



# Coronavirus Resource Guide for Orange County

Updated March 18, 2020

New virus outbreaks like the 2019 Novel Coronavirus are always unsettling. To help better inform and address the concerns of our constituents, Rep. Porter and her staff compiled this resource guide to help Orange County residents understand what community and federal support exists during this difficult time.

## Healthcare Resources

*Call Ahead: If you are experiencing symptoms similar to a seasonal flu, cough, and fever please reach out to your doctor right away to try to make an appointment. Let your provider know that you are concerned that you could have COVID-19 so they can prepare for your visit.*

### Orange County Health Care Agency

1. Orange County Health Care Agency's Health Referral Line is taking questions from the community about COVID-19 daily from 8 a.m. - 5 p.m. at
  - a. 1 (800) 564-8448
  - b. [ochealthinfo.com/novelcoronavirus](https://ochealthinfo.com/novelcoronavirus)

## Travel Resources

### Overseas Travel Information, Advisories, and Alerts

1. Please visit: [travel.state.gov/destination](https://travel.state.gov/destination)
2. 24-Hour Public Line and Emergency Assistance to U.S. Citizens Abroad:
  - a. (888) 407-4747 (toll-free in the US and Canada)
  - b. (202) 501-4444
3. Smart Traveler Enrollment Program (STEP): [step.state.gov](https://step.state.gov)

CDC provides recommendations on postponing or canceling travel. These are called travel notices and are based on assessment of the potential health risks involved with traveling to a certain area. A list of destinations with travel notices is available at:

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

### U.S. Passports

1. Please visit: [travel.state.gov/passport](https://travel.state.gov/passport)

2. Or call: (877) 687-2778

Please contact your current residency's embassy here for travel information:

<https://es.usembassy.gov/embassy-consulates/barcelona/>

### Information for Travelers Returning to the U.S.

- The COVID-19 travel restrictions will not prevent U.S. citizens from returning from Europe.
- However, on re-entry they will be required to travel through certain airports (*including LAX*), where they will be inspected by CBP where they may be referred to CDC for additional screening. CDC will then make a medical determination regarding further steps.
- If the screening tests positive for COVID-19, they will be sent to a DOD quarantine facility.
- If the screening tests are negative, they will be strongly encouraged to self-isolate for 14 days when they return home in the interests of public health.

### How do I cancel a flight?

Customers should try to cancel travel plans by going online to see if their airline would issue a refund or credit for a scheduled itinerary. Please note, many airlines are experiencing high call volumes.

You can also contact the FAA directly to express concerns related to travel at 866-835-5322 or <https://www.faa.gov/contact/>

## Small Business Resources

The Small Business Association is working directly with Governors to provide targeted, low-interest loans to small businesses and private nonprofit organizations that have been severely impacted by the Coronavirus (COVID-19) outbreak.

The SBA's Economic Injury Disaster Loan (EIDL) program provides small businesses with working capital loans of up to \$2 million to help overcome the temporary loss of revenue.

- The loans may be used to pay fixed debts, payroll, accounts payable, or other bills that can't be paid because of the COVID-19 outbreak.
- The interest rate is 3.75 percent for small businesses without credit available elsewhere, and businesses with credit available elsewhere are not eligible to apply for assistance.
- The maximum term is 30 years.
- A small business is defined by the SBA's Size Standards in accordance with the Native American Industry Classification System (NAICS) codes and SBA's Size Standards Tool can be utilized.

Small businesses in eligible areas may apply for an EIDL online (<https://disasterloan.sba.gov/ela/>) or they can also reach out to their local SBA District Offices. SBA has also coordinated with the Resource Partners, including Small Business Development Centers, ([SBDCs](#)) who can assist with the application process. See [this link](#) for California specific information.

*For additional information, borrowers should contact the SBA Disaster Assistance customer service center by calling 1-800-659-2955 or emailing [disastercustomerservice@sba.gov](mailto:disastercustomerservice@sba.gov).*

## Reputable Resources for COVID-19 Information

The best way to protect yourself is to stay updated and informed by credible sources. Our office has created a frequently asked questions document and will continue to update this as more questions come in. However, please see these links below for information from Federal, State, and Local agencies.

- [U.S. Centers for Disease Control and Prevention \(CDC\)](#)
- [State of California Department of Public Health \(CDPH\)](#)
- [Orange County Health Care Agency \(OCHealth\)](#)

Para obtener información en español

- [CDC](#)
- [CDPH](#)
- [OCHealth](#)

Chinese Translations

- [CDC](#)

## Resources for Seniors

The State of California has issued guidance to protect seniors, who are particularly at risk. Unfortunately, the best option is to stay at home and be safe until more information is issued from your city and county.

- You can still take walks near your home while keeping a social distance.
- Cancel any non-essential travel and reschedule in-person appointments, including routine medical care. Your provider may offer alternative services, such as telehealth or in-home care.
- ***If you have an emergency and need immediate medical care, call 9-1-1.***

You can reach out to your extended networks for social contact and outside essentials.

- Ask friends, family, neighbors, and other networks help with grocery shopping, picking up medications, and other supplies.

- Calling friends or family or talking over video is a great way to connect at a safe distance. If you don't know how to use these programs, reach out to your network to help you.
- Watch for symptoms and emergency warning signs. If you develop symptoms, call your doctor or local public health department. If you develop emergency warning signs for COVID-19, get medical attention immediately. Please consult your medical provider for any other symptom that is severe or concerning.

More information can be found here: [Resources for Seniors](#).

**To contact your state representative:**  
<http://findyourrep.legislature.ca.gov/>