

COVID-19 CORONAVIRUS / WILDFIRES INFORMATION

& RESOURCES FOR NORTHERN CALIFORNIA



U.S. Army Disaster Personnel Accountability and Assessment System (ADPAAS)

As a prudent precaution, all military members are requested to update their contact information and potential evacuation location on their respective Services' accountability systems. If an evacuation order is given, correct information is crucial for accountability!

https://adpaas.army.mil/

Emergency Contact Information



California Office of Emergency Services (Cal OES) Main Office Phone: (916) 845-8510 <u>http://www.caloes.ca.gov/</u>

Text CONNECT to 741741 | Crisis Text Line

www.crisistextline.org

Text CONNECT to 741741 from anywhere in the USA, anytime, about any type of crisis. A live, trained Crisis Counselor receives the text and lets you know that they are here to listen. The volunteer Crisis Counselor will help you move from a hot moment to a cool moment.

Public Health

CDC's national contact center and publication fulfillment system CDC-INFO offers live agents by phone and email to help you find the latest, reliable, and science-based health information on more than 750 health topics. CDC-INFO is here for you in emergencies, using additional agents and extended hours as needed to support CDC's response.

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

- California Department of Public Health (CDPH, State) https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Immunization/nCOV2019.asx
- Centers for Disease Control and Prevention (CDC, National) http://www.cdc.gov/coronavirus/novel-coronavirus-2019.html
- World Health Organization (WHO, International) <u>https://www.who.int/healthtopics/coronavirus</u>
- Santa Cruz County Dept of Public Health: <u>https://www.santacruzhealth.org/</u>
- Santa Clara County Dept of Public Health: <u>https://www.sccgov.org/sites/phd/Pages/phd.aspx</u>
- San Joaquin County Dept of Public Health: <u>http://www.sjcphs.org/</u>
- San Francisco County Dept of Public Health: <u>https://www.sfdph.org/dph/default.asp</u>
- San Mateo County Dept of Public Health: <u>https://www.smchealth.org/</u>
- Alameda County Dept of Public Health: <u>http://www.acphd.org/</u>
- Bay Area Air Quality Management District : <u>https://www.baaqmd.gov/about-airquality/incidents-and-advisories/wildfire-safety</u>

For more information call 1-877-4LA-VETS or 213-765-9680.

Office of Veterans Affairs: <u>https://www.va.gov/</u>

Bay Area County VA Offices:

https://www.sccgov.org/sites/va/Pages/Office-of-Veterans-Services.aspx

https://santacruzhumanservices.org/AdultLongTermCare/VeteransServices/VeteransServicesOffice/S antaCruzOffice

https://www.sjgov.org/department/hcs/vet/

https://hsa.smcgov.org/veterans-office

https://www.sfhsa.org/services/access-empowerment/county-veterans-service-office

http://www.cacvso.org/alameda-county-office/

The Department of Defense (DOD) officials are closely monitoring the outbreak of the respiratory illness caused by the 2019 Novel (New) Coronavirus (2019 -NCOV), which was first detected in Wuhan City, Wubei Province, China. DOD will closely coordinate with our interagency partners to ensure accurate and timely information is available and encourage all appropriate measures are taken to limit the virus' spread. The Department of Health and Human Services (HHS) and the CDC are the federal government leads for the response to the virus.

https://www.health.mil/News/In-the-Spotlight/Coronavirus

Tricare Health Insurance https://www.tricare.mil/

Coronavirus Frequently Asked Questions: https://www.tricare.mil/HealthWellness/HealthyLiving/Coronavirus/Coronavirus-FAQs

Information, tools and resources to support health and readiness. ARNG Guard Your Health for Soldiers and family members <u>www.Guardyourhealth.com</u>

United Concordia Dental https://www.tricare.mil/CoveredServices/Dental/ADDental.aspx

Military One Source (MOS)

We urge the military community to follow the guidance of the CDC and the Military Health System. Our primary goal is to ensure the well-being of the entire military community, and to assist in force readiness for the national defense as well as current worldwide military missions.

Live Line: 800-342-9647

https://www.militaryonesource.mil/coronavirus

2.1.1

If you need assistance finding food, paying housing bills, accessing free childcare, or other essential services, use the search bar above to find your local 211 or dial 211 to speak to someone who can help. <u>http://www.211.org/services/covid19</u>

https://www.211bayarea.org/disaster-information/

Counseling

Give an Hour: <u>https://giveanhour.org</u>

TAPS: https://www.taps.org/

Military One Source: <u>https://www.militaryonesource.mil</u>

MFLC

The Military and Family Life Counseling Program supports service members, their families and survivors with non-medical counseling worldwide. Trained to work with the military community, military and family life counselors deliver valuable face-to-face counseling services, briefings and presentations to the military community both on and off the installation. Talk to a counselor. Call 800-342-9647

Wildfires Information

If you need accommodations, you can find shelter information, as well as resources and other information here:

www.santacruzcounty.us/FireResources.aspx (English and Spanish)

County of Santa Cruz office of Emergency services: <u>http://www.co.santa-</u> <u>cruz.ca.us/departments/emergencyservices.aspx</u>

Wildfire is coming are you ready? Learn how to plan, pack and act when a fire is in your area : <u>www.readyforwildfire.org</u>

For updates on the status of the wildfires that is happening. https://www.fire.ca.gov/incidents/2020/8/17/czu-august-lightning-complex/ https://fsapps.nwcg.gov/afm/index.php https://patch.com/california/santacruz/santa-cruz-mountains-fire-evacuation-warning-issued https://www.fire.ca.gov/incidents/2020/8/17/Inu-lightning-complex-includes-hennessey-gamble-15-10-spanish-markley-13-4-11-16/

Red Cross shelter locations: <u>https://www.redcross.org/get-help/disaster-relief-and-recovery-services/find-an-open-shelter.html</u>

Animal resources for California fires: https://redrover.org/2020/08/20/fireresources/

School Districts

Santa Cruz County School District: https://santacruzcoe.org/

Santa Clara County School District: https://www.sccoe.org/Pages/SCCOE%20Home.aspx

San Joaquin County School District: https://www.sjcoe.org/

San Francisco County School District: https://www.sfusd.edu/

Outside learning resources during the lockdown:

https://www.sfusd.edu/learning/resources-learning/continuity-learning

San Mateo County School District: https://www.smcoe.org/

Alameda County School District: <u>https://www.acoe.org/</u>

Study With over 27,000 video lessons and other resources, you're guaranteed to find what you need to study:

www.Study.com

Learning Curriculum to Schools Affected by School Closures

https://study.com/academy/plans/coronavirus-relief.html

Study brings tuition-Free College to the community with working scholars. A new way to help working adults earn college degree that's flexible and remove financial barriers.

https://study.com/pages/working-scholars-overview.html

Tutoring

Tutor.com for U.S. Military Families, funded by the U.S. Department of Defense and Coast Guard Mutual Assistance, is a program that provides on-demand, online tutoring and homework help at no cost to eligible service members and their dependents. With live, expert tutors available 24/7, military-connected students can receive academic help at their moment of need—anywhere they have an internet connection.

https://military.tutor.com/home

Zero to Three Children age 0-3: <u>http://www.zerotothree.org</u>

Tips for Families: Coronavirus

The following resources offer tips for families including age-appropriate responses to common questions, a guide to self-care, and activities for young children experiencing social distancing.

https://www.zerotothree.org/resources/3210-tips-for-families-coronavirus

Other School info:

This web page is intended to provide helpful resources to districts and schools in preparing for and handling COVID-19

https://www.lacoe.edu/Home/Health-and-Safety/Coronavirus-Resources

Food & Water

U.S. Department of Agriculture (Food Assistance for Disaster Relief): <u>https://www.fns.usda.gov/disaster/disaster-assistance</u>

FoodPantries.Org: https://www.foodpantries.org/st/california

Feeding America: <u>http://www.feedingamerica.org/</u>

State Food Resource: https://www.cdss.ca.gov/food-banks

State Water Resource: https://www.waterboards.ca.gov/drinking_water/programs/

Santa Cruz County Food Resource: https://www.foodpantries.org/ci/ca-santa_cruz

Santa Cruz County Water Resource: http://scceh.com/Home/Programs/WaterResources.aspx

Santa Clara County Water Resource: https://www.sccgov.org/sites/cpd/programs/dwp/Documents/WP_Disaster_Disinfection.pdf

Santa Clara County Food Resources: https://www.needhelppayingbills.com/html/santa_clara_food_pantries.html

Santa Mateo County Food Resources:

http://www.co.sanmateo.ca.us/Attachments/hsa/Files/Publications%20and%20Press/foodresourcesSM CO2012.pdf

San Joaquin County Food Resources: https://communityconnectionssjc.org/programs/details/emergency food bank and family services of stocktonsan joaquin county/

http://www.stocktonfoodbank.org/Get-Food

https://www.localfoodbank.org/

San Francisco County: https://sfgov.org/sffood/free-and-affordable-food

Bayview TLC Family Resource Center. 1601 LANE ST (at Quesada, in Bayview) Phone number - 822-9404 Must live in 94124 zip code. The pantry will offer one-time assistance only and an emergency food box for any SF resident. The hours are limited. Call the food bank M-F from 9am-5pm.

Iglesia Presbiteriana de la Mision Location is 3261 23rd St. San Francisco, California 94110 Dial (415) 647-8295 Food assistance is for Spanish speakers as well. Free groceries, Boxed or Canned Juices, pasta, cereal, and much more may be offered.

Alameda County Food Resources: http://foodnow.net/This week, the California Department of Education received a special waiver to continue federal and state-funded food service programs that provide meals to children throughout the closures.

For more info visit <u>https://www.cde.ca.gov/ls/he/hn/schoolmeals.asp</u> Emergency School Meals

Below is a list of schools that will be providing meals for students during school closures.

SAN FRANCISCO

The San Francisco Unified School District will provide free meals to students who need them beginning Tuesday, March 17 to students 18 and younger. 11,600 meals with be packaged for pickup on a first come, first serve basis until Friday, March 27.

The schools with an asterisk* next to them will begin serving on Wednesday, March 18.

- Harte Elementary School*
- Francisco Middle School*
- Roosevelt Middle School*
- Giannini Middle School*
- Lick Middle School*
- Brown Middle School
- Denman Middle School
- Wallenberg High School
- Galileo High School*
- Washington High School
- Lincoln High School
- Mission High School
- Jordan High School
- San Francisco International High School

For more info please visit:

https://www.kron4.com/news/bay-area/list-bay-area-schools-providing-meals-for-students-duringclosures/

SAN JOSE

https://twitter.com/SanJoseUnified

https://www.ktvu.com/news/bay-area-school-districts-offering-free-meals-during-closures

The Emergency Food Assistance Program the Emergency Food Assistance Program (TEFAP) is a federal program that helps supplement the diets of low-income Americans by providing them with emergency food assistance at no cost. USDA provides 100% American-grown USDA Foods and administrative funds to states to operate TEFAP.

https://www.fns.usda.gov/tefap/emergency-food-assistance-program

USDA Makes It Easier, Safer to Feed Children in California Amid Coronavirus Outbreak https://www.fns.usda.gov/news-item/usda-017620

CalFresh

All sites are closed to the public until March 31, 2020, due to the COVID-19 health emergency. However, you can still apply online. The CalFresh program helps families and people who have little or no income to buy nutritious groceries. CalFresh benefits are not cash. CalFresh benefits come loaded on an electronic benefit transfer (EBT) card that can be used like a bank debit card to buy food at most grocery stores.

Has your income been impacted due to the COVID-19 (coronavirus)? If you are currently receiving CalFresh, you must report all changes to your worker at 888-472-4463. https://www.ventura.org/human-services-agency/calfresh/

Financial Assistance

California's Employment Development Department (EDD) provides a variety of support services to individuals affected by COVID-19 in California:

Disability Insurance: "If you're unable to work due to having or being exposed to COVID-19 (certified by a medical professional), you can file a Disability Insurance (DI) claim. DI provides short-term benefit payments to eligible workers who have a full or partial loss of wages due to a non-work-related illness, injury, or pregnancy. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.

How to file a disability claim https://edd.ca.gov/Disability/How to File a DI Claim in SDI Online.htm

Paid Family Leave: If you're unable to work because you are caring for an ill or quarantined family member with COVID-19 (certified by a medical professional), you can file a Paid Family Leave (PFL) claim. PFL provides up to six weeks of benefit payments to eligible workers who have a full or partial loss of wages because they need time off work to care for a seriously ill family member or to bond with a new child. Benefit amounts are approximately 60-70 percent of wages (depending on income) and range from \$50-\$1,300 a week.

How to file a PFL claim: https://edd.ca.gov/Disability/How to File a PFL Claim in SDI Online.hm

Unemployment Claim "If your employer has reduced your hours or shut down operations due to COVID-19, 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. Workers who are temporarily unemployed due to COVID-19 and expected to return to work with their employer within a few weeks are not required to actively seek work each week. However, they must remain able and available and ready to work during their unemployment for each week of benefits claimed and meet all other eligibility criteria. Eligible individuals can receive benefits that range from \$40-\$450 per week."

How to file an unemployment claim:

https://edd.ca.gov/Unemployment/Filing a Claim.htm

Federal Unemployment Assistance the Department of Labor gave states leeway to amend their laws so people impacted by COVID-19 could get unemployment insurance: "Under the guidance, federal law permits significant flexibility for states to amend their laws to provide UI benefits in multiple scenarios related to COVID-19. For example, federal law allows states to pay benefits where: (1) An employer temporarily ceases operations due to COVID-19, preventing employees from coming to work; (2) An individual is quarantined with the expectation of returning to work after the quarantine is over; and (3) An individual leaves employment due to a risk of exposure or infection or to care for a family member. In addition, federal law does not require an employee to quit in order to receive benefits due to the impact of COVID-19." More details on the Department of Labor's website. https://www.dol.gov/newsroom/releases/eta/eta20200312-0

For more details and info please visit <u>https://www.edd.ca.gov/about_edd/coronavirus-2019.htm</u>

Social Security Administration

https://www.ssa.gov/coronavirus/

If you cannot complete your Social Security business online, please call our National 800 Number at 1-800-772-1213 (TTY 1-800-325-0778). Our National 800 Number has many automated service options you can use without waiting to speak with a telephone representative. A list of automated telephone services is available online at www.ssa.gov/agency/contact/phone.html Financial assistance for military & veteran families http://www.operationwearehere.com/FinancialAssistance.html

California Community Foundation

The immediate needs of those affected by the wildfires are great, and the recovery process will be long and difficult in communities throughout the state. The link below contains a list of information and local resources for those affected as well as to organizations providing immediate and long-term relief. It will be updated as more information and resources are available. https://www.calfund.org/norcal-wildfire-relief/

Bank & Credit Card Relief

<u>Citibank</u>

They are waiving monthly service fees and penalties for early CD withdrawal for retail bank customers. They are also providing fee waivers on monthly service fees, remote deposit capture, and penalties for early CD withdrawal. They also have assistance programs for eligible credit card customers including credit line increases and collection forbearance programs and for eligible Mortgage Customers.

https://online.citi.com/US/JRS/pands/detail.do?ID=covid19

USAA

Amidst the disruption and uncertainty related to coronavirus (COVID-19), please be assured that USAA is here and ready to help meet your needs.

Caring for Members

Assisting with your financial security goals is your association's mission. That is especially true when challenges arise. Like the military, we plan and train continuously so that we can deliver in even the most difficult circumstances. We understand there may be instances because of the impacts of COVID-19 that members may find themselves facing financial difficulties. We encourage members who may be impacted to reach out to discuss how we might be of assistance, including:

- Special payment arrangements on auto and property insurance premiums and waived late fees
- Special payment arrangements on life and health insurance policies
- Waived and/or reimbursed deductibles or co-payments for coronavirus-related testing for members who have USAA Medicare supplement plans
- Special programs for consumer loans and credit cards Connecting Digitally with USAA

As always, you can rely on our mobile app and <u>usaa.com</u> for easy, 24x7 access to accounts and free online calculators. More than 90% of financial transactions with USAA are self-serve and can be completed without leaving your home or having to call. We encourage you to use these digital tools for non-urgent matters so that our representatives can focus on questions and complex member transactions. However, if you need to speak with a representative, you can call us at 210-531-USAA (8722), our mobile shortcut #8722 or 800-531-8722.

For the Latest Updates and Advice, Visit <u>www.usaa.com/coronavirus</u>

https://communities.usaa.com/t5/USAA-News/How-USAA-is-Responding-to-Concerns-about-Coronavirus-COVID-19/ba-p/226066

Armed Forces bank (AFB)

The Coronavirus has not negatively impacted AFB operations, and we are working hard as a team to take the appropriate actions to support our clients and associates.

Here are some of the actions we're taking:

https://www.afbank.com/personal/education/covid-19-what-you-need-know/covid-19-what-you-need-know

Chase bank JPMorgan

Asking consumers to access bank services and products through digital channels instead of walking into branches.

https://www.chase.com/digital/online-banking

PNC Bank:

They released the following statement: "We stand ready to work with those experiencing financial difficulty as a result, and we are taking the necessary steps to avoid potential disruptions of service to our customers. PNC is prepared to offer assistance, as needed, to impacted customers through a range of measures." They are urging customers to call them at 1-888-762-2265 (7 a.m. – 10 p.m. ET Monday - Friday; 8 a.m. - 5 p.m. ET Saturday & Sunday).

https://www.pnc.com/en/customer-service/update-center.html?lnksrc=homepage-alert

Wells Fargo:

The bank says they will help customers experiencing financial hardships as a result of COVID-19: "If in need of assistance, we encourage customers to call us at 1-800-219-9739 to speak with a trained specialist to discuss options available for their consumer lending, small business and deposit products." https://www.wellsfargo.com/jump/enterprise/coronavirus-response

Legal Services

This website is a resource designed to educate and inform military members on their personal legal affairs. Information contained on this site is not legal advice.

https://www.jagcnet.army.mil/legal

The legal site referenced below is a private organization that specializes in assisting veterans and their families with problems receiving veterans benefits they qualify for and various other legal issues.

https://baylegal.org/what-we-do/our-clients/veterans-project/

<u>Shelter</u>

Please find the link for Bay Area homeless services pertaining to shelter, food, and transitional support. <u>https://www.bayarearescue.org/</u>

Homeless Services connects individuals and families seeking help to a network of agencies that provide health care, mental health services, drug and alcohol abuse treatment, temporary housing, and other benefits, and seeks to help client's secure permanent housing. https://www.calvet.ca.gov/VetServices/Pages/Homeless-Veterans-Outreach-Awareness.aspx

<u>Automobile</u>

DMV allows customers to avoid coming to a DMV office for 60 days

Alerts California law enforcement that some Californians may have delayed renewals for expired licenses and registration. For more info, visit <u>https://www.dmv.ca.gov/portal/dmv/detail/pubs/newsrel/2020/2020_12</u>

Seniors

For millions of low-income seniors, coronavirus is a food-security issue

https://www.brookings.edu/blog/the-avenue/2020/03/16/for-millions-of-low-income-seniorscoronavirus-is-a-food-security-issue/

United States PostalServices

https://about.usps.com/newsroom/statements/usps-statement-on-coronavirus.htm

Spanish Resources

https://www.lapl.org/coronavirus/espanol

EMERGENCY	Mobile Apps	This all inclusive and late you menites more
	iTunes: <u>https://itunes.apple.com/us/app/emergency-</u> by- american-red/id954783878?mt=8	This all-inclusive app lets you monitor more than 35 different severe weather and
	Google:	emergency alerts, to help keep you and your
•	https://play.google.com/store/apps/details?id=	loved ones safe
+	com.cube.arc.hzd	
Double Eagle	iTunes:	The Double Eagle App allows Soldiers to
Арр	https://itunes.apple.com/us/app/u-s-army-	communicate directly with other Soldiers,
	<u>reserve/id1459987204?mt=8</u>	unit leaders and important resources such as
	Coorder	Family Readiness and Suicide Prevention. This will allow Soldiers to connect with
	Google: https://itunes.apple.com/us/app/u-s-army	people they may not have the opportunity to
110000	reserve/id1459987204?mt=8	meet or speak to otherwise, fostering a
Hero Care by	iTunes:_	Hero Care by the American Red Cross is a
American	https://itunes.apple.com/us/app/hero- care-by-	complete solution for members of the
Red	american- red/id1120615435?ls=1&mt=8	military, veterans, and their families to
	<u>Google:</u> https://play.google.com/store/apps/details?id=co	prepare for, cope with and respond to the
		challenges of military service.
	<u>m.cube.arc.saf</u>	
First Aid	iTunes:	Get instant access to information on handling
	https://itunes.apple.com/US/app/first-aid-by-	the most common first aid emergencies.
	american-red-cross/id529160691?mt=8 Google:	
	https://play.google.com/store/apps/details?id=co	
	<u>m.cube.arc.fa</u>	
Disaster Alert	iTunes:	Provides mobile access to multi-hazard
	https://itunes.apple.com/us/app/disaster-alert-pdc-	monitoring of and early warning for "Active
	world-hazards/id381289235?mt=8 Google: https://play.google.com/store/apps/details?id=co	Hazards" around the globe. Additional information and reports about hazards can
	<u>m.cube.arc.pfa</u>	be viewed and shared.
	<u>m.cube.arc.pra</u>	be viewed and shared.
SirenGPS	iTunes:	SirenGPS connects everyone in a community
	https://itunes.apple.com/us/app/sirengps	to first responders and allows first
	<u>mobile/id771924564?mt=8</u>	responders to communicate with each other,
Y II	Google:	all on a single platform. It allows first
	https://play.google.com/store/apps/details?id=co	responders to determine the precise location
	<u>m.sirengps.mobile</u>	of 911 callers.
SAMHSA	iTunes:	SAMHSA Behavioral Health Disaster
×/	https://itunes.apple.com/us/app/samhsa- disaster-	Response App is designed for behavioral
	response-app/id787518271?mt=8	health professionals and provides access to evidenced-based mental health and
SAMHSA	Johilo Anno	substance use information, tools, and
IV	lobile Apps	resources for use in the field
FEMA	iTunes:_ https://itunes.apple.com/uc/app/fema/id4748074	Receive alerts from the National Weather
(internet in the second s	https://itunes.apple.com/us/app/fema/id4748074_ 86?mt=8	Service for up to five locations. Get safety
🛞 FEMA	<u>sormt=s</u> Google:_	reminders, read tips to survive natural disasters, and customize your emergency
	https://play.google.com/store/apps/details?id=g_	checklist. Locate Open shelters and were to
	ov.fema.mobile.android&hl=en	talk to FEMA in person (or on the phone).

<u>Travel</u>

What the USO is doing in response to coronavirus due to the rapid spread of the virus, all USO airport locations in the United States will suspend operations effective Friday, March 13, 2020 and will remain suspended until further notice. USO will continue to provide programs and resources to service members and their families while ensuring health and safety for all. Some airport locations will continue to work with military commands to support large unit movements through airports.

USO will evaluate operational status on a weekly basis and will reopen airport locations as soon as possible.

We remain committed to responsibly supporting our service members and their families across the United States and overseas. Thank you for your service and we look forward to welcoming guests back to our airport locations soon!

http://www.uso.org/coronavirus

#WASHYOURHANDS20SEC

63rd Readiness Division Address: 10949 Aerospace Dr., Houston, TX, 77034

Regional Family Programs Director (FPD): Sandra Henry 719-317-2020 Email: <u>Sandra.y.henry.civ@mail.mil</u>

Family Programs Director (FPD) No Cal/Nevada: Monica Ulibarri 650-526-9630 Office 650-730-7548 Cell Email: monica.l.ulibarri.civ@mail.mil