

May 3, 2020

Dear Placentia Library District Patrons,

As our County prepares to reopen for business and restore some sense of “normalcy” in our lives, we are reminded of the great efforts and sacrifices we've made as a community. We understand it hasn't been easy, and we thank you all for doing your part to keep one another safe. By continuing to adhere to federal, state and local guidelines, we will reclaim some level of routine. It's been challenging for our team as well. All of us are ready to return to the library and see our patrons.

There have been many informational and directive lately. Below is a summary of the latest Orange County information and services available:

- **Orange County Business Guidelines**  
Guidelines were approved by the Orange County Board of Supervisors on April 28, 2020. These recommendations **do not supersede** any conflicting, or more restrictive orders issued by local governments, the State of California, or the Federal Government. Despite the County's Business Guidelines businesses are unable to be fully open without an order from the Governor.
- **Electronic Benefit Transfer (EBT) Card Online Purchasing**  
This program started on April 28, 2020. The online feature will provide eligible Californians with more purchasing options through Amazon and Walmart, to avoid in-person interaction at stores. Both retailers accept EBT payments for food purchases using CalFresh benefits and Walmart also accepts EBT payments for non-food items using CalWORKs cash benefits. Please note CalFresh food benefits cannot be used to cover delivery fees. Eligible CalWORKs recipients may use their cash benefit to pay for delivery fees with Walmart. Those interested in applying for Medi-Cal, CalFresh, CalWORKs and General Relief, can call:
  - Social Security Administration Call Center – (800) 281-9799, M-F 6:30am-8pm and Saturdays 7am-4:30pm or online at [www.MyBenefitsCalWIN.org](http://www.MyBenefitsCalWIN.org).
  - For CalFresh – [www.GetCalFresh.org](http://www.GetCalFresh.org)
  - For In-Home Supportive Services (IHSS) – (714) 825-3000
- **Great Plates Delivered Program**  
This is a partnership between the County of Orange and multiple local food providers. The program, offered through May 10, 2020, will deliver three meals a day to adults 65 and older and adults 60-64 who are at high-risk from COVID-19. Eligibility includes:
  - Individuals who are 65 or older, or 60-64 and at high-risk as defined by the CDC, including:
    - Individuals who are COVID-19 positive (as documented by a state/local public health official or medical health professional),
    - Individuals who have been exposed to COVID-19 (as documented by a state/local public health official or medical health professional), or
    - Individuals with an underlying condition.
  - Individuals must live alone or with one other program-eligible adult.

- Individuals must not be currently receiving assistance from other state or federal nutrition assistance programs, such as CalFresh or Meals on Wheels.
- Individuals must affirm an inability to prepare or obtain meals.

Individuals interested in receiving meals and businesses wanting to participate can call the County's Information & Assistance Call Center at (714) 480-6450 for further guidance.

What's going on at Placentia Library District? Currently we are developing a reopening plan which includes four phases: Curbside Service, Limited In-Person Service, Full Reopening, and Full Closure due to virus reemergence. The plan will be presented to the Library Board of Trustees on May 18, 2020. Once the plan is finalized and approved, we will clearly communicate the guidelines to our patrons to ensure understanding, and provide ample time for questions. Rest assured we truly miss our daily interactions with you, our patrons. Thank you for your continued understanding, patience and support.

Sincerely,

Jeanette Contreras  
Library Director