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Media Contact:

Chuck Finnie

(510) 583-4344

chuck.finnie@hayward-ca.gov

Hayward COVID-19 hotline call center moving to Monday through Saturday schedule

HAYWARD, Calif., May 1, 2020—The City of Hayward COVID-19 Hotline call center is moving to a six-days-a-week schedule and will be operating with live call takers Monday through Saturday from 8 a.m. to 5 p.m. effective today.

People calling the hotline on Sundays will be able to leave messages that will be responded to as soon as possible.

The hotline, (510) 583-4949, and call center were established March 20 to provide community members reliable, up-to-date information about COVID-19, the local impact of the public health emergency and how the City is responding.

It is staffed by a multilingual group of City employee volunteers and workers reassigned from other duties and has been operating almost continuously seven days a week, 8 a.m. to 5 p.m., for 42 consecutive days. As of Thursday, the center had taken and responded to 4,922 calls.

One purpose of the hotline is to reduce demand on the Hayward 911 emergency 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, residents are highly encouraged to first go online to the City's [COVID-19 Resource Portal](#) and [COVID-19 Updates and Response Information](#) webpage for current information and a growing list of links to other reliable resources.