



FAQ for Santa Clara County Schools and Districts

As of March 18, 2020 these are the frequently asked questions regarding available services in Santa Clara County. Please note that this document is updated on a regular basis as additional information becomes available.

Q: What food services are available?

A: Currently each district is providing meal service. For a list of sites and details, please go to www.sccoe.org/COVID-19.

Q: What flexible learning options are available to my student?

A: Each district is working under the guidance of the California Department of Education to create flexible learning options. Additional resources are also available under the “For Students” tab on www.sccoe.org/COVID-19.

Q: My child has an Individualized Educational Plan (IEP). What is being done to support their IEP?

A: Under the guidance from the California Department of Education, flexible learning options are being designed with an equity and accessibility lens. The [United States Department of Education also has special education guidance](#). The [California Department of Education developed guidance](#) on March 20th.

Q: Will my student still have to participate in statewide testing?

A: No, state assessments have been suspended, including the high school equivalency test.

Q: What does shelter in-place mean?

A: People are currently directed by the Santa Clara County Public Health Officer to stay in their residence for three weeks beginning March 17th. The order limits activity, travel, and business functions to only the most essential needs through April 7th. More information can be found at the [Santa Clara Public Health Department](#) website.

Q: What are considered most essential needs?

A: The recommendation from Santa Clara Public Health defines essential activities as necessary for the health and safety for individuals and families. More information can be found at the [Santa Clara Public Health Department](#) website.

Q: What are considered essential businesses?

A: The following list is from the recommendation of the Santa Clara Department of Public Health

- Health care operations

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- Businesses that provide food, shelter, and social services
- Businesses that provide necessities of life for economically disadvantaged or otherwise needy individuals
- Fresh and non-perishable food retailers, including convenience stores
- Pharmacies
- Child care facilities
- Gas stations
- Banks
- Laundry businesses and services necessary for maintaining the safety, sanitation, and essential operation of a residence

Q: How do I know what child care facilities are available?

A: Per the joint guidance from the State of California Health and Human Services Agency, the Labor and Workforce Development Agency, and the California Department of Education, families are encouraged to direct their child care questions to the statewide consumer education hotline at 1-800-KIDS-793 or go to <https://rrnetwork.org/family-services/find-child-care> for more information. Santa Clara County Office of Education, city and county partners are working to identify child care options for essential service providers. Once more information is available updates will be provided here.

Q:I have questions about supporting my child's needs while at home. Where can I find support?

A: The Santa Clara County Office of Education's Inclusion Collaborative has expanded its Inclusion Support Warmline Services. This service is available 16 hours per day and has the following language capabilities: Spanish, Vietnamese, Mandarin, and Korean. Support will be provided by answering questions, addressing concerns and providing social stories to support children's understanding of 'social distancing', etc. Also available will be alternative educational resources, support for flexible learning (media, etc.) and addressing individual needs for children with IEPs. Visual Support, individual schedules, etc. are also available. Call (408) 453-6651 or email WarmLineRemoteLearning@sccoe.org.

Q: Are there services to assist with securing shelter?

A: Yes, the county is working to secure housing for those in need so that they may safely shelter in-place. Governor Newsom has issued an [executive order](#) addressing securing shelter. The Emergency Operations Center is working towards ensuring that all unsheltered persons who need to be quarantined have a safe space to do so for the benefit of all county residents.

If you are a person who has tested positive for COVID-19 or is under investigation for COVID-19, needs to be quarantined and are unsheltered please reach out by email to HOUSING@eoc.sccgov.org

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Q: Are school boards still meeting during the shelter in-place?

A: Per the March 4th executive order issued by Governor Newsom, there is now some additional flexibility around Brown Act requirements for school board meetings. Refer to Item 11 in the [executive order](#).

Q: Where can I find COVID-19 updates?

A: Updates can be found at the following websites: [Santa Clara Public Health Department](#); [Governor Newsom's Newsroom](#); [Santa Clara County Office of Education](#). The Santa Clara County Office of Education also has a hotline available at (408) 453-6819.