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Press Release - Essential vs Non-Essential & 2-1-1 vs 9-1-1

PRESS RELEASE



COVID-19 - Essential vs Non-Essential & 2-1-1 vs 9-1-1

April 13, 2020 - The City of Woodland continues to closely monitor the impacts of the novel coronavirus (COVID-19) and provide information to assist residents and businesses to respond to the emergency as it evolves.

Coronavirus in Woodland and Yolo County

The number of confirmed cases of COVID-19 in Woodland is 34 (as of 5 pm on April 12, 2020). Stay up to date by visiting the [Yolo County Novel Coronavirus website](#).

Requirements for Essential and Non-Essential Business and Organization Operations

The City of Woodland continues to receive complaints from business owners and citizens that some non-essential businesses are still open to the public. Some businesses offer both essential and non-essential goods and services, so the City will continue to monitor all enterprises carefully to ensure compliance with the Shelter in Place order. The City's Business Compliance Guidelines address the operations of businesses that provide essential, and both essential and non-essential products and services. The City does its best to protect Woodland's businesses, their employees, and the public by ensuring that they comply with the Shelter-in-Place requirements, and cite those that ignore these safety requirements. Code Compliance Officer, Mini Garcia, can respond to any questions or clarifications about compliant businesses operations. The Code Compliance Hotline is: (530) 661-5826.

What Businesses are Open to the Public?

- Grocery stores, supermarkets, and convenience stores
- Essential healthcare facilities
- Banks
- Pet Supply Stores
- Gas stations, auto sales, parts stores & repair facilities
- Hardware and home improvement stores
- Plumbers, electricians, and other essential trades
- Post Office and shipping businesses

- Restaurants whose services are allowed under existing Health Orders
- Laundromats and dry cleaners
- Essential transportation services
- Home based care for seniors, adults, and children
- Residential care facilities and shelters

Home Deliveries by Non-Essential Businesses Allowed

Effective March 27, 2020, Yolo County is allowing non-essential businesses to process online and phone orders for home deliveries while physical locations must remain closed to the public. As residents stay home longer due to shelter in place orders from the County and state of California, non-essential items will start to become essential for many communities. As an added layer to help keep residents at home and support local businesses during this time, non-essential businesses will be allowed to make home deliveries.

Complete text of the guidelines can be found here: [Business Compliance Guidelines - Essential vs. Non-Essential](#)

9-1-1 vs 2-1-1

During this time of uncertainty, there are many resources available to the public. General questions can be directed to “2-1-1”. 211 is the information and referral helpline for community, government, social, and health services in Yolo County. Additional assistance options are available at <https://www.yolocounty.org>.

Anyone worried that they or their loved ones may be exposed to or suffering from COVID-19 should know the difference between 911 and 211 calls.

911 is not necessary for stable people with flu-like symptoms. Please use 211 to get advice on the best and quickest options available to you. 211 is staffed by trained information and referral specialists that can give personalized attention to each caller. . If your condition warrants an emergency response, they will advise you to contact 911. As always, for life-threatening injuries/illnesses call 911 immediately.

911 "Call If You Can, Text if You Can't"

Yolo County residents needing emergency services are able to text their situation to emergency dispatchers. Text-to-911 is intended primarily for use in specific emergency scenarios:

- For an individual who is speech, or hearing, impaired;
- For a person who is unable to call 911 due to a medical emergency that renders them unable to speak;
- In the event of a crime such as a home invasion where speaking might give away the location of a person hiding, or in an abduction situation; or,
- In domestic violence situations where it's not safe to make a voice call.

When determining whether to make voice call or send a text keep the following in mind:

- Callers should text 911 only when calling is not an option.
- Texting is not always instantaneous, which means it may take slightly longer to dispatch emergency services in a text-to-911 situation.

- Providing location information and nature of the emergency in the first text message is imperative.
- Those who use the system must have a cell phone that is activated and capable of sending text messages in order to reach 911 via text. There is no charge to the customer for sending a text to 911.

How to text 911 in an emergency:

- Enter the numbers “911” in the “To” field;
- The first text message to 911 should be brief and contain the location of the emergency and the type of help needed;
- Push the “Send” button.
- Be prepared to answer questions and follow instructions from the 911 call taker.
- Text in simple words – do not use abbreviations or emojis.
- Do not send pictures or attachments.
- Keep text messages brief and concise.

City Council Meetings

During the shelter-in-place order, pursuant to the Governor’s Executive Order N-29-20, the City Council will be holding teleconferenced meetings each Tuesday at 6 pm. The next City Council meeting will be on April 14th at 6:00 pm (this is a regularly scheduled meeting and it will include an update on the City’s efforts related to COVID-19). The public is encouraged to listen to the City Council meeting live on Woodland TV Channel 20 or by visiting www.cityofwoodland.org. If you wish to make a comment during general public comment or on a specific agenda item, there are two ways to do so. You may leave a voice mail message at (530) 661-5900. All voice mail messages received by 6:00 p.m. will be played during the City Council meeting and read into the record at the appropriate time. Any member of the public watching the live stream who wishes to make a comment on an item as it is being heard may submit an email to the City Clerk at CouncilMeetings@cityofwoodland.org prior to Public Comment on that item. Email comments submitted to be read into the record shall be no more than three (3) minutes when read aloud. Please include the agenda item in the subject line.

Need More Information?

Yolo County is the lead agency for the COVID-19 response, for more information on the County response, please visit: yolocounty.org/coronavirus.

Additional information can also be found at www.cityofwoodland.org. To receive email alerts from the City of Woodland visit www.cityofwoodland/notifyme. To receive email alerts from the County visit www.yolocounty.org.