SAN FRANCISCO
HUMAN RIGHTS COMMISSION

Community Coronavirus Resource Guide

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What you should know about coronavirus

What is coronavirus/novel coronavirus/COVID/COVID-19?

These are all names for the same thing: a deadly new virus. The terms “COVID” and “COVID-19” come from a shortening of “COronaVIrus Disease 2019.” Sometimes it is called “novel coronavirus” or “coronavirus” for short.

How is coronavirus spread?

Coronavirus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through tiny “viral droplets” produced when an infected person coughs or sneezes.

- It is also possible that someone can get coronavirus by touching a surface or object that has the virus on it and then touching their own mouth, nose, or eyes. However, it is unlikely that this is the main way coronavirus spreads.

What are the symptoms of coronavirus?

Common symptoms of coronavirus include fever, dry cough, shortness of breath, loss of taste or smell, chills and body aches.

- Symptoms are often similar to other illnesses, like the flu, so it is very hard to tell from symptoms alone if you have coronavirus.

What should I do if I think I have coronavirus?

Unfortunately, there is not widespread testing available yet to determine if you have coronavirus.

- If you have a healthcare provider, call them to get the most up-to-date information on testing.
- If you do not have a medical provider, call 311 or go to sf311.org online.
- SF Veterans can call VISN 21 Telephone Linked Care at (800) 733-0502 or visit www.sanfrancisco.va.gov/COVID-19/2020-03-13.asp
What you should know about the Stay Home Order

Why do I have to stay home just because other people have coronavirus?

Coronavirus is very contagious, and people can spread the virus even if they do not have symptoms.

- Even young people can get very sick or die from coronavirus.
- Older folks, people with chronic illness, children, and people with disabilities are especially vulnerable.

The less people are out in public, the less chances there are for coronavirus to spread between people. If we all stay home, we can reduce the number of people who get coronavirus at the same time. This will keep our hospitals from becoming overwhelmed with patients.

So, all 9 Bay Area counties, including San Francisco, now have a “shelter in place” (also known as “stay home”) order.

- In SF, the stay home order is currently in place until Sunday, May 3.
- You can only leave your house for essential needs.

What are “essential needs” that I can leave my house for?

“Essential needs” are things like:

- Grocery shopping or going to the food bank
- Trips to the bank
- Pickup up prescriptions or medicine
- Laundry
- Vetrinary services
- Short walks around your neighborhood for fresh air

More information on what is essential is online at sf.gov/information/leave-home-only-essentials

- When you go outside, use “social distancing” (explained on the next page).
- Don't leave the house unless you have to!
The Rona is not a game.

Don’t risk your safety. That means no parties, no meet-ups with friends, and no visitors. Bars, nightclubs, and gyms are closed. We all have to do our part to keep everyone safe. Even if you don’t have symptoms, you could be putting others at risk. Avoid fines, tickets, and even jail by staying indoors.

Social Distancing 101

What does “social distancing” mean?

“Social distancing” refers to the different ways people should stay physically apart from each other in order to minimize the spread of coronavirus.

- Only go out for essential needs.
- If you have to go out:
  - Stay 6 feet apart from others
  - Cover your face with a mask, bandana, scarf, or cloth
  - Avoid groups
- Wipe surfaces you need to touch with antibacterial wipes
- If you have symptoms of a cold or flu (such as cough, runny nose, sore throat, etc.), wear a face mask when you are around other people

More information on social distancing is available at sf.gov/stay-6-feet-apart-social-distancing

When should I stay inside?

If you are sick, over 60 or have a chronic health condition, do not go outside.

- More information for seniors is available at sf.gov/stay-healthy-older-adults
Best practices so you don’t spread coronavirus

• **Practice social distancing:** stay at least 6 feet apart from others

• **Minimize risk when going outside**
  - Wear a mask.
  - Stop shaking hands – use other non-contact greetings.
  - Stay home if you are over 60 or have a disability or chronic health condition.

• **Coronavirus hygiene**
  - Dispose of tissue paper immediately after use.
  - **Clean hands often** with soap. If soap is not available use hand sanitizer with 60% alcohol. If hand sanitizer or soap is not available, use a 70% alcohol solution (or higher).
  - Avoid touching your face and cover coughs and sneezes.
  - Disinfect surfaces like doorknobs, tables, desks, and handrails regularly.
  - Increase ventilation by opening windows or adjusting air conditioning.
  - Avoid close contact with people who are unwell or have symptoms, even if they are in your home.

• **If someone is sick…**
  - Give sick members of your household their own room if possible, and keep the door closed.
  - Have only one family member care for the sick person.
  - If the sick person is over 60, has a disability, or has a chronic health condition, call your healthcare provider or 311.
Evictions are not being enforced

San Francisco currently has an “eviction moratorium” which means that until June 21, 2020, the Sheriff will not enforce any eviction (known as “unlawful detainer” in the courts) against you.

- **Note that you are still responsible for rent.**
- More information on the eviction moratorium is available at [sf.gov/information/about-eviction-moratorium-residents-due-covid-19](sf.gov/information/about-eviction-moratorium-residents-due-covid-19)

Power and water will not be cut off because of late payments

If you can’t pay your power or water bill, your utilities won’t be shut off and you won’t suffer a penalty. This is in effect until at least mid-May 2020.

- More info on the City’s program is at [sfmayor.org/article/san-francisco-suspend-power-and-water-shutoffs-waive-penalties-and-interest-delinquent](sfmayor.org/article/san-francisco-suspend-power-and-water-shutoffs-waive-penalties-and-interest-delinquent)

Medicine and free food are available

- Walgreens has **free prescription delivery** by text message or online.
- Information on **free meals and groceries** is at [sf.gov/get-food-resources](sf.gov/get-food-resources) as well as through HSA at [rebrand.ly/Hsa5731d](rebrand.ly/Hsa5731d)
- Lists of **free food, shelter, mental health services**, and other items are updated at [www.freeprintshop.org](www.freeprintshop.org)
- Undocumented folks can qualify for emergency Medi-Cal. More info at [www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Medi-CalFAQs2014b.aspx](www.dhcs.ca.gov/services/medi-cal/eligibility/Pages/Medi-CalFAQs2014b.aspx)
- Everyone can be seen by a doctor in a free clinic or emergency room, regardless of immigration status or whether you have health insurance.
Free internet and computers are available

- Households with K-12, college students, or senior citizens 60 or older can get three months of free internet and phone service with no data restrictions from Sonic. More info at www.sonic.com/cov19
- Public housing residents can get free internet through Monekybrains. Call (415) 974-1313 ext. 2 or visit tech.sfgov.org/news/fiber-housing
- $10 per month internet is available through AT&T or Comcast. More info at sf.gov/get-online-during-coronavirus-outbreak
- SFUSD students in grades 3–12 who do not have access to a computer can be loaned a computer for free. Contact your school principal or fill out a request form at bit.ly/2xrnj0f

Getting paid is still possible

- You may be able to have your income replaced if you are over 60, have a disability, or have a chronic health condition and can’t work because of the Stay Home order. More information at sf.gov/find-income-replacement-options-during-coronavirus
- Unemployment payments have gone up. For more info see edd.ca.gov/about_edd/coronavirus-2019/workers.htm
- Many employers are still hiring during the coronavirus pandemic. Check the Office of Economic and Workforce Development (OEWD) at (415) 701-4817 or oewd.org/employees-impacted-covid-19 for updates. If you sign up for OEWD’s email list, they will send you job listings about once a week.
- Free professional development courses are available online through OEWD or the Library at sfpl.org/research-learn/elearning

City agencies and nonprofits are open

- Call 311 or visit sf.gov/city-services-during-coronavirus-outbreak for a list of City agencies that are open and the services they provide. Note that the physical office locations are still closed, so you will need to call or contact the agency online.
- Businesses that provide food, shelter, social services, and other necessities for low-income folks are considered “essential” and should be open. This includes many nonprofits.
Education and childcare resources for youth and families

- **Free childcare services are available.** Start at sf.gov/information/schools-and-childcare-during-coronavirus-outbreak
  - The Department of Children, Youth & Their Families (DCYF) is coordinating **free emergency childcare** through their website at www.dcyf.org/care
  - Another option is Family Support Services at (415) 861-4060 or fssba.org
  - Children’s Council of SF has additional resources. Call (415) 343-3300 or visit rebrand.ly/FamiliesFind18a27
- For info on **how to talk to children about coronavirus**, see go.aws/2xS0ldn
  - Info on **talking to kids about discrimination and bullying of Asian-Americans** during the pandemic is at bit.ly/2UnUzx5
- If you have CalWORKs or CalFresh and a child under 3, get **free diapers** at the SF Diaper Bank via www.sfdiaperbank.org
- Families with high school and college students can apply for **$200** through Scholy’s Student Relief Fund. Visit bit.ly/3bs3i8d to apply.
- **SFUSD has free learning resources** for engaging students at home via www.sfusd.edu/learning/resources-learning/continuity-learning
- DCYF has learning resources at www.dcyf.org/curriculum-resources
- **“Anti-Oppressive/Anti-Racist Home School Options During Quarantine”** for parents, teachers, and students are at bit.ly/2lapk3v
- The Library’s online resources are at sfpl.org/books-and-media/elibrary and with a library card, you can read books or stream video via Hoopla (hoopladigital.com) or Kanopy (kanopy.com).
- College students can get 30 days of free storage through Uhaul. For more info, go to rebrand.ly/StudentsHaulA3b8e
For more information, Call or visit online:

San Francisco Human Rights Commission
sf-hrc.org
hrc.info@fsgov.org
(415) 252-2500

South of Market Community Action Network (SOMCAN)
somcan.org
rbonifacio@somcan.org
(415) 255-7693 (English)
(415) 552-5637 (Tagalog)
(415) 552-5633 (Español)

• The City of San Francisco’s main website for coronavirus info: sf.gov/coronavirus
• The San Francisco Human Rights Commission's community-driven outreach toolkit for coronavirus (which includes this guide): sf-hrc.org/coronavirus-outreach-toolkit
• SOMCAN's extended resource guide for the Bay Area: docs.google.com/document/d/1YHml2i0Tt89E4ak4Hg0CpqP4u_eC1-hCx27bbwvkDaQ
• Community library of coronavirus resources in many languages: docs.google.com/spreadsheets/d/1XePaKv7Ar59PG7z37Qqzl8WfynEx5Bk5ZfK3VLXIJA/edit#gid=1512808134