

NorwalkNow

norwalk.org The official community publication of Norwalk, California April 2020, Volume 41, #4



COVID-19 SPECIAL COVERAGE • Safer at Home •

FAQ'S

On March 16 the County of Los Angeles Department of Public Health issued a "Safer at Home" order to help slow the transmission of COVID-19. The County's order also follows Governor Gavin Newsom's executive order.

1. What does safer at home mean?

Safer at Home prohibits all public and private events/gatherings. Per the order, "all persons are to remain in their homes or at their place of residence, except to travel to and from essential business, work, healthcare appointments or essential infrastructure."

2. When did The Safer at Home go into effect?

March 21.

3. Why is the Safer at Home Order in place?

The order is meant to help slow the spread of COVID-19.

4. Which businesses are closed?

Per the order, non-essential retail businesses, indoor malls /shopping centers /flea markets /swap meets are to remain closed. Essential businesses accessible from exterior of a mall are exempt. Other closures include wineries/breweries; bars/night clubs, fitness centers/gyms; and entertainment centers such as arcades and bowling alleys.

5. Are playgrounds open?

Indoor and outdoor playgrounds must be closed, except for those in childcare centers.

6. Where can I find more information?

To view the Safer at Home order, please visit Norwalk.org.

7. Who can I call for questions?

The City launched a hotline to answer your questions and concerns. Call us Mon-Fri from 8am - 8pm at 562-929-5760.



Our Response to COVID-19

Our number one priority is the safety and well-being of our community. To safeguard our community, the City has implemented measures to help slow the spread of COVID-19. Early on, we augmented sanitation efforts at all City facilities and launched an extensive public outreach campaign. Additionally, the City coordinated calls with LA County, schools, hospitals and public safety agencies. The City has also taken other measures to safeguard the safety of our community. These efforts include:

- **Launched a hotline to take information or general questions, Mon-Fri from 8am-8pm, 562-929-5760.**
- **Shared preventative and factual information via the City's website and social media.**
- **Cancelled all City-sponsored events and programming through April 30.**
- **Modified City Hall schedule to remain open ONLY for essential services by appointment on Tuesdays.**

The City's measures are not intended to create fear but rather protect the safety and health of our community, employees and first responders.

As information on coronavirus evolves, the City will continue sharing information and expanding preparedness measures to ensure the safety of its residents, employees and businesses.

These departments include Building & Safety, Planning, Engineering and Transit.

- **Held the March 17 Council Meeting via teleconference and encouraged public participation by submitting comments to publiccomments@norwalkca.gov.**
- **Suspended enforcement of preferential parking and parking citations for street sweeping, unless it poses a public hazard.**
- **Closed parks and playgrounds.**

For more information, please visit norwalk.org.

Nuestra prioridad número uno es la seguridad y el bienestar de nuestra comunidad. Para asegurar la seguridad de los residentes, la ciudad suspendió toda la programación de la ciudad hasta el 30 de abril y lanzó una línea directa para proporcionar información general de lunes a viernes de 8 am a 8 pm, (562) 929-5760. Para mas informacion, por favor visite norwalk.org.

Support Norwalk Businesses

During this pandemic, you can #ShowYourNorwalk by supporting local eateries. Restaurants are not open for dine-in BUT many are offering takeout or delivery services. Let's show our businesses that Norwalk spirit. When you order takeout or delivery, take a photo and share on social media using #KeepinItLocal #ShowYourNorwalk.



KEEPIN' IT LOCAL

CALLING ALL NORWALK RESTAURANTS! SUBMIT YOUR BUSINESS TO OUR DIRECTORY FOR PROMOTION



[HTTP://TINYURL.COM/DINENORWALK](http://tinyurl.com/dinenorwalk)

Durante la pandemia, tu puedes mostrar tu apoyo para nuestros restaurantes locales. Los restaurantes no estan abiertos para cenar adentro, pero muchos ofrecen servicios de comida para llevar or entrega. Si eres un restaurante, regístrate en nuestra pagina de internet para promoción <http://tinyurl.com/dinenorwalk>.

Norwalk City Hall Modified Hours

Essential services only available by appointment on Tuesdays.

Hotline 562-929-5760

Norwalk City Council

Mayor Margarita L. Rios
Vice Mayor Luigi Vernola
Councilmember Tony Ayala
Councilmember Jennifer Perez
Councilmember Leonard Shryock

City of Norwalk
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Norwalk, CA 90650

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Small Business Resources

Are you a small business? The State of California and the County of Los Angeles have resources available. See below for information.

Eres un pequeño negocio? Consulte a continuación para información sobre los recursos disponibles.

U.S Small Business Administration

Small businesses and nonprofits can apply for assistance from the U.S. Small Business Administration (SBA). To apply, call the SBA at 800-659-2955 or 1-800-877-8339 (TTY) or by email at disastercustomerservice@sba.gov.

For more information, visit <https://www.sba.gov/funding-programs/disaster-assistance>.

Las pequeñas empresas y las empresas sin fines de lucro pueden solicitar asistencia de la Administración de Pequeñas Empresas de los Estados Unidos.

Office of the Small Business Advocate

The Office of the Small Business Advocate (OSBA) has resources for small businesses. The OSBA has small business centers that offer training and access to capital. To view the locations, visit <https://business.ca.gov/advantages/small-business-innovation-and-entrepreneurship/how-we-can-help/>.

La Oficina del Defensor de la Pequeña Empresa tiene pequeños centros de negocios que ofrecen capacitación y acceso al capital.

Small Business Finance Center

The Small Business Finance Center has information regarding loan programs for Disaster Relief. To learn more, visit <https://www.ibank.ca.gov/small-business-finance-center/>.

El Centro de Financiamiento para Pequeñas Empresas tiene información sobre los programas de préstamos para el Alivio de Desastres.

Business Hotline

Businesses who have questions may call the LA County Department of Public Health Call Center at 877-777-5799 Monday to Friday, 8 to 5 p.m.

Las empresas que tienen preguntas pueden llamar al Centro de Llamadas del Departamento de Salud Pública del Condado de LA.

Norwalk Transit, An Essential Community Service

As an essential service during COVID-19, Norwalk Transit will not be charging fares through April 19. In an effort to practice social distancing, commuters should enter through the rear door. Front doors may be used for wheelchairs, seniors with walkers and those requiring the kneeling function and/or ramp.



Senior Shopping Schedule

In an effort to assist our most vulnerable during the COVID-19 pandemic, numerous stores are offering Senior Shopping Schedule. During the designated times, seniors are able to enter stores prior to the general public and shop for necessary items. See the list below to learn more.

Gonzalez Northgate Market	Smart & Final	Stater Bros Market	Stater Bros Market
116600 Firestone Blvd.	10935 Firestone Blvd.	11300 Firestone Blvd.	12523 Alondra Blvd.
7:00-8:00 am	7:30 - 8:00 am	7:45 - 8:00 am	7:45 - 8:00 am
			
			
Food 4 Less	R&G Food Basket		
10901 Imperial Hwy	14407 Pioneer Blvd		
7:00-7:30 am (M, W, TH)	Food provided when asking staff		

#NorwalkStrong

We want to give special thanks to a few community members and City departments for their support during the COVID-19 pandemic.

Senior Center

The Senior Center staff is calling seniors for wellness checks & continuing the Nutrition Program. A simple phone call displays kindness to our most vulnerable. You can do the same by checking in via a phone call to your friends, neighbors and loved ones.

Grocery Outlet

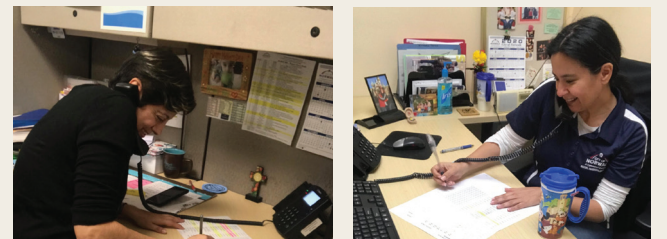
Grocery Outlet donated a pallet of water to seniors living in Norwalk. Store owners, Mr. and Mrs. Lizarraga say, "In this time of crisis we are doing our part to ensure those most vulnerable are being protected. We ensure short lines that elderly and others don't have to be in close proximity with one another. We strive to make this stressful time as stress free as possible."

Apostolic Lighthouse Church

Pastor Randy Bradley and the Apostolic Lighthouse Church donated 84 male and female hygiene bags to Norwalk's Social Services Center.

Social Services Center

Staff at the Social Services Center is continuing to serve families in need by providing access to the food pantry.



How to Protect Yourself from COVID-19



COVID-19, commonly known as coronavirus, is a respiratory illness, like influenza. It's commonly spread to others through droplets produced through coughing and sneezing and close personal contact with an infected person.

Slowing down the spread of the virus is a community effort. We need your help to continue practicing the following:

- Wash your hands often with soap and water for 20 seconds.
- Avoid touching your eyes, nose and mouth.
- Cover your cough and sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces. Examples: door knobs, counters, bathroom fixtures and phones.
- Stay home if you are sick, except to get medical care.

- Avoid close contact with people that are sick.
- Avoid non-essential travel.
- Practice self-isolation and stay at home as much as possible. If you do go out, please stay 6 feet away from other individuals.
- Use facemasks only if you are sick or have been instructed to do so by your health care provider.
- Get a flu shot to prevent influenza if you have not done so this season.

For additional ways to protect yourself and others, and minimize the spread of COVID-19, please visit:

www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html
<http://publichealth.lacounty.gov/media/Coronavirus/>



COMMUNITY SAFETY ZONE

Emergency Preparedness

Having a household emergency preparedness plan can help save lives. The Centers for Disease Control (CDC) recommends that families develop a household plan of action to protect the health of loved ones in the event of a COVID-19 outbreak in the community.

Steps to create a household plan of action

- Talk with the people who need to be in the plan and determine their needs.
- Discuss and plan caretaking for those who are at higher risk.
- Get to know neighbors. Ask for their help if needed.
- Create a list of community organizations that can provide food, supplies and/or medical/mental health services.
- Create a digital and hard copy list of emergency contacts featuring family, friends, first responders, healthcare providers, teachers and employers.

During an emergency, residents are also advised to keep their home safe by keeping doors locked, placing valuables out of sight and reporting suspicious activity.

For more information visit, www.cdc.gov.

*Source – CDC, *Get Your Home Ready*

COVID-19 Online Scams

The Fraud and Cyber Crimes Bureau, Emerging Cyber Trends Team (ECTT) has seen an uptick in fake emails, texts and phishing scams related to the COVID-19 emergency.

Criminals use fake emails or texts to get you to share valuable personal information, such as: account numbers, Social Security numbers, or login IDs and passwords.

DO NOT CLICK ON UNKNOWN LINKS, EITHER FROM YOUR CELL PHONE OR YOUR COMPUTER; INSTEAD, GO TO TRUSTED WEBSITES BY TYPING IN THE URL YOURSELF

Trusted websites are <https://covid19.lacounty.gov/> & <https://www.coronavirus.gov/>



Criminals will use the tactics below to try to obtain your personal information:

Fake charities: When a major health event like the Coronavirus happens, you might be looking for ways to help. Some scammers use names that sound a lot like the names of real charities. This is one reason it pays to do some research before giving. When you give, pay safely by credit card never by gift card or wire transfer.

Fake CDC Emails: Watch out for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or other organizations claiming to offer information on the virus. Do not click links or open attachments you do not recognize.

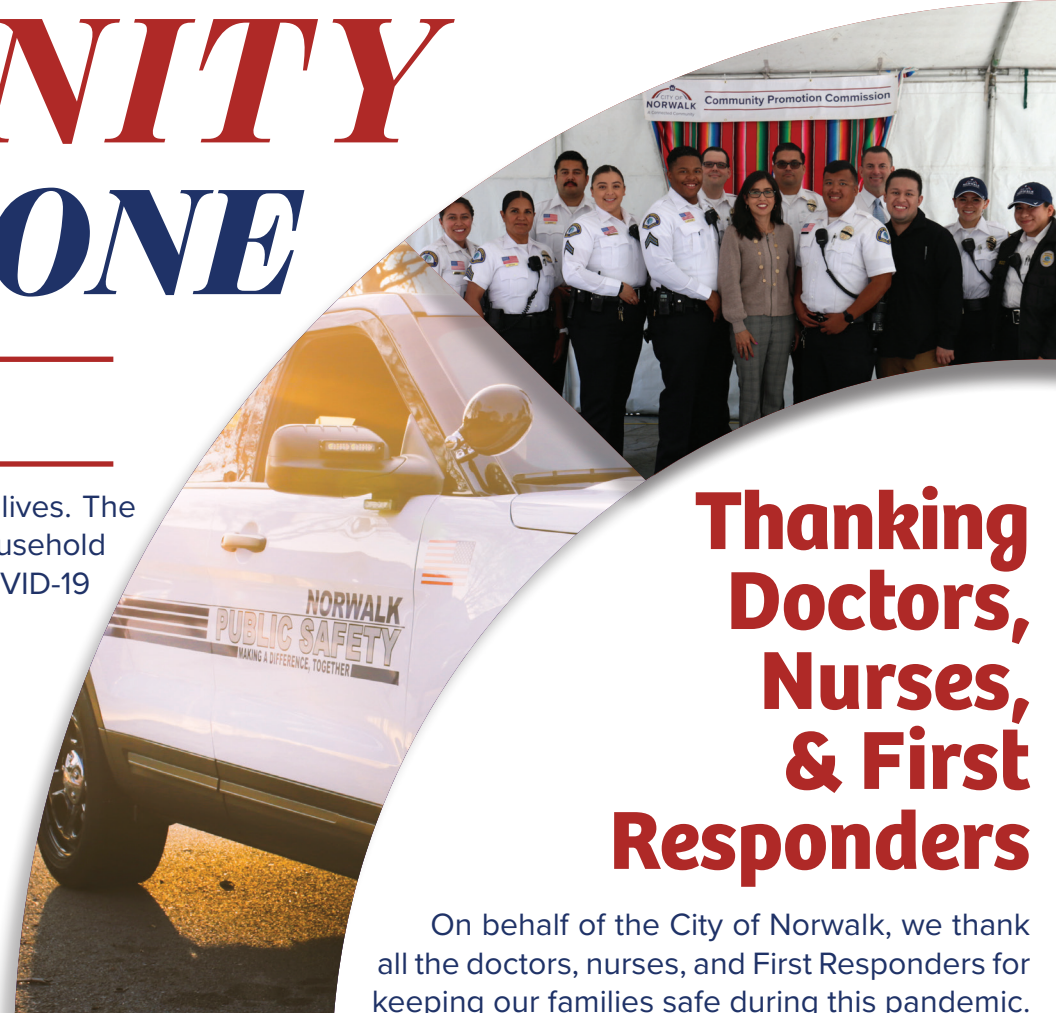
Phishing Emails: Look out for phishing emails asking you to verify your personal information

in order to receive an economic stimulus check from the government. While talk of economic stimulus checks has been in the news cycle, government agencies are not sending unsolicited emails seeking your private information in order to send you money.

Counterfeit Treatments or Equipment: Be cautious of anyone selling products that claim to prevent, treat, diagnose, or cure COVID-19. Be alert to counterfeit products such as sanitizing products and Personal Protective Equipment (PPE), including N95 respirator masks, goggles, full face shields, protective gowns, and gloves. More information on unapproved or counterfeit PPE can be found at www.cdc.gov/niosh.

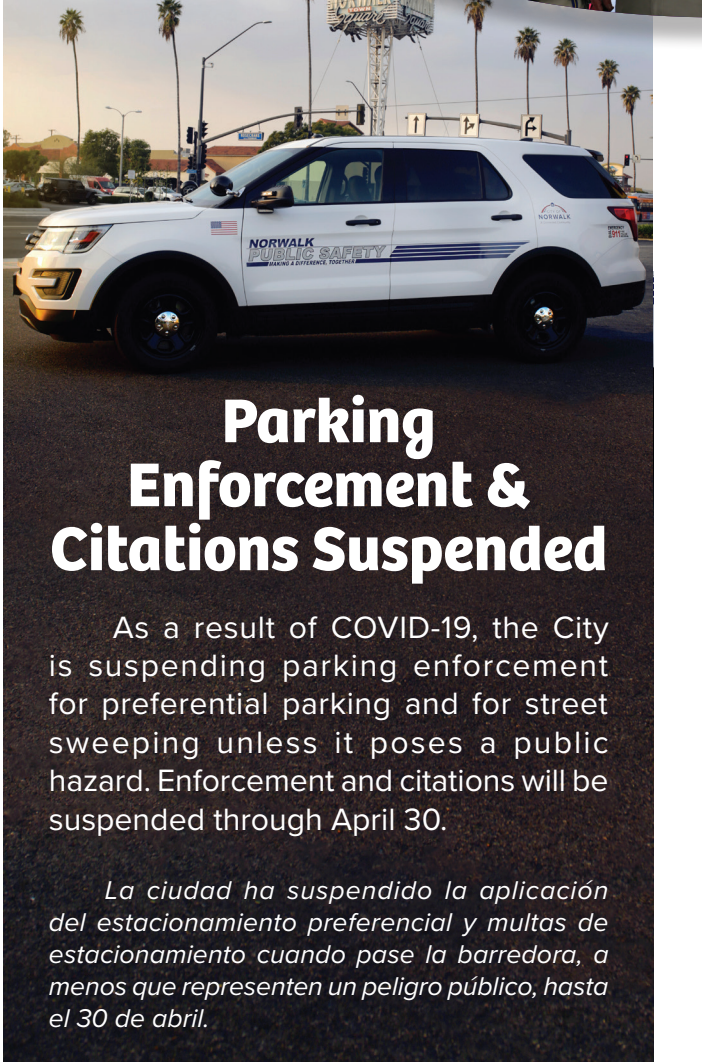
Report Price Gouging in Your Community

Price gouging is ILLEGAL. It happens when a business and/or entity overcharges for goods and/or services by more than 10% during a State of Emergency. Don't fall victim to overcharging. Report Price gouging by calling **800-952-5225** or visiting oag.ca.gov/report.



Thanking Doctors, Nurses, & First Responders

On behalf of the City of Norwalk, we thank all the doctors, nurses, and First Responders for keeping our families safe during this pandemic.



Parking Enforcement & Citations Suspended

As a result of COVID-19, the City is suspending parking enforcement for preferential parking and for street sweeping unless it poses a public hazard. Enforcement and citations will be suspended through April 30.

La ciudad ha suspendido la aplicación del estacionamiento preferencial y multas de estacionamiento cuando pase la barredora, a menos que representen un peligro público, hasta el 30 de abril.

COVID-19 SPECIAL COVERAGE

• Safer at Home •

Eviction & Mortgage Relief

Los Angeles County has approved protections for all renters in the form of a moratorium on evictions from March 4, 2020 to May 31, 2020. The moratorium prohibits residential and commercial evictions for nonpayment of rent, late fees, and related costs due to a loss of business or household income caused by COVID-19. The County is preparing specific guidelines to assist interested parties.

One resource that is currently available is the Eviction Defense Network, which is a nonprofit dedicated to protecting housing rights of individuals. For assistance, contact askanattorney@edn.la or

213-537-5473.

Another resource is Community Legal Aid SoCal, which is a nonprofit dedicated to providing civil legal assistance to low-income residents. For assistance, contact at 800-834-5001.

On March 25, Governor Gavin Newsom announced that financial institutions will provide major financial relief for millions of Californians suffering financially as a result of the COVID-19 outbreak. Under the Governor's proposal, Californians who are struggling with the COVID-19 crisis may be eligible for the following relief upon contacting their financial institution:

- 90-day grace period for mortgage payments
- No negative credit impacts resulting from relief
- Moratorium on initiating foreclosure sales or evictions
- Relief from fees and charges

For more information, visit www.norwalk.org.



Managing Stress & Anxiety Through COVID-19

The outbreak of COVID-19 may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions in adults and children. Coping with stress will make you, the people you care about, and your community stronger.

Everyone reacts differently to stressful situations. How you respond to the outbreak can depend on your background, the things that make you different from other people, and the community you live in.

Stress during an infectious disease outbreak can include:

- Fear and worry about your own health and the health of your loved ones.
- Changes in sleep or eating patterns.
- Difficulty sleeping or concentrating.
- Worsening of chronic health problems.
- Increased use of alcohol, tobacco, or other drugs.



Things you can do to support yourself:

- Take breaks from watching, reading, or listening to news stories, including social media. Hearing about the pandemic repeatedly can be upsetting.
- Take care of your body. Take deep breaths, stretch, or meditate. Try to eat healthy, well-balanced meals, exercise regularly, get plenty of sleep, and avoid alcohol and drugs.
- Make time to unwind. Try to do some other activities you enjoy.
- Connect with others. Talk with people you trust about your concerns and how you are feeling.





If you are experiencing stress and need to speak to a counselor/support staff, **call the Disaster Distress Helpline 24/7 1-800-985-5990**. For ESPAÑOL, press #2. For more info, visit <https://www.samhsa.gov/find-help/disaster-distress-helpline>.

*Source: CDC.gov

Utilities Temporarily Suspend Service Disconnections

Utility companies are suspending late fees and service disconnections. View the list below to learn more.

Las compañías de servicios públicos están suspendiendo los cargos por demora y las desconexiones de servicios. Vea la lista a continuación para obtener más información.

Utility Company	Information on Late Fees:	Link:	Contact Information:
 Golden State Water Company <small>A Subsidiary of American States Water Company</small>	<p>Golden State Water Company implemented a temporary moratorium on residential service disconnections for non-payment due to financial hardships.</p> <p>For customers who choose to pay in-person with cash at a participating KUBRA-EZ PAY retail location, Golden State Water will refund the \$1.95 service fee while customer service offices remain closed due to this emergency.</p>	https://www.gswater.com/covid-19-updates/	(800) 999-4033 customerservice@gswater.com
	Liberty Utilities has suspended service disconnections for non-payment. This temporary suspension, through at least May 1, 2020, includes residential and business customers.	https://bit.ly/3aUqH20	(800) 727-5987
Norwalk Water	During this national emergency, water shut-offs have been cancelled and there is a moratorium on late fees and penalties.	N/A	(562) 929-5766 waterbilling@norwalkca.gov
 EDISON INTERNATIONAL	Edison is temporarily suspending disconnections for customers unable to pay their bill. Some Authorized Payment Agencies may close or provide intermittent service. They will waive late payment charges if this affects ability to pay make a timely payment.	sce.com/billhelp	(800) 655-4555
 SoCalGas	Service disconnects for customers who are having a hard time paying their bills are temporarily suspended EVEN IF you receive an automated 48 hour shut off notice. Socal Gas is also waiving late payment fees.	www.socalgas.com/coronavirus	(877) 238-0092