

Coronavirus/Covid-19 Resource Guide

Accurate Public Health Information and News

[San Diego County](#)

[Centers for Disease Control](#)

[Centers for Disease Control YouTube Page](#)

[California Department of Public Health](#)

State of California [Stay at Home Order](#) and FAQ

How to keep your home safe: [here](#) and [here](#)

Local Information and Assistance

[City of Oceanside](#)

[City of Vista](#)

[City of San Marcos](#)

[City of Encinitas](#)

[City of Solana Beach](#)

[City of Carlsbad](#)

[City of Escondido](#)

One Stop Referral to Thousands of Services, Resources and Programs

Dial 211 to speak to someone. [2-1-1 San Diego](#) is a non-profit operating 24 hours a day, 365 days each year and can take calls in 200+ languages. They will refer you to healthcare, housing, employment, food, mental health, domestic violence, and many more types of assistance. If you like, they will also connect you to a nurse to answer clinical questions about coronavirus, such as symptoms and your best course of action. The 2-1-1 website is also full of information about resources.

Financial Assistance

[San Diego Covid-19 Community Response Fund](#) Individuals or families who experience job loss or pay reductions since March 1 can receive help to pay gas, electric, water, trash, phone and internet bills, as well as rent or mortgage payments.

Para Inmigrantes: San Diego Immigrant Rights Consortium ha lanzado el fondo de ayuda para inmigrantes afectados por el coronavirus. El fondo ofrece hasta \$500 a familias inmigrantes que viven en el condado de San Diego que han perdido todo o

parte de sus ingresos debido a la pandemia del coronavirus, así como otras emergencias que se den a futuro. Información [aquí](#).

For families with children: the [San Diego Covid-19 Children's Fund](#) supports childcare, food assistance, and remote learning. For more information, download the flyer in [English](#) or [Spanish](#).

[North County Lifeline](#), which serves Vista and Oceanside, has an emergency fund to help you with things like rent, groceries, and utility bills.

[Interfaith Community Services](#), which serves North County, has set up an emergency fund.

Food

[Feeding San Diego](#) has multiple free food distribution sites in Vista, San Marcos, Oceanside, and Encinitas.

[North County Food Bank](#)

Oceanside senior citizens 60+ may contact Serving Seniors for meal delivery: (760) 435-5285.

[City of Vista](#) food for senior citizens.

[Free sack lunch](#) at St. Francis of Assisi Catholic Church in Vista.

School Districts that are serving free meals: [list](#)

[CalFresh](#)

[Restaurant take out and delivery in Vista](#)

Groceries delivered to your home for a fee: [instacart](#)

[Stores](#) with special shopping hours for senior citizens

Housing

Rent

The City of Oceanside placed a temporary ban on residential and commercial evictions. If you will be unable to pay the rent it is important that you follow the directions in the city [ordinance](#). (Be sure to scroll down to read the “revised” ordinance.)

The City of San Marcos placed a temporary ban on residential and commercial evictions. If you will be unable to pay the rent it is important that you follow the directions [here](#).

The governor of California issued an eviction moratorium [executive order](#) that applies to the entire state. However, it is not clear if it overrides the moratorium ordinances passed by cities like Oceanside and San Marcos.

The [Legal Aid Society of San Diego](#) has a [fact sheet](#) to help renters and landlords understand the various city moratoriums and the governor's order. It also includes a sample letter for renters to use when notifying their landlord that they can't pay the rent.

You will find other housing resources and help at [2-1-1 San Diego](#) and the [San Diego Covid-19 Community Response Fund](#).

Mortgage

To get free advice on foreclosure prevention click [here](#) or [here](#).

Wells Fargo, US Bank, Citi and JP Morgan Chase will defer mortgage payments for three months. State chartered banks and credit unions will offer similar deferrals. The banks also pledged not to initiate foreclosure sales or evictions for the next 60 days. And they promised not to report late payments to credit reporting agencies.

Bank of America agreed to waive mortgage payments for one month. It will consider delaying payments on a monthly basis that could extend beyond 90 days depending on the length of the crisis.

It's important to get in touch with your lender immediately if you expect to be late or unable to make your monthly mortgage payment. The worst thing you can do is to not communicate with your lender. There are programs in place for folks who are experiencing hardship.

A [mortgage forbearance](#) is an agreement between you and your mortgage servicer that lets you either stop making payments or lower your payments to an affordable level on a temporary basis during your hardship. This can be helpful during times like these when your job isn't terminated, just suspended indefinitely.

Utility Bills

SDG&E (Electric/Gas)

Announced that they will not disconnect service for nonpayment of your bill. If you are having trouble paying your bill, call them at 800-411-7343 to work out a payment plan. Also, for business customers they are waiving late payment fees. (Residential customers never have late payment fees.)

AT&T

As of March 18th and for the next sixty days: has suspended broadband usage caps for home internet customers--there will be no overage fees while people are home using more data. Has internet access for qualifying limited-income households at \$10/month through its Access from AT&T program. AT&T will not terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic. And they are waiving late payment fees for those customers.

Cox

Cox will not terminate service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic. And Cox is waiving any late fees that residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

City of Oceanside Water

Water utility shut-offs for non-payment are suspended during this emergency declaration time period. Customers may call to discuss deferring a payment: (760) 435-4500.

City of Vista Water (Vista Irrigation District)

The district has no plans to shut-off customers' water for non-payment of a bill. Call 760-597-3100 to discuss your situation if you are unable to pay your bill.

San Marcos Water (Vallecitos Water District)

The water district is postponing water shutoffs due to late payments until further notice.

City of Encinitas Water

The San Dieguito Water District will not issue late fees or shut off water service for non-payment until further notice.

Olivenhain Municipal Water District is postponing water service disconnections for non-payment on a case-by-case basis until further notice.

IMPORTANT! Do not flush disinfecting wipes and paper towels down the toilet. They clog the sewer system. Put those items in the garbage. Only toilet paper should be flushed.

Healthcare

If you lose your health insurance go to [Covered California](#).

Dial 211 to speak to someone. [2-1-1 San Diego](#) is a non-profit operating 24 hours a day, 365 days each year and can take calls in 200+ languages. They will refer you to healthcare, housing, employment, food, mental health, and many more types of assistance. If you like, they will also connect you to a nurse to answer clinical questions about coronavirus, such as symptoms and your best course of action. The 2-1-1 website is also full of information about resources.

The [Vista Community Clinic](#), which serves Oceanside and Vista, will connect you with a nurse if you are worried that you have the coronavirus. Call (760) 407-1434. The clinic also offers many low-cost healthcare services.

[North County Health Services](#), which serves San Marcos, Oceanside, and Encinitas, offers many low-cost healthcare services.

If you can't leave home for medicine [CVS](#) and [Walgreens](#) will deliver for free. Also, you may call your local CVS and Walgreens for this service.

Mental Health

[Crisis Hotline](#) Free and confidential 24-hour crisis hotline for mental health and substance use disorders staffed by mental health professionals.

Find a list of resources [here](#).

[Talking with children about coronavirus](#)

Domestic Violence

For help visit [here](#), [here](#), [here](#), and [here](#)

Child Abuse

For help visit [here](#).

Inmigrantes - Carga Publica

Anuncio del US Citizenship and Immigration Services:

“USCIS exhorta a todas aquellas personas, incluidos los extranjeros, que tengan síntomas similares a los del coronavirus 2019 (COVID-19) (fiebre, tos, dificultad respiratoria) a buscar el tratamiento médico o servicios de prevención necesarios. Dicho tratamiento médico o servicios de prevención no afectarán negativamente a los extranjeros como parte del análisis futuro de carga pública.” Lea la declaración completa [aquí](#). Tenga en cuenta que, como la regla de carga pública está relacionada

con los inmigrantes legales que buscan cambios de estado y/o visas. Esto no es relevante para los inmigrantes indocumentados

Unemployment or Reduced Work Hours

[California Employment Development Department](#)

If your hours have been reduced or your employer has shut down, you can file an Unemployment Insurance (UI) claim. UI provides partial wage replacement benefit payments to workers who lose their job or have their hours reduced, through no fault of their own. Eligible individuals can receive benefits that range from \$40-\$450 per week

If you are temporarily unemployed and expect to return to work within a few weeks, you are not required to actively seek work to receive these benefits. If you have been laid off or otherwise lost your job through no fault of your own, you are also eligible for these benefits but may be required to actively seek new work. To see if your situation meets the eligibility requirements and to file your claim online, [click here](#).

Self employed: If you were self-employed before COVID-19 and were impacted by the pandemic, you could be eligible for Disability Insurance (DI) or Paid Family Leave (PFL) benefits if either you or a former employer has made contributions to a Disability Insurance Elective Coverage (DIEC) fund in the past.

For all claims: An Executive Order by the Governor waives the one-week unpaid waiting period, so you if you are eligible, you can collect the benefits for the very first week you are out of work.

Small Business Owners

The [Small Business Development Center](#) will help you find available resources.

Local News

[The Coast News](#)

[The San Diego Union Tribune](#)

[The San Diego Union Tribune - Español](#)

[KPBS](#)

[Voice of San Diego](#)

[Univision](#)

[El Latino](#)

Avoid Coronavirus Scams

Federal Trade Commission [advice](#) and [more advice](#).