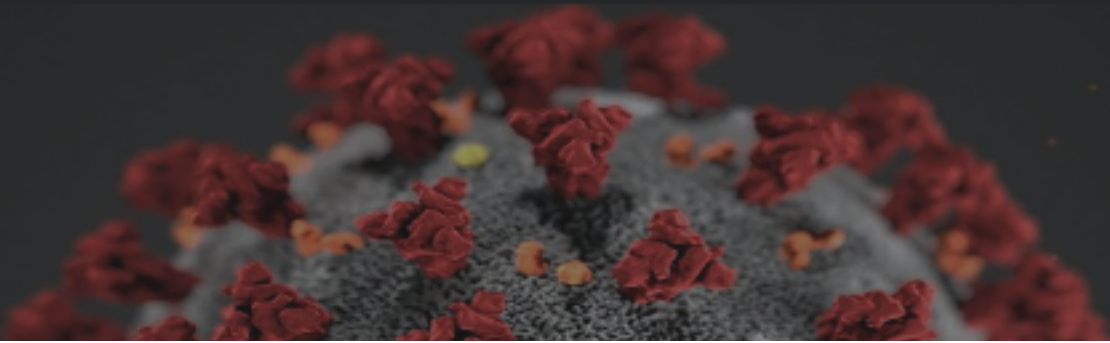


Coronavirus

COVID-19

COMMUNITY RESOURCES

www.moval.org/coronavirusresources



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COVID-19 COMMUNITY RESOURCES MORENO VALLEY

This document is a community sourced asset to assist residents, business and community stakeholders. The document is meant to help ease community concerns. The City is not responsible or liable for the information provided by external agencies.

**** By guidelines set forth by Governor Newsom, all in-restaurant dining, gyms, fitness studios, theaters, and are closed and residents are to stay at home until further notice.**

Stay Informed

- [Governor's Coronavirus Resource Page](#)
- [Riverside University Health System - Public Health](#)
- [California Department of Public Health](#)
- [Centers for Disease Control and Prevention \(CDC\)](#)
- [World Health Organization \(WHO\)](#)

Sign up for MoVal Alert

The City of Moreno Valley's Emergency Alert and Warning Notification System, known as Alert MoVal, is used to rapidly send notifications to all residents and businesses in the event of an emergency or disaster, including coronavirus.

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Residents have an option when registering to receive notifications via landline, cell phone, text message and/or email.

For phones, the system will automatically call listed and unlisted telephone numbers and deliver a recorded message. If phone lines are busy, the system will redial those numbers. If the call goes to voicemail, the emergency message will be left there.

[Sign up for Emergency Notifications](#)

Food

Children & Youth (0-17)

- Food for all: For the closest food pantry/bank to you, [click here](#) and search “Food bank.”
- MVUSD: School sites are open to provide two grab-and-go meals for all K-12 students. Lunch will be available to all children and teens Monday through Friday from 11 a.m. to 1 p.m. at all K-12 Moreno Valley Unified Schools. Under current state requirements, students must be present to receive a

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“Grab and Go” meal, which includes lunch and breakfast items for the following morning.

- [Map of all MVUSD Campuses serving food for K-12](#)

- WIC Services: US Department of Agriculture (USDA) Food and Nutrition Service administers the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). For more information, [click here](#).

Adults and Senior (18+)

- Food for all: For the closest food pantry/bank to you, [click here](#) and search “Food bank”.

- CalFresh: Formerly known as Food Stamps, this entitlement program provides monthly benefits to assist low-income households in purchasing the food they need to maintain adequate nutritional levels. For more information, [click here](#).

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- Grocery Shopping: Moreno Valley stores offering priority shopping times for senior and disabled residents:
 1. WinCo, 12880 Day St: 6:30 - 7 a.m. reserved for senior shoppers only.
 2. Costco, 12700 Day St: No waiting for disabled shoppers.
 3. Smart & Final, 25050 Alessandro Blvd: 7:30 - 8 a.m., senior and disabled shoppers only.
 4. Super Target, 12700 Eucalyptus Ave: Wednesdays, 7-8 a.m., senior and disabled shoppers only.
 5. Stater Bros., 25900 Iris Ave., 14425 Moreno Beach, 11875 Pigeon Pass Rd: 7:45 - 8 a.m. seniors 65+ only
 6. Cardenas Markets, 25065 Sunnymead Blvd., 14930 Perris Blvd: 7-8 a.m. for seniors, disabled, caregivers and first-responders only

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Education

- Internet: 60 Days free access to Spectrum Broadband and Wi-Fi for new K-12 and College Student households. For more information, [click here](#).
- Home Learning: [FB Group](#) for parents to get support with home learning.
- Math Instruction: MIND Research Institute is offering no cost access to a [free math instructional program](#) for students in grades K-8.
- Online Learning: Scholastic offers [free online learning experiences](#) for kids of all ages.
- Activities: [Free indoor Activities for Kids](#) (English only)
- Virtual Trips:
 1. San Diego Zoo: The [San Diego Zoo](#) has a website just for kids with amazing videos, activities, and games. Enjoy the tour!

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2. Yellowstone National Park Virtual Field Trip: Mud Volcano, Mammoth Hot Springs, and so much more.

3. MARS: Explore the surface of Mars - NASA Jet Propulsion Laboratory updates from the Curiosity Rover.

4. Animal Cameras: Live Cams at the San Diego Zoo, Monterey Bay Aquarium, Panda Cam at Zoo Atlanta, Houston Zoo, Georgia Aquarium.

5. Virtual Farm Tour FarmFood 360 offers 11 Virtual Tours of farms from minks, pigs, and cows, to apples and eggs.

6. Discovery Education Virtual Field Trips: Polar Bears and the Tundra, Social Emotional Skills, STEM and Manufacturing.

7. The Louvre: Travel to Paris, France to see amazing works of art at The Louvre.

8. The Great Wall of China: This Virtual Tour of the Great Wall of China is beautiful and makes history come to life.

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Housing

- Affordable Housing: Find resources at [Connect Riverside](#) and search “affordable housing.”
- Students & Foster Youth: If you are or know of a foster youth that was staying at a college dorm room that closed due to the coronavirus, please email info@togetherwerise.org for help finding housing during this transition.
- College Students: [U-Haul provides 30-day free storage](#) for college students.
- Facing Eviction: The Fair Housing Council of Riverside County, Inc. (FHCRC) is a non-profit organization that protects housing rights of individuals and provides support around evictions. Visit www.fairhousing.net for more information.

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Business / Employment

Impacted Businesses

Loans:

- **SBA Providing Disaster Assistance Loans for Small Businesses Impacted by Coronavirus (COVID-19):** The SBA is working 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. Small business owners in many states are now eligible to apply. [Click here for disaster assistance.](#)

- **California IBank:** Small Business Finance Center (SBFC) has low-interest and

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state-guaranteed business loans and microloans for small business borrowers who have been impacted by regional disasters and who need term loans or lines of credit for working capital, [click here](#).

- **California Capital Access Program**

(CalCAP) for Small Business encourages banks and other financial institutions to make loans to small businesses that have difficulty obtaining financing, [click here](#).

- **Insurance:** 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.
- **Government Contracting:** SBA is focused on assisting with the continuity of operations for small business contracting programs and small

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businesses with federal contracts. For more information on federal contracting, [click here](#).

- **Tax Assistance:** 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. For more information, contact the [Employment Development Department](#)
- 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
- **Inland Empire Small Business Development Center (IE SBDC):** Free resources for small businesses to get consulting and discuss access to capital programs. To access Virtual Business Consulting, [click here](#).

Best Practices

- Do your part to slow the spread
- Avoid social gatherings of 10 people or more
- Work or engage from home
- If necessary, working on location or place of business make sure to conduct regular environmental cleaning i.e. wipe down with cleaning solution, sanitize workspace and make sure employees are washing hands on a regular basis.
- Staff should wear and use appropriate Personal Protective Equipment according to your existing policies and procedures.
- Have soap and paper towels in bathrooms
- Avoid unnecessary travel
- California EDD has issued updated guidance on issues beyond unemployment insurance (e.g. caregiving for ill family members). [Click here](#) for that updated guidance.
- California's Department of Industrial Relations has issued updated guidance on what employers are expected to do to help promote

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hygiene/safety in the workplace. [Click here](#) for that updated guidance.

- 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.
- Consider providing in-home services i.e. provide free delivery, etc.
- 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.

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- Share best practices with other businesses in your communities (especially those in your supply chain), chambers of commerce, and associations to improve community response efforts.

CDC Guidance to Protect Your Business and Employees

The Centers for Disease Control and Prevention (CDC) offers the most up-to-date information on COVID-19. The following interim guidance may help prevent workplace exposures to acute respiratory illnesses, including COVID-19, in non-healthcare settings:

- 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

Additional Resources for Businesses

- [CA Department of Public Health](#): Frequent updates about the COVID-19 virus including State Health Emergency Announcements, Quarantine and Social Distancing Guidelines.
- [CA Employment Development Department](#): For businesses that have employee and employer concerns.
- [CA Governor's Office of Business and Economic Development \(Go-Biz\)](#): The Governor's Office of Business and Economic Development has compiled helpful information about COVID-19 for employers and employees in California.
- [CA Labor and Workforce Development Agency](#): COVID-19 Resources for Workers and Employers relating to Paid Sick Leave, Disability and Unemployment Insurance, Paid Family Leave, Workplace Health and Safety.

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- Riverside County Department of Public Health: The primary communication site from Riverside County about the latest COVID-19 pandemic.
- [Riverside County Economic Development Resource Guide](#): Guide of Business Resources and Information from the Riverside County Economic Development Agency.
- [US Small Business Administration](#): The Small Business Administration is offering disaster assistance to California Small Businesses economically impacted by Coronavirus.

Employees

California Employment Development Department:

- For information on benefits available to workers impacted by COVID-19, please see:
 - [What you qualify for](#)
 - [Types of benefits available](#)

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- [EDD's Frequently Asked Questions](#)
- [Summary of labor laws in California \(LA Times\)](#)

- 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.](#)

- Disability / Paid Sick Leave benefits 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.](#)

- Unemployment Benefits are available to those whose hours have been reduced or who have lost their job due to coronavirus measures (and it also applies to those who choose to stay home due to underlying health issues making them more

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vulnerable). The Governor has waived the 1 week wait time and the person may not be required to be actively looking for work (as is usually required).

[Learn how to file an Unemployment Insurance Claim.](#)

- This benefit is not available to undocumented persons whose hours are reduced or lose their job for reasons related to COVID-19, etc.
- SCHOOL CLOSURES: If you have to miss work to care for children during school closures, you might qualify for Unemployment Insurance benefits. [Learn how to file an Unemployment Insurance Claim.](#)
- Worker's Compensation is available for those who are unable to do their usual job because they contracted COVID-19 during the regular course of their job (i.e. healthcare workers).
- To apply for EDD Benefits please go to www.edd.ca.gov/bpo

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- Unemployment Insurance (UI) (800) 300-5616
Phones lines open Monday – Friday from 8:00 am to 12:00 pm
- UI Online Tech Support: (855) 327-7058
- Tele-Cert:(866) 333-4606
- EDD Debit Card Bank of America: (866) 692-9374
CalJOBS Help Desk: (800) 758-0398

Health

- Walgreens
 1. Beginning March 13, 2020, Walgreens is waiving delivery fees for all eligible prescriptions during this evolving situation
 2. There will be free delivery on any purchase on Walgreens.com beginning March 13, 2020 and until further notice, with no minimum purchase required
 3. [More Information](#)

- CVS

1. Beginning March 9th, 2020, CVS Pharmacy will [waive charges](#) for home delivery of prescription medications.

Utilities

- Moreno Valley Utility: To assist our customers during this difficult time and potential financial hardship, we have suspended service disconnections and late fees until further notice. For more information, visit: <http://www.moval.org/mvu>

Southern California Edison: Responds to COVID-19 Emergency, Suspends Service

1. Disconnections ([Source/More Information](#))
2. Eligibility: All Residential and Commercial Customers
3. Effective immediately, SCE will suspend disconnections for non-payment
4. Flexible Payment Plans to Impacted Customers

- a. Eligibility: Customers who contact SCE and self-identify as being impacted financially by the COVID-19 emergency
 - b. Customers with current accounts – Will be offered a one-time, up to 60-day, extension
 - c. Customers with past due amounts – Will be offered up to 6-month payment arrangement
 - d. SCE will work with the customer to accommodate a customer's unique situation that may result in a payment arrangement for up to 12 months ([Source/More Information](#))
- Eastern Municipal Water District: If you have been affected by COVID-19 and need assistance with your bill, we are here to help. Please reach out to our billing department at customerservice@emwd.org or call 800-426-3693.
 - Visit <https://www.emwd.org/> for more info.

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Southern California Gas:

- committed to helping customers experiencing hardships, including from the Coronavirus. If in need of assistance, call us at 1-800-427-2200 or visit <https://www.socalgas.com/coronavirus>.

- We are supporting our residential and small business customers by doing the following:

Residential Customers

1. Service disconnections have been suspended to any customers who are having a hard time paying their bill. This policy will remain in effect until further notice. Please disregard any automated 48 hour shut off notice.
2. Offering assistance with paying your bill

Small Business Customers

1. Waiving late payment fee
2. Spectrum Internet: Beginning Monday, March 16, 2020 and for the following 60 days:
3. Offers [secure public WiFi hotspots](#)

4. Offers to continue their [Spectrum Internet Assist](#) program: high-speed broadband program to eligible low-income households
5. 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](#).

- **T-Mobile: for the next 60 days:**

1. ALL current T-Mobile and Metro by T-Mobile customers have unlimited smartphone data for the next 60 days (excluding roaming)
2. Giving all T-Mobile and Metro by T-Mobile customers 20GB of additional mobile hotspot data
3. Increasing data for schools in our EmpowerED program to ensure each participant has access to at least 20GB of data per month
4. Making it free to call severely impacted countries

5. Are working with our Lifeline partners to provide customers extra free data up to 5GB per month over the next two months. For more information, [click here](#).
- AT&T: For 60 days beginning March 14th, 2020, AT&T pledges to
 1. Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic
 2. Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic
 3. Keep our public Wi-Fi hotspots open
 - EveryoneOn.org: EveryoneOn is a leading nonprofit that helps advocate at the local, state and federal level for affordable internet service and is

connected to hundreds of local organizations across the country that can provide on-the-ground individual support (i.e. over the phone now, in person at a later date) to people that need help signing up. There are low-cost offers for low-income folks or families with K-12 students that EveryoneOn helped create and are available year-round, not only during emergency situations. [Use their offer locator to find internet offers, and refurbished computers by zip code that are available now.](#)

Government Policies

Helpful resources from other government agencies regarding legislative work:

- www.cacities.org