CA 92410

San Bernardino - 909-882-4788, 184-190 E Highland Avenue, San Bernardino 92404

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

Fontana - 909-347-0700, 16127 Foothill Boulevard, Fontana 92335

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

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

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

Mission City Community Network

Victorville Clinic

(818) 895-3100 www.mccn.org

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

Barstow

(818) 895-3100 www.mccn.org

405 E. Buena Vista Street, Barstow 92311

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

Inland Empire United Way is changing lives through:



Parktree Community Health Center

(909) 469-9013, 2680 E. Riverside Drive, Ontario 91761
(909) 469-9017, 1556 S. Sultana Avenue, Ontario 91761

Community Health Systems, Inc

Bloomington Community Health Center

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

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, M- F, 8am – 8pm
 - 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 24/7**
 - Windsor Center 1481 N. Windsor Dr., San Bernardino (909) 361-6470 **Open 24/7**
- **Citizens may call the Community Crisis Response Team**
 - 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.

Inland Empire United Way is changing lives through:



Housing & Utilities

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.

Executive Order, Governor Newsom

Full Executive Order: <https://www.gov.ca.gov/2020/03/16/governor-newsom-issues-executive-order-to-protect-renters-and-homeowners-during-covid-19-pandemic/>

Effective: March 16th – May 31st, 2020, unless extended

- 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.

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

Inland Empire United Way is changing lives through:



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

Community Action Partnership, San Bernardino County

(909) 723-1558

- Families & individuals *who reside in San Bernardino only* are able to call directly to receive emergency homeless prevention assistance

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.

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.

Food Services

Free Meals for Children (Schools)

Inland Empire United Way is changing lives through:



<https://www.healthyeating.org/Portals/0/Documents/Schools/School%20Feeding%20Sites/San%20Bernardino%20County%20School%20Meal%20Sites.pdf?ver=2020-03-19-113907-430> or go to HealthyEating.org/SchoolMeals.

Community Action Partnership, San Bernardino County

(909) 723-1558

- Families & individuals *who reside in San Bernardino only* are able to call directly to receive emergency food services

Citylink Fontana

(909) 803-1059

Food delivery *only for Fontana registered senior recipients* and food *to registered community members*

Rancho Cucamonga Family Resource Center Food Pantry, San Bernardino County

[\(909\) 477-2781](tel:9094772781) M-F, 10am – 8pm

As of: March 23rd, 2020

- No registration required at this time
- No service area restrictions at this time
- Pull into the driveway & pop trunk. Keep windows & doors shut.
- Tuesdays, 12 – 3pm 9791 Arrow Rte. Rancho Cucamonga, CA 91730

Isaiahs Rock in Chino

13031 7th Street

Chino, CA 91709

Wed 9:00am-12:00pm

Drive through food pantry. No eligibility requirements. Pre-bagged food in a drive through setting.

*Diapers may also be provided depending on availability.

Town of Apple Valley partnering with Feed My Sheep Food Bank/Apple Valley First Assembly of God

The Town of Apple Valley is providing local resources to deliver food and supplies to help in our community during this difficult time with the Corona Virus. Please fill out this form below and the church will contact you to schedule a delivery to your home. The information is kept confidential and is required by the government. Please note this is for residents of Apple Valley who are 62 and older, disabled adults, or homeless.

Must fill our form online: <http://av.church/food> (scroll down the page to get to the form)

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

Inland Empire United Way is changing lives through:



- Seniors are able to call in order to schedule a delivery.
- Restrictions may apply.

High Desert Food Collaborative, High Desert

Christina Kennedy, High Desert Second Chance, ckisis@hotmail.com

Dawn Quigg, Victor Valley Rescue Mission, dquigg@erescuemission.org

<https://highdesertsecondchance.pagecloud.com/?fbclid=IwAR364Psf9zIwVTtiCgiGqn-0AddgYmP42Qe1IzTAAEr7DpKZpUa5HTz09ac>

As of: March 20th, 2020

- Working with local food pantries & service providers & key food providing agencies.
- Updates can be found on High Desert Food Collaborative Facebook Page

YOUTH – The Galley, Victorville & Apple Valley

Apple Valley: (760)881-8847

Victorville: (760) 245-5555

As of: March 19th, 2020

- Children 12 years & younger may choose any kid's meal with a small drink.
- Children **MUST** be present at the time of ordering.
- One meal per child.
- Apple Valley
 - 12218 Apple Valley Road, Suite 105 Apple Valley, CA 92308
- Victorville
 - 12748 Amargosa Rd Suite 7 Victorville, CA 92392

YOUTH – Rialto Unified School District

Fausat Rahman, Child Nutrition Agent, frahman@rialto.k12.ca.us

Effective: March 23rd – April 3rd, 2020 8:30 – 10:30 am

- “Grab & go” meals will be available to children 18 & under at 8 sites
- No paperwork required, but children **MUST** be present to receive the free breakfast & lunch
- Children from other cities & school districts may receive meals as well

YOUTH – Redlands Unified School District

Redlands USD Child Nutrition Services, (909) 307-5366, <https://rusdnutrition.org/>

Effective: March 30th, 2020, M-F 11 am – 1 pm

- “Grab & go” meals will be available to children 18 & under at 7 sites
- No paperwork required, but children **MUST** be present to receive the free breakfast & lunch
- Children from other cities & school districts may receive meals as well

YOUTH – Adelanto Elementary School District

As of: March 20th, 2020, M-F 11 am – 12:30pm, until further notice

Inland Empire United Way is changing lives through:



- “Grab & go” meals will be available to children 18 & under at 4 sites
- No paperwork required, but children **MUST** be present to receive the free breakfast & lunch
-

YOUTH – CA Meals for Kids App, San Bernardino County

<https://www.cde.ca.gov/re/mo/comeals.asp>

As of: March 21st, 2020

- This app will help locate emergency meal sites that children can receive meals at.
- Download the app to find the location, address, directions, days of service, and more.

SENIORS – Feed My Sheep, Apple Valley

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

Effective: March 19th, 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

SENIORS – Highland Senior Center, Patton, San Bernardino County

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

Effective: March 20th, 2020

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

SENIORS – 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

- Participates 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.

Inland Empire United Way is changing lives through:



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.

Feed My Sheep, Apple Valley

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

Effective: March 23rd, 2020

Inland Empire United Way is changing lives through:



- 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

- Participates 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

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.

Inland Empire United Way is changing lives through:



Students

San Bernardino Valley College – CLOSED

(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.

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/>

Inland Empire United Way is changing lives through:



- 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

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

Victor Valley Transit Authority, Victor Valley

<https://vvtta.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.

Morongo Basin Transit Authority

mhtabus.com

Effective: March 20th, 2020

- Service on commuter routes 12 and 15 has been temporarily suspended until further notice.

Inland Empire United Way is changing lives through:



- Local Fixed Route and Ready Ride services are still operating as scheduled and are provided free-of-charge until April 2, 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 Area Transit Authority

<https://mountaintransit.org/>

Effective: March 20, 2020

- RIM Route 2 – will reduce service between the hours of 8:45 and 4:50, 7 days a week
- Big Bear Routes 1 and 11: will provide reduced service between the hours of 9:30 and 4:30, 7 days a week. Limited service schedule is the 9:30-4:30 service on regular schedule
- Route 3 service has been suspended until further notice

Effective: March 21, 2020

- Until the Governors emergency order is lifted- BB Route 3 service cancelled
- 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 off the mountain will be considered on an individual request basis. Call (909) 878-5200 between the hours of 9am-5pm to request off the mountain service.
- Effective immediately the Trolley Service on the weekend in Big Bear will no longer be in operation until further notice.
- All service for Big Bear Weekend Trolley Route 8 has been suspended

California DMV

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

As of: March 20th, 2020 for the next 60 days

- Customers are able to avoid coming into a DMV office for DL and vehicle registration renewals

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

Inland Empire United Way is changing lives through:



Inland Empire United Way

Serving areas of San Bernardino, Los Angeles, and Riverside Counties

Main: 9644 Hermosa Avenue, Rancho Cucamonga, CA 91730

Desert Communities Region: 15367 Tamarack Drive, Suite A, Victorville, CA 92392

main 909 980 2857 · victorville 760 242 5370 · fax 909 980 2957 · ieuw.org



- 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

Note: Grocery stores, Amazon and others are hiring.

State Treasurer Small Business Resource

https://docs.google.com/spreadsheets/d/1tYNAyRgzUfsALLI7RJC0Ez_ClyyLXSsNWfB-1UPetQY/edit#gid=0

Inland Empire United Way is changing lives through:

