COVID-19: Frequently Asked Questions for Camarillo
Updated: August 20, 2020

Please Note** This is a searchable PDF. Search using the questions below or search a key word (CTRL + F) to find the information you are seeking.

**Are City Buildings Open?**

Yes, Camarillo City Hall, Public Works Corporate Yard, and Sanitary District Offices are currently open to the public for regular City business, Monday through Friday from 8:00 a.m. to 5:00 p.m. PLEASE NOTE: Face coverings are required to enter City offices. We encourage all community members to continue to utilize services that are available online, or over the phone, as much as possible in order to maintain social distancing and help slow the spread of COVID-19. For more information and updates, please visit [www.cityofcamarillo.org/covid19](http://www.cityofcamarillo.org/covid19).

**Council Chambers** remain closed to the public at this time. For instructions on how to provide public comment during a City Council meeting, please see the meeting agendas here.

**Camarillo Public Library** | Closed until further notice. Friends of the Library Bookstore and on-site Giant Steps Café closed. All events / meetings in the Community Room are cancelled. Online materials are available. Curbside Pickup is now available, click here for details.

**What services are available online and by phone?**

**Business Tax & Customer Service:** [https://camarillo.hdlgov.com/](https://camarillo.hdlgov.com/)
- Apply for a Business Tax certificate (business license)
- Renew existing Business Tax certificate account
- Make a payment using Master Card, Visa or E-Check
- Close an existing account
- Search the Businesses Database
- Request account information update

**Building & Safety Permits and Inspections:** [Building & Safety Webpage]
- For questions, please email: bldgsafe@cityofcamarillo.org.
- To schedule a building & safety inspection, please submit your request online or call the Inspection Request Line at (805) 388-5383.

**Can I make an appointment to meet with City Hall staff?**

- For information about planning permits, please visit the [Community Development Department webpage](http://communitydevelopment.camarillo.ca.us/). To make an appointment to submit an application, please call Community Development at (805) 388-5360 or email: planning@cityofcamarillo.org.

- For public works/land development permits, please visit the [Public Works Department webpage](http://publicworks.camarillo.ca.us/). To make an appointment to submit an application, please call Public Works at (805) 388-5340 or email: PWPermits@cityofcamarillo.org.
For building permits, please visit the Building & Safety Webpage. For questions about building & safety permits, please email: bldgsafe@cityofcamarillo.org. To schedule a building & safety inspection, please submit your request online or call the Inspection Request Line at (805) 388-5383.

**Is COVID-19 causing any interruption in City services?**
No interruption of police, fire, water, sewer, or trash services, during this time. Trash and Recycling service will continue with no interruption. To obtain a copy of the trash/recycling schedule click here.

**How can I make a payment to the City of Camarillo?**
- Checks can be mailed or hand-delivered to the payment drop box in the front parking lot of City Hall. Check payments deposited in this box are collected every morning, Monday through Friday. No credit card or cash payments accepted in this box.
- Credit card payments (Visa and Mastercard only) may be made over the phone. Please call (805) 388-5325, and select option 1 for an automated payment system, available 24/7. Visa, Mastercard or E-Check payments may also be made on our City of Camarillo website 24/7.

**Will City water/sewer service be discontinued for delinquent accounts?**
The City’s Water Division will waive penalties and will not discontinue service for delinquent accounts during the COVID-19 emergency.

**Is City of Camarillo Water safe for drinking & washing?**
Yes, the City's water is safe to drink and meeting federal and state regulatory standards for drinking water. Current treatment methods protect against covid-19 and other viruses. Click here to read the City News Release.

**What are the impacts to public transportation?**
Click here for current public transportation information.

**How do I get a dog license or renew a dog license?**
You can obtain a new dog license or renew your license online at www.vcas.us/pets. License related documents can be sent via FAX to (805) 388-4393 or email at vcas_pet_license@ventura.org.

**How do I pay a parking citation or animal citation?**
Citations can be paid online at www.citationprocessingcenter.com.

**Where can I find information on utilities and utility payments?**
- **WATER:** Colleagues Water Announcement (English) | (Spanish) | Callequas COVID-19 Webpage
- **Southern California Edison (SCE):** Bill Payment Options During COVID-19
- **Clean Power Alliance (CPA):** CARE/FERA Program
- **SoCalGas:** Bill Payment Options During COVID-19 | CARES Campaign
BUSINESS | Employee & Employer Resources

- COVID-19 Hotline for Employers and Employees: (805) 388-5351
- Resources Webpage
- Reopening Camarillo (Resilience Roadmap and Steps to Phase 2 Reopening)
- Camarillo’s Hiring (Information about Camarillo Businesses Who are Hiring)
- Employee & Employer Assistance (Information, Resources, Social Distancing Signage)
- OPEN for Business (Restaurants, Stores, Grocery Delivery Service, Special Hours)

Is my business allowed to be open right now?

- For questions about business compliance, please call 1-844-VC-OPENS (1-844-826-7367) or email covidcompliance@ventura.org.
- Please visit www.vcreopens.com for a list of business that may be open.

How do I report a business that is operating in violation of the Public Health order?

- Please call the Sheriff’s non-emergency number: (805) 654-9511.
- For any questions about Compliance with COVID-19 orders, call Ventura County at (805)202-1805 or email covidcompliance@ventura.org.

SENIORS: Where can I find information for Seniors?

Senior Support Line (Camarillo Health Care District) is available for those needing social contact: 1-800-235-9980. More resources are available here: Camarillo Health Care District

Grocery Delivery Service:
ACTION – (805) 987-0300
VCAAA – (805) 477-7300
Caregivers Grocery Shopping Service (60+): Call 2-1-1 and ask for referral to Caregivers.

GROCERY STORES | Are grocery stores changing their hours of operations?

Yes, for special grocery store hours, please click here.
For a list of senior/vulnerable population grocery store hours, please click here.

FOOD SHARE pop-up pantries: https://foodshare.com/COVID19

FARMER’S MARKET is open with food vendors only: Saturdays, 8am-12noon, Old Town

Buyback Center for Bottles/Cans

Standard Industries (1905 Lirio Avenue, Saticoy) is open for purchasing and recycling of aluminum cans and plastic and glass bottles with a California Redemption Value. Questions? Call (805) 643-6669 or email info@standard1.com.
Hours and Location Map: http://www.standard1.com/cons_recyling_locations.html.
Santa Rosa Recycling (5243 Mission Oaks Blvd, Camarillo | Behind Vons and CVS) (Map) is open for purchase of glass bottles and aluminum cans with a California Redemption Value Hours: Monday - Friday 10 to 5 (closed for lunch 1:30 to 2:00); Saturdays 10-3

**TRASH SERVICE | Who do I call if I need:**

Additional residential trash service? **EJ Harrison and Sons** (805) 647-1414.

Additional trash, recycling, or yard waste barrel(s)? City’s Utility Division (805)388-5325.

To schedule a bulky item pick up? **EJ Harrison and Sons** (805) 647-1414.

A copy of the recycling schedule? Download the recycling schedule online or call customer service at (805) 388-5325 to have one mailed to you.

To schedule a Household Hazardous Waste appointment? Schedule it online at www.cityofcamarillo.org or call (805) 914-1468.

To start residential trash service? City’s Utility Division (805)388-5325.

To start commercial trash service? **EJ Harrison and Sons** (805) 647-1414.

Where can I find information on Farmworker Essential Worker Cards?

English | Spanish

Where can I find information on HOTELS for Health Care Workers Program?

Special Rates | Website

For Properties That Want to Participate, Email: covid19lodging@dgs.ca.gov

Are there any opportunities to volunteer?

United Way of Ventura County has volunteer opportunities. Visit https://bit.ly/2WZyGXY.

Where can I get the most up-to-date information on this public health emergency?

Current Ventura County Public Health News: www.venturacountyrecovers.org

Help Starts Here: Call 2-1-1 or www.211.org

City of Camarillo’s COVID-19 webpage.

Where can I find information on the eviction moratorium in Camarillo?

The City of Camarillo issued an Amended Order Staying Evictions in Camarillo on April 23, 2020, and published Frequently Asked Questions about the amended order.

Are dentists allowed to be open?

The California Department of Public Health put out guidance on May 7, 2020 for resuming selected dental services. This guidance relies on low community transmission rates and ample supplies of PPE at the County level. On May 15, 2020, Ventura County Public Health issued this dental guidance.
CLOSURES AND CANCELLATIONS

Pleasant Valley Recreation & Park District | [https://www.pvrpd.org/](https://www.pvrpd.org/)
Boys & Girls Club | [www.bgccam.org/](http://www.bgccam.org/)
Pleasant Valley School District | [https://www.pleasantvalleysd.org/](https://www.pleasantvalleysd.org/)
Camarillo Animal Shelter | [http://www.vcas.us/](http://www.vcas.us/)

Summer Concerts –cancelled.
Fourth of July Fireworks –cancelled.
Camarillo Fiesta – postponed to later date, still to be determined.
Wings Over Camarillo Air Show – cancelled.

**Camarillo Ranch** | All school tours, house tours and public events are cancelled until further notice. All weddings and private events have been postponed or cancelled.

**Camarillo Premium Outlets** | Some stores are reopening under the State of California’s Phase 2 Reopening. For a list of who is OPEN for Business in Camarillo, [click here](https://www.pvrpd.org/).

**Camarillo Public Library** | Closed until further notice. Friends of the Library Bookstore and on-site Giant Steps Café closed. All events / meetings in the Community Room are cancelled. [Online materials are available.](http://www.pvrpd.org/) Curbside Pickup is now available, [click here for details](https://www.pvrpd.org/).

**Emergency Housing (Homeless) facilities**

**St. Vincent de Paul** divides their services among the two parishes in Camarillo:
- Padre Serra (504-4753) – east side of town
- St. Mary Magdalen (987-7757) – west side of town

Please leave a message at the number listed above and the St. Vincent volunteers will return the call back.

**Lighthouse for Women and Children** | Please call (805) 240-1644

**Gabriel’s House** | Please call (805) 487-3445

**211** | Please call 2-1-1 or visit [https://211ventura.org/housing-homeless-services/](https://211ventura.org/housing-homeless-services/)

**Rain Transitional Housing** | Please call (805) 482-5063 or (805) 383-7505

**Questions from Community Members**

**Guidelines for the reopening of businesses:** [www.cityofcamarillo.org/reopen](http://www.cityofcamarillo.org/reopen)

**Allowed activities and gatherings:** [www.vcreopens.com](http://www.vcreopens.com)

**Rent in Camarillo:** [Amended Order Staying Evictions](https://www.pvrpd.org/) | [FAQs on Staying Evictions Order](https://www.pvrpd.org/)

**Testing Sites:** [List of County of Ventura Testing Locations](https://www.pvrpd.org/)

**Antibody Testing:** [List of County of Ventura Testing Locations](https://www.pvrpd.org/)

**Updates on Events:** Please see above, or search this document for “closures & cancellations.”

**State Resources:** [covid19.ca.gov](https://covid19.ca.gov) | [California Resilience Roadmap](https://www.covid19.ca.gov)

**Graphs:** Ventura County has graphs on a dashboard on [www.venturacountyrecovers.org](https://www.venturacountyrecovers.org)

**Are garage sales allowed in Camarillo?** Not at this time. Gathering is still not allowed.