

# City Manager Weekly Update

**TO:** Mayor and City Council Members  
City Commissioners

**FROM:** Benjamin Siegel, City Manager

**DATE:** April 16, 2020

**SUBJECT:** **Weekly Update**

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**Information and Resources Regarding Novel Coronavirus (COVID-19):** The City of San Juan Capistrano continues to be actively engaged in the response to the COVID-19 crisis and is taking the necessary actions in order to protect the health and safety of the community, while also providing services with the least amount of modification possible. Please continue to visit the City's dedicated COVID-19 webpage for updated information including instructions to access all available resources and programs for residents and businesses.

<http://sanjuancapistrano.org/COVID-19>

To keep our community safe, we also need your help. Please continue to follow the guidance from state and local health officials, and be sure to share this information with friends, family and neighbors who may not have regular access to the internet. To reach as many residents as possible, the City has also created the attached resource flyers that the community is encouraged to share with neighbors that may be in need. The flyers are also available for download on the COVID-19 webpage.

**City Classes Suspended:** To comply with the Governor's "stay at home" order that remains in effect across the state, all City classes have been suspended until further notice. Some residents may have received an insert in their water bill advertising the Spring 2020 recreation class schedule. Distribution of the schedule was an error; the City will not be holding classes or gatherings while the "stay at home" order is in place.

**U.S. Chamber "Save Small Business" Initiative:** To combat the economic impacts of COVID-19, the U.S. Chamber of Commerce has launched the Save Small Business Initiative, a nationwide program to address small businesses' immediate needs, mitigate closures and job losses, and mobilize support for long-term recovery. A key pillar of the initiative is supplemental financial assistance through the [Save Small Business Fund](#). Funded by contributions from corporate and philanthropic partners, the Foundation will provide \$5,000 supplemental grants to small business employers in economically vulnerable communities. For additional information and details, please visit the [Save Small Business Initiative](#) website.

**COVID-19 Federal Resource Guide:** Congressman Levin's office has created a convenient, one-stop tool that residents and businesses can use to access federal support services. The [COVID-19 Federal Resource Guide](#) includes updated information, links to resources and answers to commonly asked questions. Topics include direct payments to individuals and families, Small Business Administration loans, paycheck protection programs, expanded unemployment compensation, paid sick leave and family leave, and eviction protection and mortgage forbearance.

**SDG&E Customer Assistance Programs:** San Diego Gas and Electric Company (SDG&E) has implemented multiple customer assistance programs to support families and individuals financially impacted by the health crisis. A moratorium has been placed on disconnections and late fees have been suspended. Customers may also be eligible for extended payment plans. Additional information and program eligibility guidelines are available on the SDG&E [website](#). Residents experiencing financial hardship are also encouraged to reach out to their other utility providers, insurance providers, etc. for assistance as many have implemented similar programs.

**Temporary Rail Service Suspension:** All passenger and freight rail service along the Los Angeles-San Diego-San Luis Obispo coastal rail corridor will be suspended for planned rail work during the weekend of April 18-19. The Orange County and Inland Empire-Orange County lines will not run from Orange County to San Diego, as contractors for the Orange County Transportation Authority's Passing Siding Project will remove existing track, construct a new passing siding track, and reconstruct the Camino Capistrano railroad crossing. Construction of public transportation projects is defined as an essential service which is exempt from the Governor's "stay at home" order. Construction activities will also require the closure of the Saddleback Rancho Capistrano crossing from 9:00 p.m., Friday, April 17, to 4:00 a.m., Monday, April 20. OCTA has worked with Saddleback Church to coordinate temporary access to the property. Please note, the Church's donation drop-off program has been canceled for April 18-19. If you have donation items, please contact the Church to make alternative arrangements. Camino Capistrano will remain open in both directions. More information can be found at the OCTA dedicated project [webpage](#).

**Rain Surge Helps Mosquitoes Emerge:** Though the community's focus appropriately remains on the COVID-19 crisis, it's important to remember there are other health and safety matters that also require our attention. With recent rain showers falling across Orange County, vector control experts stress the need for residents to take an active role in mosquito control by checking their property for any standing water. Even a bottle cap full of water can breed mosquitoes. Any standing water should be emptied, containers should be sealed tightly to prevent mosquito entry, unnecessary containers should be removed from yards, and green, unmaintained pools should be cleaned or treated. Please visit the OC Vector Control [website](#) for additional information.



# City of San Juan Capistrano

## • RESOURCES FOR RESIDENTS AND BUSINESSES •

The City has created a dedicated webpage that provides information, resources and instructions for accessing City services during the COVID-19 public health crisis. The webpage is updated throughout the day and includes links to public health agencies, County resources, information for business owners, and much more.

[WWW.SANJUANCAPISTRANO.ORG/COVID-19](http://WWW.SANJUANCAPISTRANO.ORG/COVID-19)

- **Public Safety:** In an event of an emergency call 9-1-1. For all non-emergency matters, contact the Orange County Sheriff's Department Dispatch at (949) 770-6011.
- **All City Services:** Call (949) 493-1171 and you will be directed to the appropriate department.
- **All County of Orange Resources:** Call 1 (833) 426-6411 for all inquiries related to COVID-19 in Orange County.
- **Senior Services:** Call the San Juan Capistrano Community Center at (949) 493-5911 or visit the City's webpage for senior support services.
- **Social Services:** For assistance with household expenses including rent payment, utility bills, groceries, medical needs and more. Dial 2-1-1, text your zip code to 898211 or visit [www.211OC.org](http://www.211OC.org).
- **Business Resources:** All businesses impacted by COVID-19 can apply for Disaster Loan Assistance at [www.disasterloan.sba.gov](http://www.disasterloan.sba.gov).



# *Ciudad de San Juan Capistrano*

## • RECURSOS PARA RESIDENTES Y EMPRESAS •

La Ciudad ha creado una página de Internet dedicada a proporcionar información, recursos e instrucciones para acceder a los servicios de la Ciudad durante esta crisis de salud pública. La página Web se actualiza durante el día e incluye enlaces a agencias de salud pública, recursos del condado, información para propietarios de empresas y mucho más. Además de la página Web, lo siguiente es una lista de otros contactos que pueden ser útiles.

### [WWW.SANJUANCAPISTRANO.ORG/COVID-19](http://WWW.SANJUANCAPISTRANO.ORG/COVID-19)

- **Seguridad Pública:** En caso de emergencia llame al 9-1-1. Para cualquier otro asunto que no sea una emergencia, contacte con el Despacho del Departamento del Sheriff del Condado de Orange al (949) 770-6011.
- **Todos los demás servicios de la Ciudad:** Llame at (949) 493-1171 y será dirigido al departamento apropiado.
- **Todos los recursos del Condado de Orange:** Llame al 1 (833) 426-6411 para todas las consultas relacionadas con COVID-19 en el Condado.
- **Servicios para adultos mayores:** Llame al Centro Comunitario de San Juan Capistrano at (949) 493-5911 o visite la página Web de la ciudad para obtener servicios de apoyo para adultos mayores.
- **Servicios Sociales:** Para ayudar con los gastos del hogar, incluyendo el pago del alquiler, facturas de servicios públicos, alimentos, necesidades médicas y más. Marque el 2-1-1, envíe un mensaje de texto con su código postal al 898211 o ingrese a [www.211OC.org](http://www.211OC.org).
- **Todas las empresas afectadas por COVID-19** pueden solicitar asistencia por préstamos por desastre en [www.disasterloan.sba.gov](http://www.disasterloan.sba.gov).



# City of San Juan Capistrano

## RESOURCES FOR SENIORS

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- **All County of Orange Resources:** Call 1 (833) 426-6411 for all inquiries related to COVID-19 in Orange County.
- **Social Services:** For assistance with household expenses including rent payment, utility bills, groceries, medical needs and more. Dial 2-1-1, text your zip code to 898211 or visit [www.211OC.org](http://www.211OC.org).
- **Senior Meal Support:** The "grab-n-go" meal program is available for seniors 60 and over at the San Juan Capistrano Community Center. For all program information and to reserve a meal, please call Agewell Senior Services at (949) 493-5921.
- **Senior "Phone a Friend" Program:** Through the duration of the "stay at home" order, City staff and volunteers will be making well-being calls to seniors in the community. To register, please call the Community Center at (949) 493-5911.
- **Senior Services:** Call the San Juan Capistrano Community Center at (949) 493-5911 for assistance with anything else you might need and we will connect you to the appropriate resource.



# *Ciudad de San Juan Capistrano*

## RECURSOS PAR ADULTOS MAYORES

La Ciudad ha creado una página de Internet dedicada a proporcionar información, recursos e instrucciones para acceder a los servicios de la Ciudad durante esta crisis de salud pública.

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- **Seguridad Pública:** En caso de emergencia llame al 9-1-1. Para cualquier otro asunto que no sea una emergencia, contacte con el Despacho del Departamento del Sheriff del Condado de Orange al (949) 770-6011.
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- **Servicios Sociales:** Para ayudar con los gastos del hogar, incluyendo el pago del alquiler, facturas de servicios públicos, alimentos, necesidades médicas y más. Marque el 2-1-1, envíe un mensaje de texto con su código postal al 898211 o ingrese a [www.211OC.org](http://www.211OC.org).
- **Asistencia de alimentos para adultos mayores:** El programa de alimentos "grab-n-go" está disponible para los adultos mayores de 60 años en el Centro Comunitario de San Juan Capistrano. Para toda la información del programa y para reservar un alimento, por favor llame al "Age well Senior Services" al (949) 493-5921.
- **Programa "Llama a un Amigo":** Durante la duración de la orden de "Quedarse en Casa", el personal y los voluntarios de la ciudad harán llamadas de bienestar a los adultos mayores de la comunidad. Para inscribirse, por favor llame al Centro Comunitario al (949) 493-5911.
- **Servicios para adultos mayores:** Llame al Centro Comunitario de San Juan Capistrano al (949) 493-5911 para obtener asistencia con cualquier cosa que pueda necesitar y los conectaremos con el recurso apropiado.