



City of Santa Clara

The Center of What's Possible

COVID-19 Update (April 21, 2020, 4 p.m.)

Source:

City of Santa Clara Communications/Emergency Operations Center

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This is a summary of the City of Santa Clara's latest response efforts along with impacts to local events and City programs/services due to the coronavirus (COVID-19) public health emergency.

Current Developments

- Although the weather is getting warmer this week, remember to avoid contact with anyone outside of your household when getting some fresh air while sheltering at home.
 - When in public, individuals are highly encouraged to wear face coverings.
 - Per the County of Santa Clara Department of Public Health, face coverings are not required to be worn when exercising outdoors, like walking or bicycling. However, people are encouraged to have a face covering with them and readily accessible when exercising, even if they're not wearing it at that moment.
 - The County's Shelter in Place order remains in effect and requires people to stay at home except for doing essential activities, such as grocery shopping.
 - County public health officials stress that social distancing will help slow the spread, prevent deaths and reduce future impact on local hospitals from COVID-19.

- California's unemployment hotline is now open seven days a week.
 - The California Employment Development Department call center is now open every day from 8 a.m. to 8 p.m.



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- Residents are encouraged to use [UI Online](#) for the fastest and most convenient way to file or reopen your claim, certify for benefits, and get up-to-date claim and payment information. Smartphone and tablet users can use [UI Online Mobile](#).
- Customers can call 833-978-2511 for technical help with accessing UI Online and other general unemployment insurance questions. Representatives will not have access to your claim or payment information. New claims can be filed at 1-800-300-1516.
- EDD will also start assisting residents with the new federal [Pandemic Unemployment Assistance](#) (PUA) program, starting Tuesday, April 28.
 - PUA benefits are distinct from unemployment benefits and cover the self-employed, employees who lack sufficient work history, gig workers, and independent contractors.
 - Read the [FAQ](#) about eligibility and benefit amounts.

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