

**COUNTY** OF **SAN MATEO**



**COVID-19 Resource Page  
for Residents & Small Business  
Community**

## Key Points

- County's COVID-19 homepage
- How to Access information in Language (7 languages)
- Resource Page (residents and small business community including independent contractors)
- Process to share new resources and services
- How You Can Help to Spread the Word!



All San Mateo County webpages have access to a Translate button for the following languages:

- Arabic
- Burmese
- Chinese (Simplified)
- Portuguese
- Russian
- Spanish
- Tagalog



The San Mateo County Health Officer currently requires residents to shelter in place and wear a face covering outside the home. Learn more here about how to comply:



On the County's homepage, you can find the COVID-19 Resources for Residents page under "What to Know Right Now..." under the Community Resources

## The County of San Mateo and You - slowing the spread of COVID-19 together.

This website includes the latest information and useful resources to help us all stay healthy and strong.

The San Mateo County Health Officer currently requires residents to shelter in place and wear a face covering outside the home. Learn more here about how to comply:

[Shelter in Place Order & FAQs](#)

[Face Coverings Order & FAQs](#)

## Latest News Updates

[Update on County Response to COVID-19](#)  
Monday, May 4, 2020

[Update on County Response to COVID-19](#)  
Friday, May 1, 2020

DONATE to SMC STRONG



DONATE PPE

## What to Know Now...

- [May 4: Some County Parks are Open](#)
- [Community Resources](#)
- [Temporary Countywide Eviction Moratorium Information](#)

# COVID-19 Resource Page (cmo.smcgov.org/covid-19-resources)

## COVID-19 PUBLIC CALL CENTER

 Call 211  
For non-emergency, non-medical questions

 24 hours a day, 7 days a week



## CONTACT US

 400 County Center  
Redwood City, CA 94063

 (650) 363-1800

 communityaffairs@smcgov.org



[Immigrant Services Home](#)

[Immigration Legal Services](#)

## Resources for SMC Residents

The Office of Community Affairs promises to continue to proudly serve its community members to the best of our ability. The Office of Community Affairs wants to ensure that the community still has easy access to important and updated information during this time. Below is a list of some important resources and materials that we hope our community can use to get through this difficult time.

The State of California has also put together a [COVID-19 Resource Page](#) for California residents as well as a [COVID-19 California Immigrant Guide](#) as well as in Spanish: [COVID-19 Guía para los Californianos Inmigrantes](#).

The resource guide below has info on San Mateo County's community based organizations and other services in all regions of the County available for our Immigrant Community. [Download the Immigrants' Gateway to Resources Booklet Here!](#)

- [English- Updated 2020 Version!](#)
- [Spanish- Updated 2020 Version!](#)
- [Chinese- Updated 2020 Version!](#)

## COVID-19 Resources and Services

The information below is not intended as a comprehensive list. We will update the information regularly, so please check back.

\*\*Resources with an asterisk next to it are available to all residents, regardless of immigration status.\*\*

Immigrant's Rising has also created [Tangible Support for Undocumented Communities During COVID-19](#).

## Videos

[San Mateo County Youtube Channel](#)



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- Chinese- Updated 2020 Version!

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## IMMIGRANTS GATEWAY TO RESOURCES



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400 County Center  
Redwood City, CA 94063  
(650) 363-1800  
communityaffairs@smcgov.org

- Immigrant Services Home
- Immigration Legal Services
- Community Resources
- Admin Corner
- Community Affairs Home

**SMC DEPARTMENT SERVICE MODIFICATIONS DURING COVID-19**

**SMC CITY SPECIFIC INFORMATION DURING COVID-19**

**SAN MATEO COUNTY SHELTER IN PLACE FAQ'S**

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- CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CAES) ACT
- EDUCATION & CHILDCARE RESOURCES
- EMPLOYEE (& WORKER'S RIGHTS INFO) & UNEMPLOYMENT RESOURCES
- EVICITION INFORMATION & ASSISTANCE
- FINANCIAL RESOURCES
- FOOD PANTRIES
- HEALTH (MENTAL & PHYSICAL) SERVICES
- HOMELESSNESS SERVICES
- HOUSING, RENTAL & MORTGAGE ASSISTANCE
- IMMIGRATION UPDATES & ASSISTANCE
- REPORT PRICE GOUGING
- SMALL BUSINESS RESOURCES
- UTILITY ASSISTANCE & RESOURCES
- VOLUNTEER & DONATING OPPORTUNITIES

## Videos

San Mateo County Youtube Channel

- Face Covering Mandari...
- Face Covering Order S...
- Ordenes de Toque de Q...
- SANDRA BECERRA
- ¿Qué es un "trabajo es...

SMC Department specific covid-19 related service notifications

Up-to-date city specific info on COVID-19

Frequently asked questions and detailed info on SMC Shelter in place order

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**RESOURCES FOR PET...**

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### CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

Information and resources about the federal CARES act.

-  The U.S. House of Representatives [Families First Coronavirus Constituent Service Resource Toolkit](#) will help you understand all the benefits that are available to you and your community and how to use them.
-  The U.S. Chamber has created an [Emergency Loan Guide](#) to help small businesses, non-profits, independent contractors, gig economy workers and other qualifying individuals prepare to file for a coronavirus relief loan under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. It's also available in [Spanish](#).
-  Consumer Financial Protection Bureau has created a great guide that describes [Understanding the Impact of Key Provisions of COVID-19 Relief Bills on Immigrant Communities](#).

## Videos

San Mateo County Youtube Channel



# COVID-19 Resource Page (cmo.smcgov.org/covid-19-resources)

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- Admin Corner
- Community Affairs Home

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Multilingual CDC Resources

- Arabic
- Burmese
- Chinese

CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

EDUCATION & CHILDCARE RESOURCES

**EMPLOYEE (& WORKER'S RIGHTS INFO) & UNEMPLOYMENT RESOURCES**

In need of employment or unemployment assistance during this time? Find resources below that can help.



- **California State unemployment assistance**  
If you are unable to work because you're sick or quarantined, you can file a **disability insurance claim**. If you are taking care of someone ill or quarantined, you can file for **paid family leave**. You can receive up to 6 weeks of benefit payments if you have a full or partial loss of wages. If you're experiencing reduced work hours because of COVID-19, you can file an **unemployment insurance claim**. You can also use **paid sick leave** if it's available. Paid sick leave can be used for work absences due to illness, treatment, or preventative care for you or your family members (for example, if you've been exposed to COVID-19 or have travelled to a high-risk area). If you are an **exempt employee**, your employer must pay you the full weekly salary even if you don't work the full week because insufficient hours are available or business has been interrupted/ shut down. If you are an independent contractor or self-employed, you may be protected against loss of income due to COVID-related illness through the **Disability Insurance Elective Coverage (DIEC) Program**.
- **National Employment Law Project** has created resources to help immigrant workers' understand eligibility for unemployment insurance.
- **\*\*Legal Aid at Work Undocumented Workers' Employment Rights**  
With a few exceptions, undocumented workers enjoy all of the legal rights and remedies provided to workers by both federal and California law.



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CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

EDUCATION & CHILDCARE RESOURCES

EMPLOYEE (& WORKER'S RIGHTS INFO) & UNEMPLOYMENT RESOURCES

## EVICTIION INFORMATION & ASSISTANCE

Connect with these organizations for additional housing services during this time.



- **\*\*COVID-19 SMC Eviction Regulation Information** For more Information you can view the [Frequently Asked Questions](#).

View the new regulation in multiple languages below.

- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(English\)](#)
- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(Spanish\)](#)
- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(Chinese-Simplified\)](#)
- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(Russian\)](#)
- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(Tagalog\)](#)
- [Landlord-Tenant Notice Re: San Mateo County Emergency Regulation 2020-001 \(Portuguese\)](#)



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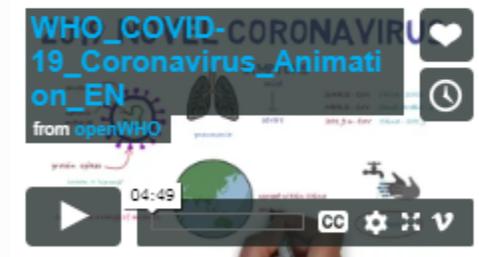
- Arabic
- Burmese
- Chinese
- Korean
- Russian
- Spanish
- Vietnamese

## EVICTIION INFORMATION & ASSISTANCE

### FINANCIAL RESOURCES

Needing a little extra financial assistance during this hardship? Find local resources below to help you and your family. Also, connect with your local auto, school, or business loan provider about relief programs they may be offering at this time.

- ★ **\*\* Emergency Financial Assistance programs at the Core Service Agencies** provides rent and utility assistance, transportation assistance, food programs, etc.
- \*\*National Domestic Workers Alliance** The Coronavirus Care Fund was established by the National Domestic Workers Alliance to provide emergency assistance for home care workers, nannies and house cleaners to support them in staying safe and staying home to slow the spread of the coronavirus, and to care for themselves and their families.
- \*\*Mission Asset Fund** has launched a COVID-19 Rapid Response Fund, which will provide emergency financial relief to students, immigrants, and workers who are being left behind by the government's response. To demonstrate eligibility for a grant, students, for example, will need to provide a copy of their transcript and financial need. Workers, artists, and small business owners who have lost work or hours need to show their 1099s or other proof of alternative work arrangements. Click the link for more info
- \*\*UndocuScholars** has created Emergency Funds in response to COVID-19. If you are undocumented yourself or have family members who are undocumented and have been impacted by the COVID-19 pandemic, click on the link below to fill



### Important County Links

SMC COVID-19 Response & Efforts



# COVID-19 Resource Page (cmo.smcgov.org/covid-19-resources)

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Arabic

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CORONAVIRUS AID, RELIEF, & ECONOMIC SECURITY (CARES) ACT

EDUCATION & CHILDCARE RESOURCES

EMPLOYEE (& WORKER'S RIGHTS INFO) & UNEMPLOYMENT RESOURCES

EVICTIION INFORMATION & ASSISTANCE

FINANCIAL RESOURCES

FOOD PANTRIES

Information about local food pantries, school meals, and grocery delivery services.

- **\*\*Coming Soon!** San Mateo County food distribution, hot meal, and grocery bag pick up location guide!
- ★ • **\*\*San Mateo County School Closure Meal Sites** Find your school in San Mateo County and information on meal distribution and pickup times for students. Any child or family with children 18 and under may pick up meals for the children during Covid-19 (coronavirus) school closures at the locations found on the link provided. There's also a **\*\*Food Distribution Map** for all school meal sites.
- **\*\*Second Harvest Food Bank** offers food at various locations throughout San Mateo County listed on their webpage. Call 1-800-984-3663 or text GETFOOD to 408-455-5181. ★
- **Expensify** Families receiving SNAP/CalFresh benefits can go to Expensify.org and submit a copy of their receipt (dated March 1, 2020 or after) that includes a summary of SNAP/CalFresh benefits used on the purchase. Expensify will then reimburse you up to \$50 for essential goods and groceries purchased on your SNAP/CalFresh card.



Important County Links



# COVID-19 Resource Page (cmo.smcgov.org/covid-19-resources)

SMC CITY SPECIFIC  
INFORMATION DURING  
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SAN MATEO COUNTY  
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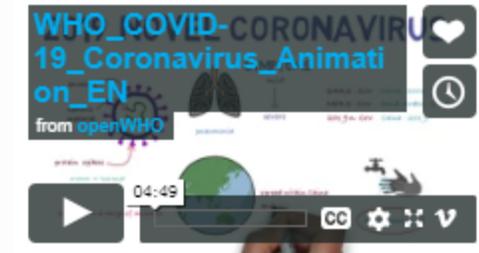
Multilingual CDC  
Resources

Arabic  
Burmese  
Chinese  
Korean  
Russian  
Spanish  
Vietnamese  
Other South Asian Language  
Resources

## HEALTH (MENTAL & PHYSICAL) SERVICES

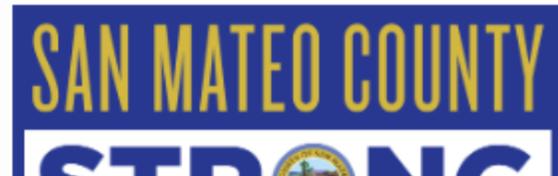
San Mateo County has an array of resources and services for all health-related needs.

- For the latest health information, visit [San Mateo County Health](#). 
-  • **COVID-19 Fact Sheet: What You Need to Know** (World Health Organization)  
This fact sheet explains what COVID-19 is, how it spreads, what its symptoms and severe complications are, how to protect yourself, what to do if you are sick, and what to do if you recently traveled from an area with ongoing spread of COVID-19. Available in [English](#), [Simplified Chinese](#), and [Spanish](#).
- **COVID-19 Fact Sheet: What to Do if You are Sick** (World Health Organization)  
This fact sheet provides steps to help prevent the disease from spreading to people in your home and community if you are sick with COVID-19 or suspect you are infected with the virus that causes COVID-19. Available in [Arabic](#), [Dari](#), [English](#), [Farsi](#), [French](#), [Russian](#), [Simplified Chinese](#), [Spanish](#), [Swahili](#), [Ukrainian](#), and [Vietnamese](#).
-  • **Covered California** is offering a special enrollment period due to COVID-19. Having health insurance is critical — now more than ever. During this time of national emergency, we know there are thousands of people affected by income changes, reduced hours and layoffs. You can [apply online](#) or [call a Certified Insurance Agent, Navigator or our service center](#). Click the link for more info!
- **\*\*Emergency Medi-cal** Undocumented residents can access restricted emergency and pregnancy-related services only, but can receive subsidized healthcare through a supplemental County program (ACE). Click the link for more



## Important County Links

SMC COVID-19 Response & Efforts



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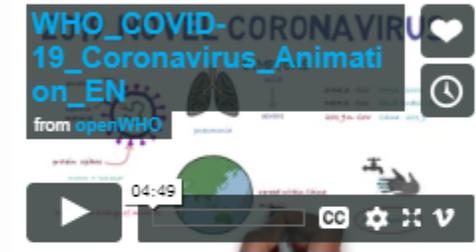
Other South Asian Language Resources

HOMELESSNESS SERVICES

## HOUSING, RENTAL & MORTGAGE ASSISTANCE

Connect with these organizations for additional housing services during this time. Also connect with your local mortgage lender about relief programs they may be offering at this time.

- ★ **Governor Gavin Newsom Announces Major Financial Relief Package** The State of California is working to soften the financial impact of COVID-19 on residents who are struggling to pay their mortgage and bills. Citigroup, JP Morgan Chase, US Bank, Wells Fargo, and nearly 200 state-chartered banks, credit unions, and servicers have committed to providing relief for consumers and homeowners in California. [Click here for details on how to apply for relief](#)
- ★ **\*\*CORES Safety Net Services Agencies** provide various services throughout San Mateo County including referrals to homeless shelters, rent and utility assistance, food programs, etc.
- Housing Industry Foundation** HIF's Emergency Housing Fund offers community members threatened by homelessness and interested in applying the opportunity to apply for an emergency grant, and will be required to demonstrate need and ability to utilize our emergency housing grants for sustained stability up to \$2,500.
- Together We Rise** is assisting foster youth that are staying at a college dorm room that is going to be closed due to the coronavirus and they will provide or help find housing during this transition. Please email: [info@togetherwerise.org](mailto:info@togetherwerise.org).



## Important County Links

SMC COVID-19 Response & Efforts



# COVID-19 Resource Page (cmo.smcgov.org/covid-19-resources)

REPORT PRICE GOUGING

## SMALL BUSINESS RESOURCES

Below is a list of resources aimed to assist small businesses locally and statewide..

-  California State employer assistance programs: Employers experiencing a slowdown in business may apply for the **Unemployment Insurance (UI) Work Sharing Program**, which can be an alternative to layoffs. Employers considering a closure or major layoffs can get help brainstorming alternatives through the **Rapid Response Program**. Rapid Response teams will meet with you to discuss your needs, avert potential layoffs, and provide immediate on-site services to assist your employees who are facing job loss. Employers experiencing financial hardship can request up to a **60-day extension** to file their state payroll reports and/ or deposit state payroll taxes without penalty or interest.
-  **The U.S. Chamber** has created an **Emergency Loan Guide** to help small businesses, independent contractors, gig economy workers and other qualifying individuals prepare to file for a coronavirus relief loan under the Coronavirus Aid, Relief, and Economic Security (CARES) Act. It's also available in **Spanish**.
- **US Department of Labor** has provided business with a COVID-19 and the Family and Medical Leave Act Questions and Answers guide.
- **Opportunity Fund** is committed to supporting existing and new small business customers who are financially struggling amidst the COVID-19 outbreak. If you are a small business owner whose business has been impacted, please contact them directly.
- **SAMCEDA** is compiling a list of resources for assistance and guidance for

- **Small Business Majority** is posting daily updates for small businesses. As developments continue to unfold in response to the spread of COVID-19, many small businesses have questions about implications in the workplace and funding options to help bolster their businesses during this difficult time. They have compiled relevant tips and resources and information on new funding opportunities and policy developments that are on their website.

**View some of their recent webinars listed below!**

- [Resources for Employees of California Small Businesses Impacted by COVID-19](#)
- [Ayuda Financiera para Empresas en California Afectadas por COVID-19](#)
- [Funding updates for California small businesses impacted by COVID-19](#)
- [Recursos Para Pequeñas Empresas en California Afectadas por COVID-19](#)
- [Statewide Updates for California Small Businesses Impacted by COVID-19](#)
- **Mission Asset Fund** offers 0% interest for credit-building loans (up to \$2,400) and loans to start or expand a business (up to \$2,500) Immigrants nationally. They also provide loans to CA residents to pay for USCIS application fees.
- If your salon is experiencing a loss of revenue because of COVID-19, you can apply with the US Small Business Administration **Economic Injury Disaster Loan**. These loans are available to small businesses.
- **Small Business Finance Center (SBCF)** The current pandemic is affecting so many and the SBCF has put together some assistance on how to locate information, support and financing options .



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DURING COVID-19

## Multilingual CDC Resources

Arabic

Burmese

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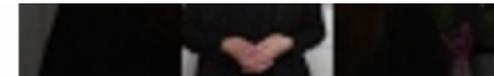
Vietnamese

Other South Asian Language Resources

## VOLUNTEER & DONATING OPPORTUNITIES

If you'd like to donate your time or other resources, please connect with the organizations below!

- ★ [San Mateo County Health](#) is seeking donations of Personal Protective Equipment (PPE) to assist health care providers/facilities responding to COVID-19. Donations are being accepted throughout San Mateo County. Any organizations that have extra supplies that aren't immediately needed can donate. Please email [smcmeddonations@smcgov.org](mailto:smcmeddonations@smcgov.org) to support them today!
- ★ [San Mateo County Strong](#) On March 24, 2020 the San Mateo County Board of Supervisors approved \$3,000,000 in emergency funding to support those most impacted in San Mateo County in partnership with the Silicon Valley Community Foundation. Residents from San Mateo County and beyond can join the County's relief effort and make directed donations that will specifically benefit San Mateo County residents, small businesses and non-profits. Click the link for more information!
- ★ [The Red Cross](#) is facing a blood shortage and looking for healthy volunteers to donate today!
- ★ [CA Disaster Healthcare Volunteers Needed!](#) Healthcare providers with an active license, public health professionals, or members of a medical disaster response team in California can volunteer for the current COVID-19 response.
- ★ [San Mateo County COVID-19 Volunteers Needed](#) During the COVID-19 pandemic, San Mateo County may need volunteers to help serve vulnerable members of our community. In light of the guidance we've received from health officials, we're focused on volunteers aged 60 and under.



## Important County Links

SMC COVID-19 Response & Efforts



How to access HSA services during COVID-19 crisis



How do you submit resources to be considered for the San Mateo County's COVID-19 Resource webpage?

1. Email [communityaffairs@smcgov.org](mailto:communityaffairs@smcgov.org) for any resources or materials to be considered for the County's COVID-19 Resource Page
2. Office of Community Affairs will review, vet, and add resources if found relevant and not duplicated elsewhere.

What can you do to help during this time?

1. Share the website or resources on our page with your community and network!
  - Use digital and social media
    - Share on Twitter
    - Share on Nextdoor
    - Share on Facebook
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2. Help us spread the word!