

# **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](https://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](https://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?

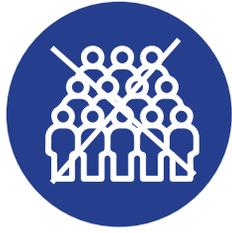
“Essential needs” are things like:

- Grocery shopping or going to the food bank
- Trips to the bank
- Pickup up prescriptions or medicine
- Laundry
- Veterinary 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](https://sf.gov/information/leave-home-only-essentials)

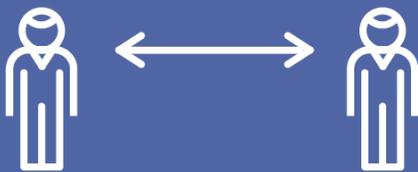
- When you go outside, use “social distancing” (explained on the next page).
- Don't leave the house unless you have to!

# 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.**

(at least 6 feet)



## 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](https://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](https://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**
  - **Cover your face** with a fabric mask, bandana, or other material that will cover your nose and mouth.
  - 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.
- **Essential workers can get tested. See [sf.gov/citytestsf](https://sf.gov/citytestsf)**

# Help that is available during the Stay Home order

## 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](https://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](https://sfmayor.org/article/san-francisco-suspend-power-and-water-shutoffs-waive-penalties-and-interest-delinquent)
- PG&E has more info at [www.pge.com/en\\_US/about-pge/company-information/protective-protocols/covid19-protections.page](https://www.pge.com/en_US/about-pge/company-information/protective-protocols/covid19-protections.page)

## 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](https://sf.gov/get-food-resources) as well as through HSA at [rebrand.ly/Hsa5731d](https://rebrand.ly/Hsa5731d)
- Lists of **free food, shelter, mental health services**, and other items are updated at [www.freeprintshop.org](https://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](https://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](http://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](http://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](http://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](http://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](http://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](http://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](http://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](http://sfpl.org/research-learn/elearning)

# City agencies and nonprofits are open



- Call 311 or visit [sf.gov/city-services-during-coronavirus-outbreak](http://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](https://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](https://www.dcyf.org/care)
  - Another option is Family Support Services at (415) 861-4060 or [fssba.org](https://fssba.org)
  - Children's Council of SF has additional resources. Call (415) 343-3300 or visit [rebrand.ly/FamiliesFind18a27](https://rebrand.ly/FamiliesFind18a27)
- For info on **how to talk to children about coronavirus**, see [go.aws/2xS0ldn](https://go.aws/2xS0ldn)
  - Info on **talking to kids about discrimination and bullying of Asian-Americans** during the pandemic is at [bit.ly/2UnUzx5](https://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](https://www.sfdiaperbank.org)
- Families with high school and college students can apply for **\$200** through Scholy's Student Relief Fund. Visit [bit.ly/3bs3i8d](https://bit.ly/3bs3i8d) to apply.
- **SFUSD has free learning resources** for engaging students at home via [www.sfusd.edu/learning/resources-learning/continuity-learning](https://www.sfusd.edu/learning/resources-learning/continuity-learning)
- DCYF has learning resources at [www.dcyf.org/curriculum-resources](https://www.dcyf.org/curriculum-resources)
- "**Anti-Oppressive/Anti-Racist Home School Options** During Quarantine" for parents, teachers, and students are at [bit.ly/2Japk3v](https://bit.ly/2Japk3v)
- The Library's online resources are at [sfpl.org/books-and-media/elibrary](https://sfpl.org/books-and-media/elibrary) and with a library card, you can read books or stream video via Hoopla ([hoopladigital.com](https://hoopladigital.com)) or Kanopy ([kanopy.com](https://kanopy.com)).
- College students can get 30 days of free storage through Uhaul. For more info, go to [rebrand.ly/StudentsHaulA3b8e](https://rebrand.ly/StudentsHaulA3b8e)

# Non-profits and City agencies dedicated to domestic violence and sexual assault response and prevention are open



Some people are staying at home in situations that are unsafe.

**Survivors of sexual assault and people who are surviving violence in their relationships and families may be experiencing more isolation and danger right now because of the stay home order.** If you are concerned about you and your family's safety during this time consider reaching out to **make a plan:**

- **Reach out to a trusted friend, co-worker, or family member who could check in with you about your safety and support needs.** If you need help identifying support people in your life, take a look at the pod mapping worksheet from the Bay Area Transformative Justice Collective.
- **Are you connected with close friends or family members of the person who is hurting you?** Are they aware of what is happening or are they a safe person to reach out to? Consider connecting with them now in case you need someone to help you in an emergency.
- You may also want to reach out any of the **organizations in San Francisco that are OPEN AND OFFERING SERVICES right now.** These organizations can offer support, help with safety plans, assist you if you need to leave your residence, and more. See our **list on the next page.** Note that this is NOT all of the agencies that are open and working on this issue.
- Futures Without Violence has a resources page for **more information:** [www.futureswithoutviolence.org/get-updates-information-covid-19](http://www.futureswithoutviolence.org/get-updates-information-covid-19)
- More information on **Family & Relationship Stress During COVID-19** is at [sfgov.org/dosw/sites/default/files/Family%20Violence%20Resources%20COVID-19\\_2020-04-13%20%282%29.pdf](http://sfgov.org/dosw/sites/default/files/Family%20Violence%20Resources%20COVID-19_2020-04-13%20%282%29.pdf)
- More information on **Gender-Based Violence** is at [sfgov.org/dosw/sites/default/files/COVID-19%20DV%20One%20Pager\\_Updated033020.pdf](http://sfgov.org/dosw/sites/default/files/COVID-19%20DV%20One%20Pager_Updated033020.pdf)

# San Francisco Resources

- W.O.M.A.N., Inc. Crisis Line: 1-877-384-3578, [www.womaninc.org](http://www.womaninc.org)
- La Casa de las Madres Crisis Lines: Adult Line 1-877-503-1850, Teen Line 1-877-923-0700, Text Line 415-200-3575, [www.lacasa.org](http://www.lacasa.org)
- Asian Women's Shelter Crisis Line: 1-877-751-0880, [www.sfaws.org](http://www.sfaws.org)
- Saint Vincent de Paul Society – Riley Center Crisis Line: 415-255-0165, <https://svdp-sf.org>
- San Francisco Women Against Rape: 415-647-7273, [www.sfwar.org](http://www.sfwar.org)
- San Francisco District Attorney's Office Victim Services Division M-F 8:30-4pm, 628-652-4100 [victimservices@sfgov.org](mailto:victimservices@sfgov.org)
- Mujeres Unidas counselors available M-F 10am – 5pm, 415-621-8140 <http://mujeresunidas.net>
- Native American Health Center: 415-503-1046 <http://www.nativehealth.org>
- Community United Against Violence (CUAV): LGBTQ services call 415-333-HELP <http://www.cuav.org>

## National Resources

- National Domestic Violence Hotline: 1-800-799-7233, [www.thehotline.org](http://www.thehotline.org)
- The National Deaf Domestic Violence Hotline: 1-855-812-1001. This hotline is available 24/7 through video phone, [nationaldeafhotline@adwas.org](mailto:nationaldeafhotline@adwas.org) and chat for Deaf, Deaf/Blind, Deaf/Disabled survivors. <https://thedeafhotline.org>
- Trans Lifeline: 1-877-565-8860 This hotline is staffed exclusively by trans operators is the only crisis line with a policy against non-consensual active rescue. [www.translifeline.org](http://www.translifeline.org)

# For more information, Call or visit online:



## San Francisco Human Rights Commission

[sf-hrc.org](http://sf-hrc.org)

[hrc.info@fsgov.org](mailto:hrc.info@fsgov.org)

(415) 252-2500

**COLLECTIVE**  **IMPACT**

## Collective Impact

[sf-hrc.org](http://sf-hrc.org)

[hrc.info@fsgov.org](mailto:hrc.info@fsgov.org)

(415) 252-2500



## HOPE SF

[sf-hrc.org](http://sf-hrc.org)

[hrc.info@fsgov.org](mailto:hrc.info@fsgov.org)

(415) 252-2500

- The City of San Francisco's **main website for coronavirus info**: [sf.gov/coronavirus](http://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](http://sf-hrc.org/coronavirus-outreach-toolkit)
- **SOMCAN's extended resource guide** for the Bay Area: [docs.google.com/document/d/1YHml2iOTt89E4ak4Hg0CpqP4u\\_eC1-hCx27bbwvkDaQ](https://docs.google.com/document/d/1YHml2iOTt89E4ak4Hg0CpqP4u_eC1-hCx27bbwvkDaQ)
- **Community library of coronavirus resources** in many languages: [docs.google.com/spreadsheets/d/1XePaKv7Ar59PG7z37QqzIb8WfynEx5BK5ZfK3VLXIIA/edit#gid=1512808134](https://docs.google.com/spreadsheets/d/1XePaKv7Ar59PG7z37QqzIb8WfynEx5BK5ZfK3VLXIIA/edit#gid=1512808134)