

Solid Waste Management for Businesses FAQ COVID-19

How can I reduce solid waste costs during the COVID-19 event?

Reduce service level container size and/or frequency. Please contact Republic Services at <http://local.republicservices.com/site/santa-clara-ca/customer-support> or (408) 432-1234 to discuss pausing your service and any billing concerns you may have. We cannot guarantee reimbursement for solid waste not collected, but we encourage all businesses to contact Republic to decrease or pause service. During this “Temporary Service Interruption” Republic will not remove your containers, so ensure they are in a secured area or locked.

What are some other resources available to me?

- **Loan Program Applications Now LIVE Online:** The application portal for businesses and non-profit loans can be found through the [SBA COVID-19 webpage](#). The [Small Business Administration \(SBA\) Economic Injury loan program](#) in Santa Clara County can provide businesses and non-profits with relief from COVID-19 impacts. Businessownerspace.com partners [SBDC](#), [AnewAmerica](#), [MBDA](#), and [SCORE](#) are available to help prepare loan paperwork.
- **City Email to answer business and employer questions:** The Office of Economic Development (OED) has established a new email address, covid19sjbusiness@sanjoseca.gov, where employers, businesses, non-profits, and workers impacted by COVID-19 can ask questions. The OED staff will work to respond quickly with the information and resources currently available.

How can I stay updated?

Collection of solid waste is provided by Republic Services. Ensure Republic Services has your contact information, especially your phone number. You can contact Republic Customer Service at: 408-423-1234 or <http://local.republicservices.com/site/santa-clara-ca/customer-support>

Can I donate the excess food I have? If so, who should I contact?

Second Harvest Food Bank is currently accepting non-perishable food donations. Please contact Second Harvest through one of the following methods to set up your donation:

1. Call 408-266-8866, extension 102.
2. Email fooddonor@shfb.org.

You can learn more about Second Harvest Food Bank at www.shfb.org.

Businesses can also sign up for free food donation services at <https://mealconnect.org/>. Meal Connect also provides the information you need to simplify your tax deduction for all donations.

The Bill Emerson Good Samaritan Food Donation Act protects those who donate food to non-profit organizations from liability. You can find more information on the Feeding America website:

<https://www.feedingamerica.org/about-us/partners/become-a-product-partner/food-partners>

The Santa Clara County Department of Environmental Health provides the following guidance regarding safe food donation:

https://www.sccgov.org/sites/cpd/programs/lscfo/Documents/Food%20Donation/CPD_Safe_Food_Donation.pdf