

Yolo County Environmental Health FAQs for Shelter in Place

1) Is Environmental Health open?

The Environmental Health Division, which is part of the [Yolo County Department of Community Services](#), is **currently closed** to the public. Most staff members are working and can be reached by email or telephone. Please see our [Contacts](#) link to contact specific staff members. For general inquiries, please email ehhealth@yolocounty.org or call (530) 666-8646.

2) How do I make a payment if the Environmental Health Division office is closed?

If you have received an invoice from our Division, you can make payment [online](#). You can also mail your payment through regular US mail. Please make checks payable to Yolo County Environmental Health and include the invoice you received. Credit card payments can also be made over the phone by speaking with one of our administrative staff (email ehhealth@yolocounty.org to arrange this).

3) Can I submit documents to your office?

Yes, you can send your documents via US mail or electronically to ehhealth@yolocounty.org. Please note that we cannot sign for mail or deliveries since our office is closed.

4) I received my annual permit bill in the mail, but I am having trouble paying for it, what should I do?

If you are having difficulty paying your invoice, please contact our office to arrange for a payment plan. Please direct your inquiry to ehhealth@yolocounty.org.

5) Are public swimming pools and spas allowed to be open?

No. We are asking that public swimming pools and spas are closed during the Shelter-in-Place Order. For more information, please see our Public Pools and Spas FAQs [here](#).

6) Are Yolo County businesses required to post a social distancing checklist in their window?

No, Yolo County is not requiring open essential businesses to post a social distancing checklist in the window at this time. Contact your inspector or ehhealth@yolocounty.org for a model template if interested.

7) Should I be requiring customers to wear masks when entering my facility?

Yolo County is **not** requiring businesses to implement wearing face masks for employees or customers. For information on wearing face masks, please visit the following links:

<https://www.yolocounty.org/Home/ShowDocument?id=62789>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/DIY-cloth-face-covering-instructions.pdf>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Face-Coverings-Guidance.aspx>

8) How can I submit complaints, concerns or other feedback about the local COVID-19 response?

For general Yolo County Shelter-in-Place clarification or concerns, please use this [survey link](#). For specific complaints for regulated facilities, please click [here](#).

9) Where can I find out more information about COVID-19?

For local information about the Yolo County COVID-19 Response, please visit this [link](#).

If you are a retail food facility, please see the following links and documents for guidance:

[COVID-19 Food Facility Guidance](#)

[EPA's List N: Disinfectants for Use Against SARS-CoV-2 \(the virus that causes COVID-19\)](#)

[Disinfecting Your Facility If Someone is Sick](#)