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City of Hayward launches local coronavirus COVID-19 telephone hotline

HAYWARD, Calif., March 20, 2020—The City of Hayward announced today a new telephone hotline and call center to provide reliable, up-to-date information to community members about coronavirus COVID-19, its local impact and how the City of Hayward is responding.

The hotline number, (510) 583-4949, will be staffed by a multilingual group of City employee volunteers and workers reassigned from other duties, and will operate from 8 a.m. to 5 p.m. seven days a week starting today.

One purpose of the hotline is reduce demand on the Hayward 911 emergency dispatch call center.

Another goal is to provide residents—regardless of the language they speak or immigration status—trustworthy information and connections to the services and help they may need.

Before calling the hotline, Hayward residents are highly encouraged to first go online to the City's [COVID-19 Updates webpage](#) for current information and a growing list of links to other reliable resources.