

# RESPECT AND LOVE

## TOOLKIT & RESOURCE GUIDE

TO ADDRESS ISSUES OF  
HATE, BIAS & DISCRIMINATION



# OVERVIEW

## ABOUT

This toolkit serves as a practical demonstration of San Francisco's commitment to serve and support all people. These resources are available for those who live in fear stemming from their immigration status and to educate and inform their allies. The toolkit includes ways to identify and find support for newcomers, ensuring that San Francisco is a safe and inclusive city for everyone, offering access to important services geared toward integration and inclusion.

This is a snapshot of the services available in San Francisco; for a more comprehensive look, please visit [www.sfgov.org/oceia/immigrant-affairs](http://www.sfgov.org/oceia/immigrant-affairs) or call 311 and press 3 for "other services."

## INCLUDED IN THIS GUIDE

1. Information about SF City laws
2. Referral resources for legal education, immigration legal defense, pathways to citizenship, and other important topics
3. How to help support immigrants, undocumented immigrants, and immigrant families



# **ABOUT THE SANCTUARY CITY ORDINANCE**

## **WHAT IS THE SANCTUARY CITY ORDINANCE?**

In 1989, San Francisco passed the "City and County of Refuge" Ordinance (also known as the Sanctuary City Ordinance). The Sanctuary City Ordinance generally prevents City employees from using City funds or resources to help Immigration and Customs Enforcement (ICE) enforce federal immigration law unless it is required by federal or state law.

Later, in 2013, San Francisco passed the "Due Process for All" Ordinance. If someone is in jail in San Francisco, the Due Process for All Ordinance limits when City law enforcement officers may give ICE advance notice that they are being released from jail. It also prevents City law enforcement officers from cooperating with ICE detainer requests, also known as "ICE holds."

## **WHAT DOES IT MEAN THAT WE ARE A SANCTUARY CITY?**

Under current law, City employees generally may not use City resources to:

- Assist or cooperate with any ICE investigation, detention, or arrest relating to alleged violations of the civil provisions of federal immigration law.
- Ask about immigration status on any application for City benefits, services, or opportunities, except as required by federal or state statute, regulation, or court decision.
- Limit City services or benefits based on immigration status, unless required by federal or state statute or regulation, public assistance criteria, or court decision.
- Provide information about the release status or personal information of any individual, except in limited circumstances when law enforcement may respond to ICE requests for notification about when an individual will be released from custody.
- Detain an individual on the basis of a civil immigration detainer after that individual becomes eligible for release from custody.

Please note that federally-funded programs may have different rules, record-keeping, and reporting requirements.

## **WHY DID SAN FRANCISCO ADOPT THE SANCTUARY CITY ORDINANCE?**

The Sanctuary Ordinance promotes public trust and cooperation. It helps keep our communities safe by making sure that all residents, regardless of immigration status, feel comfortable calling

the Police and Fire Departments during emergencies and cooperating with City agencies during public safety situations. It helps keep our communities healthy by making sure that all residents, regardless of immigration status, feel comfortable accessing City public health services and benefit programs.

## **IS SAN FRANCISCO THE ONLY SANCTUARY CITY IN THE COUNTRY?**

No. In fact, San Francisco is just one of hundreds of cities across the U.S. with sanctuary policies or related law enforcement orders. California and certain other states also have related laws or policies.

## **ARE CITY SERVICES AVAILABLE TO ALL?**

City employees will not include on any application, questionnaire, or interview form for City services any question regarding immigration status other than those required by federal or state law, regulation, or court decision.

## **WHERE CAN I GET MORE INFORMATION?**

Brochures on the Sanctuary City Ordinance are available in English, Spanish, Chinese, Vietnamese, and Russian at <http://sf-hrc.org/sanctuary-city-ordinance-documents>.

The full text of the San Francisco Sanctuary City Ordinance is available in English, Spanish, and Chinese at <http://sf-hrc.org/sanctuary-city-ordinance-documents>.

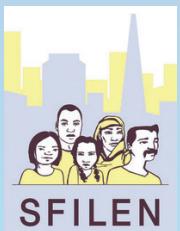
To request a Sanctuary City poster in English, Chinese, Russian, Spanish, Tagalog or Vietnamese, please call 311.



**WORK  
TOGETHER**

# WORK TOGETHER

City agencies work together to ensure San Francisco laws are followed. Our partnerships also extend to local nonprofits and other groups. Many of these groups have come together to assist immigrants, undocumented immigrants, and immigrant families. Below are two of these groups, with contact information for each of the agencies that makes up part of the network or collaborative.



## THE SAN FRANCISCO IMMIGRANT LEGAL EDUCATION NETWORK

**SFILEN** represents immigrants from African and Afro-Caribbean, Arab, Asian, and Latino communities. They provide free immigrant legal assistance and community education to low-income immigrants in San Francisco. SFILEN provides services in over 20 languages and dialects and is made up of the following 13 organizations:

Dolores Street Community Services (lead agency of SFILEN): 415.282.6209  
African Advocacy Network: 415.503.1032  
Arab Resource & Organizing Center (AROC): 415.861.7444  
Asian Americans Advancing Justice (Asian Law Caucus): 415.896.1701  
Asian Pacific Islander Legal Outreach: 415.567.6255  
Causa Justa :: Just Cause: 415.487.9203  
Central American Resource Center: 415.642.4400  
Chinese for Affirmative Action: 415.274.6750  
Filipino Community Center: 415.333.6267  
La Raza Centro Legal: 415.575.3500  
La Raza Community Resource Center: 415.863.0764  
Mujeres Unidas y Activas: 415.621.8140  
People Organizing to Demand Environmental & Economic Rights (PODER): 415.431.4210

## THE SAN FRANCISCO IMMIGRATION LEGAL DEFENSE COLLABORATIVE



**SFILDC** provides free, high quality, culturally competent legal services on behalf of immigrant children and families. Through direct legal representation, informed advocacy, and technical assistance, SFILDC works together to protect immigrants' rights and ensure that everyone is represented in the judicial process. SFILDC is:

Central American Resource Center (CARECEN) (lead agency of SFILDC): 415.642.4400  
Asian Pacific Islander Legal Outreach: 415.567.6255  
U.C. Hastings Center for Gender & Refugee Studies: 415.565.4877  
Dolores Street Community Services: 415.282.6209  
Immigration Center for Women & Children: 415.861.1449  
Immigration Legal Resource Center: 415.255.9499  
Kids in Need of Defense: 202.824.8680  
La Raza Centro Legal: 415.575.3500  
La Raza Community Resource Center: 415.863.0764  
Legal Services for Children: 415.863.3762  
Pangea: 415.254.0475  
University of San Francisco Legal Clinic: 415.422.6307  
San Francisco Bar Association: 415.989.1616



# YOU ARE PROTECTED

The Human Rights Commission (HRC) investigates discrimination based on a PROTECTED CLASS. Someone should not be treated differently in housing, employment, or at a business/public accommodation because of their:

**RACE** (or Ethnicity)

**COLOR** (of your skin)

**NATIONAL ORIGIN**

(a country you came from)

**PLACE OF BIRTH**

(the country you were born in)

**ANCESTRY**

(Ethnicity, or where you and your family are from more generally)

**FAMILIAL STATUS**

(for housing, having minor children)

**SOURCE OF INCOME**

(for housing, where you get money)

**DISABILITY**

(mental or physical, including not reasonably accommodating a disability; can be temporary)

**SEX**

(your biological sex)

**GENDER IDENTITY**

(the gender you identify as)

**SEXUAL ORIENTATION**

(who you are attracted to)

**RELIGION/CREED**

**WEIGHT**

**HEIGHT**

**HIV/AIDS STATUS**

**AGE**

**MARITAL STATUS**

(whether or not you are married)

**DOMESTIC PARTNER STATUS**

(whether or not you have a domestic partner)

**ASSOCIATION**

(being treated differently because you are associated with one of the other listed protected classes)

**PERCEPTION**

(being treated differently because you are perceived to be in one of the other listed protected classes)

## EXAMPLES OF POSSIBLE DISCRIMINATION:

- You have a disability that requires a companion animal and your landlord will not waive their “no pets” policy.
- You identify as female, but your coworkers routinely misgender you as “he” and refuse to identify you as “she” for over a year, even though you have complained to your boss about it many times.
- After you have a child, your landlord gives you lease violations for violating the unit’s occupancy restrictions.
- You applied to rent an apartment and the property manager was very friendly on the phone. However, as soon as the property manager saw you (and saw that you have a different skin color, a visible disability, were wearing a hijab, are gender non-conforming, etc.), his demeanor changed completely. Afterwards, they said the apartment was rented out, but you saw it back on Craigslist a few days later.
- You apply for housing with your section 8 voucher and the landlord says that you were otherwise eligible, but, “we don’t take section 8.”
- You were forced to wait for over an hour to be served at a restaurant, while other people who are not from the same country as you, but came in after you, were served before you. Later, this happened to two of your friends who are also of the same national origin.

**For more information, contact the HRC.**

Call (415) 252-2500; email [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org); or visit [www.sf-hrc.org](http://www.sf-hrc.org). Thank you for contacting us.

# **ADDITIONAL PROTECTIONS: THE FAIR CHANCE ORDINANCE**

The Fair Chance Ordinance (FCO) is designed to give people with arrest and/or conviction records the opportunity to be considered for employment and housing on an individual basis, giving them a “fair chance” to effectively re integrate into the community and provide for their families and themselves.

## **Who Does the FCO Apply to?**

In housing, the FCO applies to affordable housing providers. In employment, the FCO applies to any employer with 20 or more employees.

## **What Does the FCO Cover?**

The FCO creates a process that employers and affordable housing providers must follow when they are considering conviction history. Under the FCO, you have the right to:

- Have all of your other qualifications for a job or affordable housing decided **BEFORE** the employer or affordable housing provider knows anything about your conviction history.
- Not be asked about your conviction history through a rental application form.
- Be provided with a copy of the **FCO Notice** before your background check is run.
- **NOT have any of the following six “off limits” categories considered**, or even requested: arrests that did not result in a conviction; participation in a diversion or deferral of judgment program; expunged, judicially dismissed, invalidated or otherwise inoperative convictions; any juvenile record; most convictions more than seven years old; and most infractions.
- **Have your record assessed individually** (an “individualized assessment”), in which only directly-related convictions and unresolved arrests in your record may be considered.
- Be provided with a **copy of the background check report** and told which conviction or unresolved arrest is the basis for the employer or housing provider’s proposed denial or other “adverse action.”
- **Respond orally or in writing** to any proposed adverse action to show why you shouldn’t be denied or they shouldn’t take the action. You can point out inaccuracies in the report; provide evidence of rehabilitation such as satisfying parole or participating in a drug treatment program; and any other “mitigating factors” about the circumstances of the conviction.

## **Who Enforces the FCO and how can I contact them?**

The San Francisco Human Rights Commission (HRC) enforces the housing portion of the FCO. They can be reached in person at 25 Van Ness Avenue, Room 800, San Francisco, CA 94102; by phone at (415) 252-2500; via email at [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org); or by filing an online inquiry at: <http://hrc.sfintranet.firmstep.com/achieveforms-node/discrimination-public-form>.

The San Francisco Office of Labor Standards Enforcement (OLSE) enforces the employment portion of the FCO. They can be reached in person at City Hall, Room 430, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102; by phone at (415) 554-5192; or via email at [fce@sfgov.org](mailto:fce@sfgov.org).

If you have any questions about the FCO or would like more information about a possible violation of the FCO, contact the HRC.

# **ADDITIONAL PROTECTIONS: HRC LGBT INITIATIVES**



## **Violence Prevention Services for TransLatinas in the Mission District**

The HRC continues to work with El/La Para TransLatinas, an advocacy and education organization for transgender Latinas (translatinistas), on violence prevention and intervention services. The HRC provided grant funding to El/La Para TransLatinas to provide services to transgender Latinas, including case management, community building, and education/advocacy.



## **Leadership Development and Legal/Support Services for Incarcerated and Formerly Incarcerated Transgender Persons**

The HRC strengthened its partnership with Transgender, Gender Variant and Intersex Justice Project to continue serving incarcerated and formerly incarcerated transgender people. The partnership provides City funding for the provision of leadership development, in-custody and re-entry support, and coalition building services for transgender, gender variant, and intersex people.



## **Transgender Coalition Building and Organizational Support Services**

The HRC developed a partnership with TAJA's Coalition to provide coalition building and organizational support services to transgender communities across San Francisco. The partnership, now in its second year, supports the creation of a citywide transgender coordinating council, anti-violence public awareness campaigns, and leadership development for trans-serving stakeholders.



## **Violence Prevention Services for LGBTQI Survivors of Violence**

In light of ongoing violence against the City's LGBTQI community, the HRC has formed a partnership with the Lavender Youth Recreation and Information Center (LYRIC) to provide trauma counseling, peer support groups, and leadership development services for LGBTQI survivors of violence. The partnership involves collaboration with a number of health and social service providers to engage survivors of violence in culturally competent services.

**For more information, contact the HRC.**

Call (415) 252-2500; email [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org); or visit [www.sf-hrc.org](http://www.sf-hrc.org). Thanks for reaching out!

# HOW DO I FILE A COMPLAINT?

The Human Rights Commission (HRC) investigates complaints under a number of City ordinances, including anti-discrimination ordinances and the Sanctuary City Ordinance. The guidelines below are generally applicable to the HRC complaint process.

## **TO FILE A COMPLAINT, CONTACT THE HUMAN RIGHTS COMMISSION**

- In person: 25 Van Ness Avenue, 8th Floor, San Francisco, CA 94102
- By phone: (415) 252-2500
- In writing: mail to the address above or send via email to [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org)
- Online at <http://hrc.sfintranet.firmstep.com/achieveforms-node/discrimination-public-form>

## **PARTICIPATE IN AN INTAKE INTERVIEW**

- Bring any documents you have to support your claim.
- Bring contact information for the complainant (you or the person(s) filing) and respondent (the person(s) or organization(s) that discriminated against you).
- Explain how you were discriminated against and issues you are having as a result.

## **DETERMINATION**

- HRC staff will interview you to determine if the HRC has jurisdiction to investigate your claims.

## **FORMAL COMPLAINT**

- Depending on the nature of the case, a letter of concern or a formal complaint can be sent to the respondent, who will be required to respond in writing.

## **MEDIATION**

- After receiving a response from the respondent, an HRC staff member may attempt to resolve the complaint through mediation.
- Mediation is a free, voluntary and confidential opportunity to reach a mutually-agreeable resolution to the complaint.
- The mediation can occur with all parties in the same room or through separate meetings with the mediator.

## **INVESTIGATING AND CLOSING THE CASE**

- If mediation is successful and both parties reach an agreement, the HRC will close the case.
- If mediation fails or is rejected by any party, or in cases where mediation is not appropriate, HRC staff may conduct a formal investigation.
- If there is sufficient evidence of a violation, the HRC may issue a Director's Finding of Non-Compliance with the ordinance at issue and may forward it to the Board of Supervisors and the Mayor's Office.

**For more information, contact the HRC.**

Call us at (415) 252-2500; email [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org); or visit [www.sf-hrc.org](http://www.sf-hrc.org). Thanks for reaching out!

# **IF YOU NEED HELP: IMMIGRATION-RELATED SERVICES SF PATHWAYS TO CITIZENSHIP**

The San Francisco Pathways to Citizenship Initiative offers free legal advice, application assistance, language services, fee waiver application assistance, and other multilingual legal services and assessment, as well as fee-waiver and loan assistance, for mixed-status families and individuals seeking naturalization.

Citizenship services include large group, one-stop processing, legal screenings and consultations by immigration attorneys, N400 Naturalization application assistance, fee waiver and disability waivers, derivative citizenship applications, trained interpreters and document translation, civic engagement, ESL/naturalization classes, and volunteer training of attorneys and community members.

For additional information on upcoming naturalization workshops, please visit [www.sfcitizenship.org](http://www.sfcitizenship.org); email [sfpathwaystocitizenship@gmail.com](mailto:sfpathwaystocitizenship@gmail.com); or call:

English: 415.662.8901
Spanish: 415.662.8902
Cantonese: 415.295.5894
Mandarin: 415.295.5896
Filipino: 415.692.6798
Russian: 415.754.3818

## **RAPID RESPONSE SOCIAL SERVICES**

### **24 Hour Hotline**

San Francisco non-profit organizations staff a 24-hour, multi-lingual hotline to connect City residents impacted by civil immigration enforcement with services, including assistance with gathering client and/or family information and documents, and connecting those individuals to wrap around case management or crisis response services.

*This is service is only available to San Francisco Residents.*

*To reach the hotline, call: (415) 200-1548.*

*There is English, Spanish, Arabic and Chinese language capacity.*

## **DISCRIMINATION**

The San Francisco Human Rights Commission enforces the City's anti-discrimination laws, including the Sanctuary City Ordinance as well as complaints of discrimination in employment, housing and public accommodations. If you believe you have been discriminated against, please call the Human Rights Commission at (415) 252-2500; email [hrc.info@sfgov.org](mailto:hrc.info@sfgov.org); visit the office at 25 Van Ness Avenue, Room 800, San Francisco, CA 94102; or file an inquiry online at: <http://hrc.sfintranet.firmstep.com/achieveforms-node/discrimination-public-form>

## **MORE RESOURCES**

For more information on immigrant and language rights, services and resources, visit [www.sfgov.org/oceia](http://www.sfgov.org/oceia); email [civic.engagement@sfgov.org](mailto:civic.engagement@sfgov.org); or call 415.581.2360.

# QUESTIONS AND ANSWERS FOR FAMILIES AFTER THE PRESIDENTIAL ELECTION

**Q: I am a member of the Muslim community and am concerned about how the new federal administration will affect me. Who can I call?**

**A: Contact** the Council on American-Islamic Relations, San Francisco Bay Area Office: (408) 986-9874, <http://ca.cair.com/sfba>; <https://www.cair.com/civil-rights/report-an-incident.html> (languages: English, Farces, Urdu, Arabic).

**Q: I am a member of the LGBTQQ community and am worried about how what is happening after the election will affect me. Who can I call?**

**A: Contact** the San Francisco LGBT Center, (415) 865-5555 (languages spoken: English). For youth, call the LYRIC Center for LGBTQQ Youth, (415) 703-6150, <http://lyric.org>, [info@lyric.org](mailto:info@lyric.org) (languages: English, Spanish, Cantonese, and Tagalog). For the transgender community, call the Transgender Law Center helpline at (415) 865-0176 or visit <http://transgenderlawcenter.org> (languages: English and Spanish).

**Q: I am undocumented, or I have a family member who is undocumented, and I want to know what my rights are as an immigrant. Who can I call?**

**A: Contact these agencies:** San Francisco Immigrant Legal & Education Network (SFILEN): (415) 282-6209, extension 115 or 129, <http://sfilen.org> (languages: English and Spanish); African Advocacy Network: (415) 282-6209, extension 113 or 128, <http://aansf.org> (languages: English, French, Arabic, Creole, Yoruba, Amharic, Portuguese).

**Q: I want to report a hate crime. Who can I call?**

**A: Contact** the San Francisco District Attorney's Office Hate Crimes Hotline: 415-551-9595 (languages: English, Spanish, Cantonese, Mandarin, Russian and Tagalog).



# **QUESTIONS AND ANSWERS FOR FAMILIES AFTER THE PRESIDENTIAL ELECTION**

## **Q: Can my family access health care services if we are undocumented?**

**A: In San Francisco, Yes.** San Francisco remains committed to health care for all residents. Healthy San Francisco and Healthy Kids offer the full range of health services to San Francisco families at various income levels, including undocumented residents. These programs remain in place. Undocumented immigrants who meet all eligibility requirements may also receive emergency and pregnancy-related medical services and, when needed, state-funded long-term care. And no one, regardless of their immigration status, will be turned away from emergency rooms at San Francisco Hospitals. For more information on **health care programs**, contact: **Healthy San Francisco**: (415) 615-4555, [www.healthysanfrancisco.org](http://www.healthysanfrancisco.org); **Healthy Kids**: (415) 777-9992, <http://www.sfhp.org/visitors/healthy-kids>; **Medi-Cal**: (415) 558-4700, <https://www.mybenefitscalwin.org/> or visit 1440 Harrison Street and 1235 Mission Street in San Francisco.

## **Q: My family participates in public assistance programs including Medi-Cal, CalFresh and CalWORKs. Can we still access these programs, even if someone in my family is undocumented?**

**A: Yes.** It is important to remember that undocumented immigrants never qualified for CalFresh, CalWORKs or full healthcare coverage provided by Medi-Cal. CalFresh and CalWORKs are public assistance programs that provide cash aid and nutrition assistance to families who qualify.

If members from your family are currently eligible to participate in Medi-Cal, CalFresh, CalWORKs or other public benefit programs, they are still eligible. There have been no changes to California's public assistance eligibility requirements. The Human Services Agency will continue to process your applications, renewals and provide benefits to you just as it has in the past. This includes all eligibility guidelines and access to benefits for legal permanent residents and clients with qualifying immigration status.

For more information on **Medi-Cal**: <http://www.sfhsa.org/102.htm>.

For information on **food assistance programs**, call **CalFresh**: (415) 558-4700, <http://www.sfhsa.org/143.htm>.

For information on **financial assistance**, contact: **CalWORKs**: (415) 557-5100, <http://www.sfhsa.org/172.htm> (languages: English, Spanish, Vietnamese, Mandarin, Tagalog, Russian).

## **Q: I or someone I know is depressed and/or may be suicidal. Is there a crisis line that they can call?**

**A: Yes.** The San Francisco Suicide Prevention Crisis Line has a 24-hour phone service that provides immediate crisis intervention and emotional support. Call (415) 781-0500. Over 200 languages spoken.



# HOW CAN I HELP?

## BE AN ALLY

*Ally:* “one that is associated with another as a helper; a person or group that provides assistance and support.” – Mirriam-Webster

- Do not engage in hate speech and activities.

## STAY INFORMED AND HELP OTHERS

- Listen to those who are feeling threatened about their fears/anxiety.
- Attend workshops.
- Educate yourself on the issues.
- Speak up to friends and families; share truth and not opinions.
- Host a workshop or gathering to help people understand the facts.
- Put a poster/sign in your window.
- Write social media posts celebrating #humansofSF and other stories of humanity. Share stories of the rich diversity and people who come to SF.

## VOLUNTEER

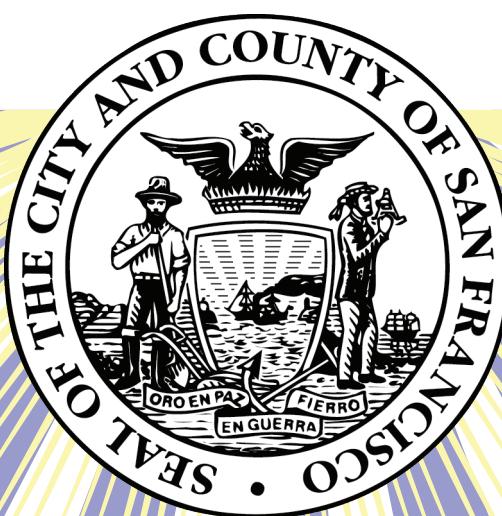
- Help organizations hosting Know Your Rights workshops.
- Help distribute materials.
- Call organizations helping those feeling threatened and see how you can support their efforts.
- If you have special expertise, find an organization that could benefit from your help.

## SHOW LOVE!

**For more information on how to help, contact the San Francisco Human Rights Commission.** Call us at 415.252.2500; email hrc.info@sfgov.org; or visit [www.sf-hrc.org](http://www.sf-hrc.org). Thanks for reaching out!

# THANKS

TO THE SAN FRANCISCO AGENCIES THAT PRODUCED THIS TOOLKIT



SAN FRANCISCO  
HUMAN RIGHTS COMMISSION



Mayor's Office of Housing and  
Community Development



Our Children,  
Our Families Council



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