

COVID-19

Frequently Asked Questions

City of Orange

5/11/2020

1. Is City Hall closed?

No, City Hall public counters reopened for walk-up business on Monday, May 11. As California prepares to move to the Governor's Stage 2 COVID-19 Recovery Plan, which allows some workplaces deemed "lower-risk" to resume business, we are modifying our operations to comply with the State's Stage 2 safety requirements. Your safety and the safety of our staff are our highest priority. A few changes are:

- Installation of Plexiglas shields at each front counter to shield both sides
- Visitors to City Hall will be required to wear face coverings prior to being admitted
- Walk-in patrons will be allowed into front-counter lobbies, one at a time
- Social distancing markers set-up immediately outside each lobby to maintain 6-feet of space between each person
- If you are feeling ill, we ask that you do not enter City Hall

Skip the line by making an appointment in advance with the appropriate department:

City Clerk (714) 744-7220

Community Services (714) 744-7274

Economic Development (714) 744-2222

Finance (Business License/Utility Billing) (714) 744-2230

Human Resources (714) 744-7255

Public Works (714) 744-5525

Many services are also available online at www.cityoforange.org

2. How does the California Governor's Executive Order affect me?

On Wednesday, March 19, 2020, California Governor Gavin Newsom issued Executive Order N-33-20 for all Californians to "stay home" as a means to prevent the spread of the COVID-19 virus. The order was effective immediately (visit www.covid19.ca.gov for full order). In addition to directing everyone to stay at home, the order also named 16 specific critical infrastructure sectors where people should continue to work, because of the importance these sectors have to the health and well-being of California. These sectors include government and public safety, food manufacturing and distribution, medical services, grocery stores, convenience stores, take-out and delivery restaurants, utilities, gas stations, banks, laundry services, and pharmacies. The order will remain in place until

further notice. The safety of Orange residents and businesses is our highest priority. As such, the City will continue to function with Police, Fire, Water, and Public Works services operating as normal as possible. Parks are open for necessary use however, please continue to practice social distancing. Playgrounds and exercise equipment are closed. Other services such as planning, building, finance, and library are available remotely or via our website at www.cityoforange.org.

3. I want to report businesses and people violating Governor Newsom's order. Who can I call to report?

It is everyone's responsibility to comply with the State's health directive. For COVID-19 health compliance contact the OC Public Health Department at (833) 426-6411. For information specifically related to Governor Newsom's Executive Order N-33-20 visit www.covid19.ca.gov.

4. I am a business owner in Orange, do I need to close my business as a result of the Governor's order?

It is everyone's responsibility to comply with the State's health directive. For COVID-19 health compliance contact the OC Public Health Department at (833) 426-6411. For information specifically related to Governor Newsom's Executive Order N-33-20 visit www.covid19.ca.gov.

5. What about Fire and Police services?

Both the Orange Police Department and Orange Fire Department are operating their public safety functions as normal. Social programs, such as neighborhood watch, have been temporarily suspended. Please refer to the City's website at www.cityoforange.org for more details.

6. Will my trash continue to be picked up?

Yes. Trash and recyclables will continue to be picked-up by our solid waste contractor, CR&R Incorporated, on their regular schedule. For further information about specific waste disposal questions, please contact CR&R at (714) 372-8272.

7. Will street sweeping continue? Will I get a ticket if I don't move my car?

Yes, sweeping will occur on its regular schedule. No, at this time you are not required to move your car. In order to support our community members who are staying home to adhere to the CDC recommendations, the City has suspended street sweeping citations effective March 16, 2020, and until further notice. If you are issued a citation during this time, you can appeal using the instructions located on the reverse side of the citation. For questions related to Street Sweeping, please contact CR&R at (714) 372-8272. If you have further questions regarding citations, please contact (714) 744-7444.

8. My children are home from school. Are there any childcare services available through the City?

No. In order to comply with the CDC's directive to limit social gatherings, the City does not offer childcare services. Additionally, and out of concern for the health and safety of our City's children, all City provided or sponsored after-school care has been suspended until further notice.

9. Is the Library open?

The Libraries are closed to in-person visits at this time. The Library does offer an extensive array of on-line services, including resources for renting books, movies, audiobooks, magazines, and music directly to your computer, tablet, or smartphone. These require a library card, which you can sign-up for right from the City's website. Please refer to the Library's section on our website at www.cityoforange.org for further details.

10. I need to pay my water bill, how do I pay for it if the public counter is closed?

There are several ways to pay that do not involve going to a public counter. A black drop box is located in front of City Hall on Grand Street entrance side of the building. As always, make sure to include your water bill or your service address/account number with payments. You can also go to www.cityoforange.org and search payment options. Please allow 24 hours for payments to reflect on your account. For additional questions related to your water bill, contact (714) 744-2233.

11. I'm a senior and rely on transportation and Meals-on-Wheels. Are those services still available?

Please continue to check the City's website and social media posts for updates to facilities and services. As health guidelines change, and allow for programming to continue, the City will then evaluate options. Essential services such as meals, case management, and transportation are still available. The meal congregate program has been replaced with a pick-up meal option. Homebound seniors will continue to receive Meals-on-Wheels service. For more information, contact the Senior Center at www.orangeseniorcenter.org or at (714) 538-9633.

12. I'm in the middle of a home improvement project. Can I still schedule a building inspection?

Yes. Building inspections are available by appointment. To schedule, contact (714) 744-7200.

13. I am a contractor/vendor for the City. Will I still get paid?

Yes. City functions are still continuing as normal including the Accounts Payable Division, which will issue payments as usual. For additional information, contact the Finance Department at (714) 744-2266.

14. Are the Parks and facilities closed?

Our parks, including the Dog Park, are still open for public use, weather permitting, except for some park amenities, which include playgrounds, outdoor fitness equipment, and tot lots. The public is encouraged to utilize the open space and walking trails to stay healthy, both physically and mentally. However, please practice social distancing by staying at least six feet away from those who are not part of your household.

In accordance with the Public Health Directives from the State and County, park permits have been canceled and park facilities, such as community rooms and the Sports Center at Grijalva Park, are closed. Please continue to check the City's website and social media posts for updates to facilities and services. As health guidelines change, and allow for programming to continue, the City will then evaluate options. No new permits, regardless

of date, will be issued until further notice. For questions relating to Parks and facilities, please contact (714) 744-7274. For more information, contact (714) 744-7274.

15. How do I get a transportation permit?

The transportation permit application is available on-line at www.cityoforange.org, search transportation permit. For more details, call (714) 744-5525.

16. Can I still get a passport?

No. U.S. Department of State has temporarily suspended passport services, including locally provided passport processing centers such as the Orange City Clerk's Office. The Department of State will continue to process passports for customers that need to travel within 72 hours for a qualified life-or-death emergency. U.S. Department of State passport service customers can call (877) 487-2778.

17. I'm a business that has to close/limit hours. Is there any financial assistance from the City for businesses that have to close?

No. While this is not a resource the City can provide, the Federal government is offering assistance to small businesses affected by COVID-19. For more information visit the City's website at www.cityoforange.org and search Economic Development. You can also visit www.disasterloan.sba.gov or call (800) 659-2955. In addition, Orange County has initiated an Economic & Business Recovery Call Center, which can be reached at (714) 480-6500.

18. Will there still be City Council, Planning Commission, Traffic Commission, etc. meetings held at City Hall?

Yes. For now, City Council and Planning Commission meetings will be held at their regular schedule via video and teleconferencing unless otherwise noted. For the most updated information, please refer to the City Calendar on the City's website at www.cityoforange.org.

19. I booked a City facility for an event. Do I have to personally call and cancel my reservation?

No. If you booked a facility through May 31, 2020, it has been automatically cancelled and you will receive a refund. Please allow 4-6 weeks for the refund. All reservations are on-hold until further notice. Please continue to check the City's website and social media posts for updates to facilities and services. As health guidelines change, and allow for programming to continue, the City will then evaluate options. For questions regarding City facilities, please contact (714) 744-7274.

20. Is the Dog Park still open?

Yes, the Dog Park is open however please practice social distancing by staying at least six feet away from those who are not part of your household.

21. I am in the process of opening a new business in Orange. Can I still have my plans checked and apply for a Business License?

Yes. Business Licenses can be applied for on-line at www.cityoforange.org (Search "Business License",) and a plan check can be done by appointment, if one is available. Call Planning at (714) 744-7200 for more information.

22. What are my options to renew my Business License?

Business Licenses can be renewed on-line. Please visit www.cityoforange.org and search Business License. Payment for renewals can also be dropped off in the black drop box in front of City Hall on Grand Street. Please include your renewal notice with payment.

23. I believe I may have been in contact with someone who tested positive for COVID-19. What should I do?

Contact your primary care physician for direction. If you have shortness of breath, call 911. For additional information related to health issues, visit the CDC at www.coronavirus.org or the OC Public Health Department at www.ochealthinfo.com/novelcoronavirus and (833) 426-6411 for health related questions.

24. Are all businesses closed in Orange?

It is everyone's responsibility to comply with the State's health directive. For COVID-19 health compliance contact the OC Public Health Department at (833) 426-6411. For information specifically related to Governor Newsom's Executive Order N-33-20 visit www.covid19.ca.gov. Many businesses in Orange are still open. For a specific business, please contact them directly or visit the Orange Chamber of Commerce website at <https://www.orangechamber.com/support-orange---shop-orange> for a list of some businesses open for take-out. For information on State and County recommendations and mandates, visit www.cdph.ca.gov/covid19 and www.ochealthinfo.com/novelcoronavirus respectively.

25. If I have an emergency, can I still call 911?

Yes. In fact, in the event of an emergency, we urge you to call 911. Both the Orange Police and Orange Fire Departments are still providing full public safety services.

26. I'm concerned about the homeless population in Orange. What's being done to care for them during this time?

The County of Orange is working with a diverse group of stakeholders including cities, nonprofits and faith-based organizations to address the complex issue of homelessness county-wide. In Orange, Mary's Kitchen, a food distribution facility, is open and providing food service to the homeless community. In addition, local homeless shelters will remain open and the homeless population is being notified of available beds and services.

27. Is the Farmer's Market still open?

The farmer's market in Old Towne Orange is operated by Orange Home Grown. For schedule information visit www.orangehomegrown.org.

28. Has the City cancelled all City events?

Please check the City's website and social media posts for updates on all City events. As health guidelines change, and allow for programming to continue, the City will then evaluate options.

29. I have family living in Orange that does not have access to a computer. How can they find out the most updated information on the City's response to the COVID-19 virus?

For those seeking information that do not have access to a computer, information and resources related to COVID-19 are available on the City's Channel 3. In addition, residents and businesses can call the City's COVID-19 Hotline at (714) 744-7750. For questions about Orange County's response, please call the OC Public Health Department at (833) 426-6411.

30. I'm worried about my pets. Can they get the virus?

For questions relating to pets and the COVID-19 virus, please contact Orange County Animal Services at (714) 935-6848 or visit www.ocpetinfo.com

31. Where can I get tested for the COVID-19 virus?

For information regarding testing of the COVID-19 virus, contact your primary care physician or the OC Public Health Department at (833) 426-6411. Additional information can be located at www.ochealthinfo.com/novelcoronavirus

32. Can I register for summer classes and day camp?

Summer classes and camps are on hold until further notice. Please continue to check the City's website and social media posts. As health guidelines change, and allow for summer classes to continue, we will open on-line registration. For additional information, please contact (714) 744-7274.

33. Will the pools be open for summer?

Based on the current health guidelines which require social distancing, we do not anticipate Hart Park Pool to be open this summer. Please continue to check the City's website and social media posts. As health guidelines change, and allow for summer programming to continue, the City will then evaluate options.

34. Is the City still going to have a 3rd of July event?

Please continue to check the City's website and social media posts. As health guidelines change, and allow for summer programming to continue, the City will then evaluate options.

35. Will the City be doing Concerts-in-the-Park this year?

Please continue to check the City's website and social media posts. As health guidelines change, and allow for summer programming to continue, the City will then evaluate options.

36. I don't understand the different recommendations for COVID-19 by the County, State, and Federal governments. How do they affect me?

For specific and updated information regarding the COVID-19 virus, please contact the following agencies:

CDC – www.coronavirus.gov or call (800) 232-4636

OC Health Agency – www.ochealthinfo.com/novelcoronavirus or call (833) 426-6411

State of California – www.cdph.ca.gov/covid19

37. Are restaurants in Orange still open?

Yes, for take-out only. For a specific business, please contact them directly for hours of operation or visit the Orange Chamber of Commerce website at <https://www.orangechamber.com/support-orange---shop-orange> for a list of some

businesses open. For information regarding County mandates on restaurant operations amid the COVID-19 virus, please contact the Orange County Health Department. The County can be reached at (833) 426-6411 or on their website at www.ochealthinfo.com/novelcoronavirus. For food facility owners with questions, contact the Orange County Health/Environmental Health Office at (714) 433-6000.

38. Are hospitals and pharmacies open?

Yes. Please contact hospitals and pharmacies directly for hours of operation.

39. Where can I buy masks/sanitizer lotion/sanitizer wipes, etc.?

Please contact local businesses directly for availability of supplies.

40. Will there still be an election this year?

Yes, the City is still scheduled to hold the 2020 election in November 2020.

41. I need to meet with a City representative. How do I contact them?

Please visit the City of Orange website at www.cityoforange.org for specific department contact information. If unsure, contact the City Message Center at (714) 744-5511.

42. Is my tap water safe to drink?

The City of Orange is committed to providing its customers with safe, reliable, and quality water services. The City's water supply meets all stringent state and federal drinking water requirements. COVID-19 has no impact on the quality or supply of your tap water. Your tap water is safe and available to drink. While it is always advisable to stock water in case of emergencies, the City of Orange does not expect the virus to disrupt service to our customers. For more information, contact the Water Division at (714) 288-2475.

43. I have a water leak. Who can I call?

Contact the Water Division at (714) 288-2475 for any water service questions. For billing questions, contact the Utility Billing division at (714) 744-2233

44. I'm a contractor interested in/bidding on a city project. If I have questions, who can I call?

For Public Works, Fire, and Police capital projects, call (714) 744-5525

For Community Services capital projects, call (714) 744-7274

For all other questions or concerns, please contact the City's COVID-19 Response Hotline at (714) 744-7550.