

COVID-19 Response & Recovery Racial Equity Toolkit

FIGHTING COVID-19 IN
SOLIDARITY WITH CARE FOR ALL



OFFICE *of* RACIAL EQUITY

A DIVISION OF THE SAN FRANCISCO HUMAN RIGHTS COMMISSION

“CORONAVIRUS MAKES CLEAR WHAT HAS BEEN TRUE ALL ALONG. YOUR HEALTH IS AS SAFE AS THAT OF THE WORST-INSURED, WORST-CARED-FOR PERSON IN YOUR SOCIETY. IT WILL BE DECIDED BY THE HEIGHT OF THE FLOOR, NOT THE CEILING.”

- ANAND GIRIDHARADAS

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GOAL OF THE REAL RAPID RESPONSE TOOLKIT FOR COVID-19

The goal of this toolkit is to maintain and prioritize a racial equity lens in messaging, discussions, practices, policies and decision-making regarding COVID-19. This is a fluid social and economic health issue that is rapidly changing day by day. The information and recommendations listed here are dependent on any further official public health orders or mandates. The audience for this document is local jurisdictions who are responding to the COVID-19 crisis and are looking for examples from the City and County of San Francisco's response.



SF HUMAN RIGHTS COMMISSION'S OFFICE OF RACIAL EQUITY STATEMENT ON COVID-19 RESPONSE

As the global and national health emergency of novel coronavirus (COVID-19) has reached San Francisco, we want to affirm that the risk for COVID-19 is not related in any way to racial, ethnic or cultural groups. We unequivocally denounce any acts of racism, xenophobia, violence and social stigma. We stand in solidarity with and support Asian, Asian American, and Pacific Islander communities who have been targeted by racism related to the coronavirus.

Even before the pandemic officially arrived in San Francisco, we saw incidents of hate speech in our public spaces and transport, and violent attacks on San Franciscans because of their perceived racial or ethnic identity. This is unacceptable. Any person who feels like they are being discriminated against in an act related to COVID-19, please contact the Human Rights Commission at 415-252-2500 or hrc.info@sfgov.org for an intake with one of our investigators. Any person that feels they are in immediate danger of violence should call 911.

We also call for policy responses that use a racial equity lens to protect those most impacted by COVID-19. Our most vulnerable San Franciscans, many of whom are people of color - from shift workers to people experiencing homelessness to people living with weakened immune systems - will disproportionately feel the social, economic, health, and cultural disruption of the virus. These impacts include: small business closures, school closures, the lack of childcare, missed wages, the inability to work from home, the lack of health insurance or enough paid sick leave, lost housing, increased risk from congregate housing, and increased enforcement and deportation.

As we each seek to protect ourselves and our communities, we must work to respond with informed facts and to direct compassion towards each other. As the City and County of San Francisco continues working hard to address and contain the spread of COVID-19, understanding and addressing the potentially severe impacts on communities of color must be a top priority.

HOW TO STAY HEALTHY To reduce the risk of getting sick, follow this guidance from the San Francisco Department of Public Health.

- Don't panic and stay informed with trusted resources (e.g. DPH COVID-19 response webpage).
- Wash your hands frequently. Use soap and water for at least 20 seconds.
- Cover your cough or sneeze with a tissue or your inner elbow (not hand).
- Avoid touching your face, nose and mouth.
- Wear a mask to prevent making others sick.
- Stock up on pantry, household items, and supplies of all essential medications for your family.
- Practice social distancing at all times. Abstain from congregating in groups and maintain at least 6 feet of distance between yourself and others.
- Stay home. The SF Department of Public Health issued a Shelter in Place Order requiring people to stay home except for essential needs including acquiring food, care for a relative or friend, necessary health care, or attending an essential job. Please refer to page 5 in the Shelter in Place Order to obtain further details on essential activities, businesses, and travel.
- People who are over 60 or have a chronic health condition are the most vulnerable to this virus. Talk with your family and have a care plan for these individuals.
- People may walk, bike or go for a run near their home but must maintain at least 6 feet from others when outdoors. Non-essential travel is prohibited. If someone needs to get into a car or on public transportation to go for a walk or run, they're going too far.

REMEMBER: SELF-CARE IS COMMUNITY CARE.

In a crisis, we have a responsibility to look after each other.

- Call an elderly neighbor or individuals who are considered part of a vulnerable population who may be socially isolated and may require urgent needs including, but not limited to, food and medication.
- Help make a childcare plan with a struggling parent.
- Cover a grocery or pharmacy order for someone in need.
- Buy a gift certificate to boost a local business or restaurant.
- Donate PTO hours to other workers through your organizations, if you are able.
- If you are healthy and able-bodied, volunteer to shop and run errands for home-bound people, but limit contact upon drop-off.
- Stock-up, but don't hoard. Donate excess resources such as cleaning supplies, masks, and hygiene products for frontline workers and people in need.

FOR OFFICIAL INFORMATION AND UPDATES:

Sign up for the City of San Francisco's alert service for official updates: Text "COVID19SF" to 888-777

Local: San Francisco City and County
[COVID-19 Response and Updates](#)

State: State of California
[COVID-19 Updates](#)

Federal: Center for Disease Control and Prevention:
[COVID-19 FAQ](#)

Global: World Health Organization
[COVID-19 Updates](#)



GUIDING LANGUAGE AND ACTIONS

- DO denounce any acts of racism, xenophobia, violence and social stigma, while standing in solidarity with Asian, Asian American, Pacific Islander and all communities who have been targeted by xenophobia and racism related to the coronavirus.
- DO monitor your own behavior for microaggressions. Examples include avoiding people just because you perceive them visually to be “unsafe” or normalizing that racism.
- DO learn [5 simple techniques](#) (Distract, Delegate, Delay, Document, Direct) for a bystander to intervene when someone is experiencing discrimination or harassment in person or online. Short online trainings (free) are offered by Center for Anti-Violence and HollaBack.
- DO learn and share facts from authoritative sources to stop comments that spread social stigma or racism. The [CDC FAQ](#) offers informed responses to common questions that you may have or hear others asking. Teaching Tolerance provides a simple [four-step process](#) for speaking up against bias.
- DO NOT spread harmful rumors and myths, especially those that are racist, xenophobic, prejudiced, and/or are meant to hurt and disparage a specific racial, ethnic, or cultural group, either offline or through social media. Here’s a list of [myth-busters related to COVID-19 provided by the Federal Emergency Management Agency \(FEMA\)](#).

If you witness or experience hate incidents (e.g., the use of racist language and threats), [report them to the San Francisco Human Rights Commission](#) or nearest authority. Hate crimes, which include hate violence, should be reported to 911. For more information, [review the SFPD Hate Crimes Dept page](#). Civil rights organizations Asian Pacific Policy and Planning Council (A3PCON) and Chinese for Affirmative Action (CAA) have teamed up to launch the [STOP AAPI HATE Reporting Center](#) that allows victims or witnesses to report coronavirus-related microaggressions, bullying, harassment, hate speech, or violence in multiple Asian languages.

POLICY RECOMMENDATIONS

Health emergencies exploit inequalities in society. People with fewer resources, chronic illnesses, underlying health conditions and who have experienced institutionalized and systemic stigma and discrimination are more at risk for getting sick. We must be honest in acknowledging the ways that society has ignored and isolated many of these same individuals over time.

***Race Forward statement:** “People of color are disproportionately likely to be in low-paying or hourly-wage jobs that make them unable to provide care or interrupt work. They are also more likely to have limited access to affordable healthcare, childcare, and transportation. People of color are more likely to face unsanitary conditions inside prisons, jails, and detention centers. Long-time funding disparities in communities of color have led to hospital closures; shortages of frontline doctors and nurses; higher incidences of chronic conditions, such as hypertension, diabetes, and heart disease; housing overcrowding; and lack of quality elder care.”*

In a disaster, Latinx and Black residents are more likely to work in essential jobs, such as janitors, home health aides, delivery people, grocery and farm workers and sanitation workers, all service industry positions with strong opportunities for exposure. Their lives matter: we need to ensure that “essential” does not mean disposable or expendable.





RACIAL EQUITY IN EMERGENCY OPERATIONS

San Francisco utilizes the Incident Management System model to respond to emergencies through the establishment of an Emergency Operations Center (EOC). The EOC is the central planning center for the COVID-19 pandemic. In the first month of the City's response, the San Francisco Human Rights Commission Director in partnership with the Mayor's Office, instituted an Equity Team that sits in the Management section. The purpose of the EOC Equity Team is to represent and support San Francisco communities of concern that are most affected by COVID-19 by integrating equity in the EOC's policies, procedures, and programs.

EOC EQUITY TEAM OBJECTIVES

1. Develop and oversee the implementation of the Emergency Operation Center's Equity response strategy for the City & County of San Francisco; rooted in research, best practices, and in community voice.
2. Partnering with San Francisco Community Leaders to define an Equity vision for a Citywide equity strategy to support communities most impacted by COVID-19
3. Maintain daily awareness of EOC activities on-site and in the community to identify emerging issues and patterns impacting medically and socially vulnerable communities. Based on assessments, propose specific actionable recommendations
4. Amplify to key EOC leaders critical unmet needs and proposed solutions from communities of concern.
5. Provide timely equity analysis on community-related EOC discussions and decisions to maximize benefit and avoid harm and inequitable outcomes for communities of concern.
6. Track issues and recommendations to resolution/closure, and communicate back to key stakeholders.
7. Engage in strategic planning work during the initial response, post-moratorium, and recovery phase.

CENTERING A RACIAL EQUITY LENS

For policymakers and decision makers, here are some key questions to integrate an intersectional racial equity lens proactively into the way policy and programs are designed and anticipate unanticipated disproportionate burdens or exclusion as a result of the policy or program. Communities of color have previous exposure to trauma and are exponentially impacted under COVID19. A racial equity lens considers the exposure to trauma and how to offer solutions that are trauma informed.

- 1. Desired Results:** What is the proposal and intended outcomes of the policy or program? What type of benefits will result from the proposal (economic/workforce development, health, accessibility)? Have these desired results been informed by the communities this policy will impact the most?
- 2. Determining Who Benefits and/or Who is Burdened:** What populations (ex: race, ethnicity, age, income group, neighborhood, and other groups) will benefit from the policy or program? What populations will be burdened by the policy or program? What populations are excluded or will not benefit? What are existing resources specifically for the populations that are excluded and will not benefit? What does the data already tell you about who is most vulnerable?
- 3. Community Engagement:** Which stakeholders and community members need to be engaged? What organizations/stakeholders are you already working with? Which cultural, linguistic, accessibility, or economic barriers may need to be addressed to equitably engage stakeholders and community members? Do you have a structure for ongoing engagement?
- 4. Strategies to Advance Racial Equity Outcomes:** How can you prevent, mitigate, or lessen any unintended burdens from your policy or program on vulnerable populations (see above)? How can the policy or program be designed to be inclusive of vulnerable populations? Are there opportunities to work with communities to identify mitigation measures?
- 5. Report Back:** How will you evaluate and report back on the progress towards meeting desired outcomes with engaged stakeholders, including the people impacted by the policies?





PRIORITIZE INTERSECTIONALITY

In a health crisis, “vulnerable” may focus on medically-vulnerable people (e.g., older adults, people with underlying health conditions). However, due to the 1) social, economic, environmental, and political issues connected to systemic and institutional racism, 2) the interpersonal harm caused by implicit and explicit bias, we need to plan for broader community resilience and lead with race.

The following intersections with communities of color means that harm can be compounded and exacerbated. Further, communities of color often do not trust the systems of care and government due to a history of broken trust and state-sanctioned racial harm. Therefore, communities of color that need to be prioritized by policymakers and decision-makers in prevention, emergency relief, communication, care, and recovery strategies include:

- Seniors
- Youth
- People with pre-existing medical conditions and disabilities
- Trans, Queer, gender non-conforming/non-binary people
- People with Limited-English Proficiency
- People experiencing homelessness or housing insecurity
- Undocumented individuals
- People facing food insecurity
- People who are subjected to intimate partner violence or elder abuse
- Public housing residents
- Caregivers
- People in detention or who are justice-involved
- Shift, temporary gig, and low-wage workers
- Small business owners
- People who are Deaf and Hard of Hearing
- People who are Blind and Low Vision
- People with mental health disabilities and illnesses
- Low-income students, especially first-generation students
- People facing digital access and connectivity issues
- People who rely exclusively on public transit
- People who are underinsured and uninsured
- People who are unbanked, or do not have access to credit or debit cards

DISAGGREGATE DATA TO INFORM STRATEGY

Disaggregating COVID-19 data – leading with race/ethnicity, gender, age, sexual identity, and disability, at a minimum -- is vital to help manage the disease and also to target strategies and improve outcomes for all. Race is especially important because it considers the multiple social and economic impacts of the virus.

The scope of data should include the fuller spectrum of the disease including not only cases and deaths, but also who receives tests, who tests positive, who is hospitalized, who recovers, and eventually who receives treatment and a vaccine.

To be effective at addressing this crisis, data quality and completeness across the system matters. Health leaders must use tools at their disposal, such as public health

orders, to insure that all players in the system, such as private hospitals and testing sites, and even all their own sites, are collecting this information in consistent ways and reporting it centrally.

Lastly, when presenting data to the community, consider the following to avoid potential confusion that further stigmatizes vulnerable communities:

- Provide context and underlying assumptions to help the general public make sense of the data;
- Offer solution-oriented resources to help encourage individuals and communities take action to protect their health.

SAN FRANCISCO DATA RESOURCES

[San Francisco COVID-19 Data Tracker](#)

[Mayor's Press Release on COVID-19 Data Tracker](#) - (April 7, 2020)

[Citywide City and County of San Francisco Workforce Demographics](#)

CALIFORNIA DATA RESOURCES

[CA DPH COVID-19 Data](#)

Governors Press Release:

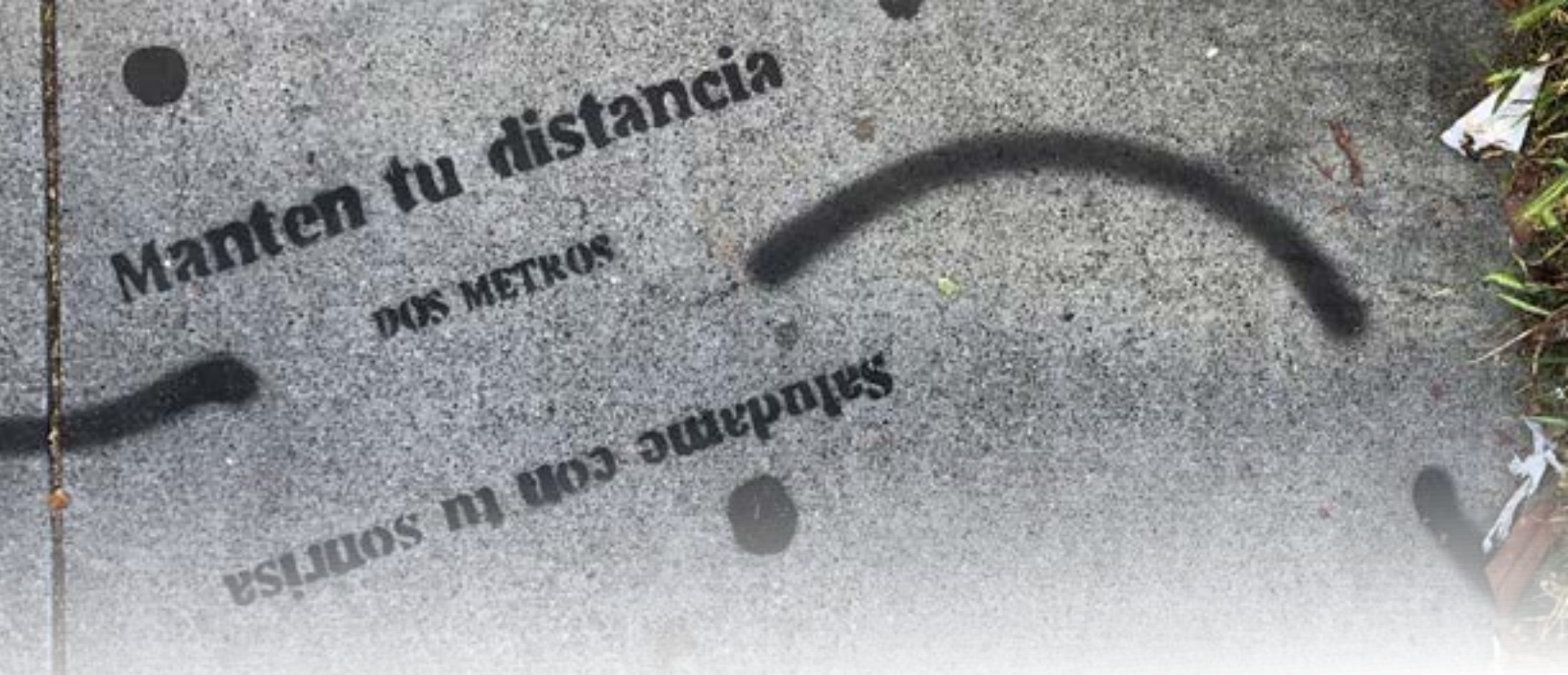
["State Officials Announce Latest COVID-19 Facts Including New Data on Racial Demographics and Expanded Health Care Worker Data"](#) - (April 8, 2020)



RACIAL EQUITY POLICY RECOMMENDATIONS BY ISSUE AREA

The following policy recommendations are to uplift best practices to utilize an intersectional, racial equity lens during a public health emergency. Several policies and laws are already in place within the City and County of San Francisco. Mayor London N. Breed [has announced several initiatives to meet the need for vulnerable San Franciscans](#).

We urge all local jurisdictions to prioritize racial justice in their public health emergency response and recovery planning.



1. EXPAND INCLUSIVE MESSAGING AND COMMUNITY-BASED OUTREACH

- Include anti-racism, anti-xenophobia, and anti-hate messaging in all communication related to COVID-19. Clarify discrimination rights and pathway to report incidents. ([NYC Human Rights](#))
- Encourage flexibility in or enhanced funding to local communities to develop local assistance plans to serve vulnerable populations with basic needs (food delivery, tax support, resource provision).
- Recognize ‘trusted messengers’. Deploy neighborhood level, ‘on-the-ground’ outreach and info-sharing with individuals who have deep connections to communities of color.
- Deploy rapid grants to local multilingual news sources (e.g. language-specific newspapers, radio stations, news channels) to support additional staff hours, for example. Require sources align with DPH and City-approved public health sources.
- Prioritize brick-and-mortar cultural centers and people-of-color-led organizations as “information and resource hubs.” Create strategy and plan to deploy additional resources to these sites.
- Official updates and public education campaigns must be in multiple languages beyond the city’s threshold languages (Chinese, Spanish, Filipino) to connect with Limited-English Proficiency and multilingual communities ([Flyers in threshold languages, plus Arabic, Russian, and Vietnamese](#)).
- Press conferences and telebriefings should incorporate communications that are conducive for deaf and hard of hearing, including American Sign Language interpreters and Real-Time Captioning ([Resource developed by Massachusetts](#)).
- Online meetings and webinars should have a reasonable accommodation statement so people with disabilities know who to contact to request a disability accommodation.
- Extend all guidance for “social distancing” to known networks who may not have been considered for a disease-related communication (e.g., host COVID-19 preparedness and update calls with community and faith leaders).
- Expand communication to high-traffic destinations. Essential services such as public transit and its hubs, corner stores, restaurants, laundromats, gas stations, pharmacies, farmers markets, banks, childcare centers. Other natural gathering spots: playgrounds, coffeeshops, plazas, public restrooms, and parking lots.
- Encourage or initiate a phone- or text- tree. This tool can be used by businesses, organizations, clinics and community groups to regularly check on community welfare, or give guidance in case of an emergency.
- Pay online trusted messengers (e.g. youth leaders or disability bloggers) from impacted communities to spread important updates via multiple social media channels.
- Break down silos of communication. For instance, use school district robo-calls to communicate important non-educational messages such as eviction moratoriums.
- Establish Text to 9-1-1 service. This supports these scenarios: someone is in a situation where it is not safe to place a voice call to 9-1-1 e.g. individuals experiencing domestic violence; when an individual is deaf, hard-of-hearing, or has a speech disability; and when a medical emergency arises that renders the person incapable of speaking. ([Mayor’s Press Release, Department of Emergency Management Text to 9-1-1 webpage](#))

2. HEALTH JUSTICE

- Once available, provide universal access to all members of vulnerable communities, and free coronavirus testing, and any available vaccines for all who need it, with health insurance or not. Ensure that vulnerable communities are not the last to receive care. ([Free testing in Tenderloin, City College, and Bayview-Hunters Point](#))
- Develop an affirmative statement, policies, and practices against discrimination, including non-discrimination of seniors and people with disabilities receiving testing and treatment.
- Protect San Francisco's status as a Sanctuary City and refuse to allow ICE and Border Patrol officers into hospitals and public buildings, especially for those seeking care. ([No ICE enforcement near health care facilities](#))
- Provide frontline workers access to training, transportation, equipment, and hygiene breaks to keep themselves safe and healthy, including those with high-traffic interactions with the public, those cleaning high-risk places or providing in-home supportive services.
- Establish regulations ensuring that doulas can attend childbirth of clients along with other parent.
- Provide frontline workers access to supports and resources for their mental wellbeing due to the trauma and stress they are experiencing. Prioritize vulnerable communities for public mental health support and staff with culturally responsive workers. ([Mayor's Press Release, Heal San Francisco](#))
- Prioritize and provide accessible (e.g. physically accessible, language access, accessible medical equipment and exam tables) community-based health clinics with additional staff capacity, resources, and supplies.



3. HOUSING JUSTICE

- Place a moratorium on no-fault evictions for residents. ([Mayor's Press Release](#), [Supplemental Declaration](#), [Supplemental Declaration](#) amendment, [Mayor's Office of Housing and Community Development guidelines](#), Governor's [Executive Order](#))
- Implement holds on utility shut-offs and initiate deferred payment plans for utility services, and eliminate late fees. ([Mayor's Press Release](#), [Supplemental Declaration](#), [SFPUC water, power, and sewer utility's webpage](#))
- Institute rent stabilization fund to prevent rent defaults for renters. ([Mayor's Press Release](#), [Supplemental Declaration](#))
- Forgive delinquent payments during shelter in place period for utility bills.
- Maintain utilities like heat, water, sewer, electricity, internet, and phone service for people in subsidized and congregate living situations. Provide bill discounts for people who use medical equipment ([PG&E Medical Baseline program](#))
- Maintain internet service so it is uninterrupted if bill payment is delayed or unpaid, and waive late fees. Lift data caps. ([FCC's Keep Americans Connected Pledge](#))
- Expand immediate temporary shelter and housing for elders or the chronically-ill experiencing homelessness. ([Mayor's Press Release](#), [Mayor's Press Release](#), [Supplemental Declaration](#))
- Work with the banking industry and at-risk homeowners to prevent mortgage defaults and foreclosures. ([California's Governor announces that banks will waive residential mortgage payment for 90-days](#))
- Cease mortgage collection during the shelter in place. ([Italy ceases mortgage payments amid COVID-19 outbreak](#))
- Waive mortgage payments based on financial hardship, no negative reporting to credit bureaus, grace period for loan modification, postponing or suspending foreclosures ([New York Governor Press Release](#) and Executive Order)
- In public housing and rental units, be flexible with the frequency of overnight stays for caretaking needs.
- Not everyone has a home. Identify community-based, safe 'home from home' places for people unable to self-isolate or quarantine. Prioritize the most vulnerable communities for available quarantine units.
- Home isn't a safe place for everyone. Provide safe housing for individuals and families escaping domestic violence and elder abuse situations. ([Mayor's Press Release](#), [City funded organizations who received Violence Against Women Prevention and Intervention Grants](#))
- Provide housing for unsheltered people to reduce the spread of the virus. ([Tenderloin Neighborhood Safety Assessment Plan](#), [Alternate Housing Program](#))





4. FOOD SECURITY AND JUSTICE

- Support school districts to maintain free meal programs. Prioritize school meal sites located in the most vulnerable neighborhoods and schools near public housing sites. ([SFUSD meal pick up sites and additional food relief](#))
- Support local restaurants, caterers, and/or congregate dining sites to allow for to-go boxes or curbside delivery. ([Supplemental Declaration](#))
- Identify and co-locate neighborhood “hubs” specifically in communities of concern for free groceries.
- Expand home-delivered meal services to additional populations, especially seniors, people with disabilities, pregnant women, and children receiving free lunch in schools. ([“Great Plates” Meal Delivery program](#))
- Allow for a “Pandemic EBT” program to better bolster access to and quicker on-boarding onto SNAP/ Cal-Fresh programs. ([Pandemic EBT via SF Human Services Agency](#))
- Maintain existing food pantries and banks in communities of need and provide guidance for organizational operations negatively impacted by a drop in volunteer support.
- Designate farmers markets as essential services to support the livelihood of local farmers and residents’ access to fresh and culturally appropriate produce, and provide guidance on how to operate within public health guidelines.

5. ECONOMIC JUSTICE

- Provide grants and low-interest loans to arts and culture organizations and working artists through a relief fund funded by arts foundations and local government ([Mayor's Press Release, Grants to artists and orgs](#))
- Provide economic support to immigrants who are excluded from federal support. ([California Disaster Relief Assistance for Immigrants](#))
- Provide childcare for health care workers, Department of Public Health staff, clinic employees, and employees activated as Disaster Service Workers by converting libraries and recreation centers ([Mayor's Press Release on the initial childcare services and expanded hours, Department of Children, Family and Youth website page about childcare](#))
- Guarantee and expand paid sick leave for public and private sector workers. (Mayor's Press Release about public funding that for businesses to provide an additional five days of sick leave pay to [private sector workers](#) beyond their existing policies and [Office of Labor's Standards Enforcement guidance for paid sick leave, Supplemental Declaration](#) for public sector workers, [Supplemental Declaration](#) for public and private sector workers)
- Offer flexible work schedules and adopt flexible sick leave policies for all workers. ([Office of Labor's Standards Enforcement guidance for paid sick leave](#))
- Establish short-term cash transfers, emergency leave and/or income assistance fund to guarantee income for workers experiencing a loss or interruption of earnings, regardless of immigration status.
- Expand criteria for unemployment benefits for people who are unable to work due to the effects of COVID-19 and provide sick leave for employees who are unable to take leave from work to recover.
- Institute immediate job placement and other employment assistance for laid-off or furloughed workers.
- Allow employees to access funds usually specified for expenses such as health care. ([Mayor's Press Release](#))
- Offer drop-off/pick-up free tax services during tax season for those that qualify for free tax return preparation.
- Ensure that the stimulus relief for households is easily understood and equitable through the tax policy.
- Encourage uptake on local and state Earned Income Tax Credits by tax-filers, such as the SF Working Families Credit.
- Ensure that brick and mortar businesses continue to take cash payments.
- Suspend public transit fare enforcement and non-essential tows immediately. ([Mayor's Press Release, SFMTA's updates](#))
- Suspend enforcement for other fines such as special parking zones, residential parking permits, and street cleaning. ([Mayor's Press Release, SFMTA's updates](#))
- Launch an economic relief fund for impacted businesses. ([Mayor's Press Release](#))
- Increase access to loans, grant assistance and tax relief for struggling small businesses. ([Mayor's Press Release, Mayor's Office of Economic and Workforce Development](#) resources for businesses)
- Defer business taxes, licensing fees, and penalties on property tax. ([Mayor's Press Release, Supplemental Declaration, City Treasurer's website, Property Tax penalties waived](#))
- Continue to provide funding to non-profit organizations that are unable to provide City-contracted services due to COVID-19 ([Supplemental Declaration](#))
- Establish a moratorium period on commercial evictions for small and medium-sized businesses. ([Mayor's Press Release, Supplemental Declaration, Mayor's Office of Economic and Workforce Development](#) resources for businesses)
- Expedite hiring for employees necessary to respond to the COVID-19 local emergency. ([Mayor's Press Release on expediting the hiring process and hiring nurses on the spot, Supplemental Declaration](#))
- Limit the fees that small businesses and restaurants are charged by delivery companies (e.g. UberEats). This cap should be in effect for the duration of the Local Emergency, or until restaurants are allowed to resume in-person dining. ([Mayor's Press Release](#))
- Create a one-stop site for workers, and business and nonprofit employers ([Mayor's Office of Economic and Workforce Development site](#))

6. CRIMINAL JUSTICE

- Release medically vulnerable, chronically ill and older inmates to rehabilitation and care.
- Release low-risk pretrial detainees and people near the end of their jail sentences. ([Pre-trial release to stem COVID-19 risks in jails](#), [SFSheriff Early Jail Release](#))
- Reduce jail population by setting bail statewide at \$0 ([CA Judicial Council](#))
- End copay charges for medical care in prisons.
- Lower jail admissions for adults and juveniles.
- Limit unnecessary probation and parole meetings. ([DJJ hearings to be held via videoconference](#))
- Allow free calls to family members.
- Provide health essentials such as soap and cleaning supplies to prevent the spread of illness in jails and prisons.
- Due to increased risks in congregate settings, ensure that incarcerated people have access to protective gear, such as masks, and education on how to use it safely. Avoid policing concentrated in communities resulting in high rates of stops or citations for public health order violations with disproportionate race and ethnic impact. ([Multnomah County Sheriff's Office statement](#))
- End imprisonment for technical parole and probation violations, such as breaking a curfew or failing a drug test.
- Prioritize educational outreach and issue summonses, instead of making arrests.
- Provide housing for unhoused people involved with the system ([Supportive housing program for people in the criminal justice program](#))



NO HANDSHAKES PLEASE

Due to ongoing concerns about the transmission of the Coronavirus COVID-19, we ask that guests and employees refrain from handshakes or direct physical contact until further notice.

7. EDUCATION JUSTICE

- Ensure most vulnerable students and their families are supported during the school closures.
- School district should ensure centralized, clear and regular communication with parents, community and all stakeholders using accessible forms of multilingual communication such as a webpage, robo calls, or text messages.
- Allocate resources (staff, time and materials) and prioritize instructional and socio-emotional support for the most vulnerable students
- Offer free Wi-Fi. Inform students and their families of any free or discounted internet services. School districts can also distribute hotspots for students and provide information about all forms of internet access available in their neighborhoods.

K-12

- Provide access to meals for students during school closures
- Develop grade-specific specialized distance learning plans for English language learners
- Establish [policies and procedures](#) to provide trauma-informed coordinated care for students and their families
- Conduct family [wellness checks](#) with all students' families in the district to assess needs and coordinate care that is trauma-informed, high quality and responsive to the needs of students and their communities
- Ensure that students with disabilities continue to receive a free appropriate public education (FAPE) consistent with their individualized education program (IEP)
- Provide childcare for children and youth that have parents or guardians that are essential workers.
- Offer [summer programs and camps](#) for all students; prioritize at-risk children and youth and children of those who have to work at businesses and organizations that are reopened ([Mayor's Office Opportunities for All Initiative for Summer 2020](#))
- Utilize paper workbooks and assignments for all students to decrease the need for use of electronic devices
- Allocate resources for culturally competent and bilingual staff to communicate with parents that may be limited English proficient or need additional support. Encourage culturally responsive instructional practices for distance learning.

HIGHER EDUCATION

- Residential-based resources that students rely on for success in higher education must be extended to the virtualized environment, such as wifi, residence halls, privacy to study, and libraries.
- Provide housing to those who need it and ensure their basic needs are met and they have appropriate resources for remote instruction. This includes providing access to food, bathroom facilities and internet connectivity. ([SF State 3/17/20 update](#))
- Loan laptops to students who need one. ([SF State 3/17/20 update](#))
- Coordinate state agencies and institutions of higher education to streamline access to any existing emergency aid.
- Suspend state student loan payments, interest free, and halt wage garnishment and other forms of involuntary collection, for at least six months.
- Cancel state student debt for those who are the most vulnerable during this time, particularly low-income borrowers and those with student debt but no degree.
- Respond to the reduced budgets with equity in mind by spending their CARES Act funding on students from low-income backgrounds and the colleges they attend.
- Prioritize need-based aid over other types of student aid, including merit aid.
- Allocate funds to facilitate campus partnerships and shared resources for online learning and other student support strategies.
- Streamline state aid application forms and processes and encourage financial aid administrators to consider large and sudden changes in earnings.
- Provide support to DACA students who are not eligible for CARES Act support. ([Undocumented students seek COVID-19 aid](#))
- Suspend standardized testing requirement for admission. ([California State University](#))

8. DIGITAL EQUITY

- Provide free internet access to support distance learning for low-income students during COVID-19. ([25 "SuperSpots" will provide thousands of low-income students with internet access to support distance learning during COVID-19-related school closures](#))
- Thirty percent of adults with household incomes below \$30,000 a year don't own a smartphone and more than 40% don't have home broadband services or a desktop or laptop computer, according to the Pew Research Center ([Digital divide persists even as lower-income Americans make gains in tech adoption](#))
- Expand and promote low-income internet option ([California Affordable Internet options](#))
- Expansion of free public wifi (boosting wifi in public spaces, nearby housing, etc.)
- Tech assistance hotlines, and digital navigator support
- Provide online digital literacy training (live and prerecorded). Ensure these resources have multilingual access for San Francisco diverse communities.
- Expand grant funding opportunity for technology resource improving educational, employment, and health outcomes for residents in San Francisco.
- Remove technological barriers for testing, contact tracing, and other essential services during the COVID-19. Digital inequities have been highlight in the current testing sites stationed in the [Tenderloin](#) District
- Ensure people private data is protected when accessing services during the COVID-19 pandemic
- [AB 2004](#): Authorize the issuers of COVID-19 test results to do so with digital verifiable credentials. This bill would take us a step towards national digital identification, create information security risks, exacerbate social inequities in access to smartphones and COVID-19 tests, endorse one solution to an evolving technological problem, and fail to limit who may view credentials of test results.

([Mayor's Strategic Framework for Digital Equity 2019-2024](#))





9. A JUST RECOVERY

- Include a Guiding Principle in recovery plans around a “Just Recovery” to shift thinking from a “return-to-normal” mode.
- Ensure that communities of concern are at the table to inform the recovery plan and can speak to what would best serve them.
- Use an intersectional racial equity lens in how recovery policies and programs are prioritized, designed, and implemented to produce more just and equitable outcomes for historically marginalized communities. At a minimum, this can be three questions:
 - How will this proposal prioritize our most vulnerable populations?
 - How will we ensure equitable access to this program so we have equitable outcomes from participants?
 - How will we design this program to incorporate the expertise of the people it is intended to benefit, in order to have equitable outcomes?
 - Ex: [NYC Public Advocate COVID-19 Response and Recovery Plan](#)
 - Ex: [NAACP Ten Equity Implications of the Coronavirus COVID-19 Outbreak in the U.S.](#)

TOOLKIT POLICY SOURCES

- [Local Progress](#)
- [East Bay Community Law Center](#)
- [Civil Eats](#)
- [Americans for Tax Fairness](#)
- [Translatina Coalition](#)
- [Economic Policy Institute](#)
- [Prison Policy Initiatives](#)
- [National League of Cities' Retooling Criminal Justice Responses](#)
- [Pelosi Families First Coronavirus Response Act](#)
- [Justice Collective's Letter to Gov. Newsom](#)
- [FutureEd.org](#)
- [Insidehighered.com](#)



RESOURCES

City and County of SF Resources Related to COVID-19

- [San Francisco's Official COVID-19 Webpage](#)
- [COVID-19 Multilingual Outreach Materials](#)
- [Mayor London Breed's Press Releases](#)
- [SF Department of Public Health Orders](#)
- [SF Department of Public Health Coronavirus page](#)
- [SF Unified School District Guidance on Public Schools](#)
- [SF72.org](#)
- [Office of Economic Workforce and Development Resources & Guidance for Businesses and Workers Impacted by COVID-19](#)
- [Worker Information Line - 415-701-4817 \(7 days a week, multiple languages\)](#)
- [Immigrant Resource related to COVID-19](#)
- [San Francisco Paid Sick Leave & The Coronavirus](#)
- [FAQs for People Experiencing Homelessness](#)
- [Resources for Getting Online \(Digital Equity\)](#)
- [Which SF Departments Are Open list](#)
- [Save our Chinatowns](#)

California Resources

- [California Employment Development Department \(e.g., unemployment, disability\)](#)
- [CA Office of Business and Economic Development \(state resources\)](#)
- [Recommended Approaches for COVID-19 Response or Individuals Experiencing Homelessness](#)
- [Information/Assistance Hotline for Seniors 833-544-2374](#)

Community-Created Resources

- [Coronavirus Resource List](#)
- [COVID-19 Mutual Aid & Advocacy Resources](#)
- [An Equitable Systems Transformation Framework for COVID-19](#), National Innovation Service (NIS)
- [A Few Things for Nonprofits and Foundations to Consider in Light of the Coronavirus](#), Nonprofit AF
- [Collective Care is our Best Weapon Against COVID-19](#), Mutual Aid Disaster Relief
- [Confronting Racism and Supporting Asian American Communities in the Wake of COVID-19](#), Urban Institute
- [Coronavirus Equity Considerations](#), NAACP
- [COVID-19 Freelance Artist Resource](#), Freelance Artist Resource Producing Collective
- [COVID-19 Resources for Undocumented Californians](#), California Immigrant Youth Justice Alliance



- [Demands from Grassroots Organizers Concerning COVID-19](#), Transformative Spaces
- [Food Safety and Coronavirus: A Comprehensive Guide](#), Serious Eats
- [Immigrant Justice Accompaniment Skill-Share: COVID-19/Coronavirus Resources/Protest Tips](#)
- [National COVID-19 Messaging Document](#), Race Class Narrative & Anat Shenker Osorio Communications
- [Pandemic Plans for those Homeless from Mold and Chemical Sensitivity](#), My Chemical-Free Home
- [Solidarity Economics—for the Coronavirus Crisis and Beyond](#), The American Prospect
- [Tangible Support for Undocumented Communities During COVID-19](#), Immigrants Rising
- [Ten Equity Implications of the Coronavirus COVID-19 Outbreak in the United States](#), NAACP
- [The Danger of Being Quarantined with an Abuser](#), DomesticShelters.org
- [Senior and Disability Action COVID-19 Resources for Seniors and People and Disabilities Can't Find Resource](#)

Federal Resources

- [Emergency Loans Guide and Checklist for Small Businesses and Nonprofits from US Chamber of Commerce](#)

News Articles

- [‘We Don’t Have a Health System.’ Expert on Prisons, Race, and COVID-19](#), Medical News Today, Jun. 18, 2020
- [How a Pandemic Exposed Racial Inequality, Food Insecurity in California’s Central Valley](#), Fresno Bee, Jun. 18, 2020
- [Coronavirus Economy Especially Harsh for Transgender People](#), NY Times, Jun. 16, 2020.
- [The Coronavirus Crisis is Worsening Racial Inequality](#), Center for American Progress, Jun. 10, 2020
- [Even With Positive Jobs Report, Latinas Still Hardest Hit by COVID-19 Slowdown. Here’s Why](#), Center for Public Integrity, Jun. 5, 2020
- [‘The Housing Emergency Most Harms People of Color’: Black Americans Face an Unequal Housing Market— and Coronavirus Could Make it Worse](#), MarketWatch, Jun. 3, 2020
- [Black Workers Face Two of the Most Lethal Preexisting Conditions for Coronavirus— Racism and Economic Inequality](#), Economic Policy Institute, Jun. 1, 2020
- [New Data Suggest COVID-19 is Widening Housing Disparities by Race and Income](#), Urban Wire, May 29, 2020
- [Is COVID-19 Falling Harder on Black Prisoners? Officials Won’t Tell Us](#), The Marshall Project, May 28, 2020.
- [How Testing for Coronavirus Became a Rorschach Test for Racism](#), Colorlines, May 22, 2020
- [COVID-19: The Mental Health Impact on People of Color and Minority Groups](#), Medical News Today, May 18, 2020
- [COVID-19 Fueling Anti-Asian Racism and Xenophobia Worldwide](#), Human Rights Watch, May 12, 2020
- [For Native Americans, COVID-19 is ‘The Worst of Both Worlds at the Same Time’](#), Harvard Gazette, May 8, 2020
- [COVID-19 Lays Bare Vulnerabilities in U.S. Food Security](#), The Century Foundation, Apr. 20, 2020
- [How to Save Black and Hispanic Lives in a Pandemic](#), NY Times, Apr. 11, 2020
- [L.A. Releases First Racial Breakdown of Coronavirus Fatalities; Blacks Have Higher Death Rate](#), LA Times, Apr. 7, 2020
- [Racial Erasure: When Coronavirus Numbers Don’t Add Up](#), Colorlines, Apr. 7, 2020
- [The Pandemic’s Missing Data](#), NY Times, Apr. 7, 2020

- [In Chicago, 70% of COVID-19 Deaths Are Black](#), WBEZ News, Apr. 5, 2020
- [To Combat COVID-19 Information Gaps, Latino Leaders and Spanish Media ‘Work Double’](#), Charlotte Observer, Apr. 4, 2020
- [Early Data Shows African Americans Have Contracted and Died of Coronavirus at an Alarming Rate](#), ProPublica, Apr. 3, 2020
- [Indian Country, Where Residents Suffer Disproportionately from Disease, Is Bracing for Coronavirus](#), Washington Post, Apr. 2, 2020
- [COVID-19 May Not Discriminate Based on Race — But U.S. Health Care Does](#), PBS Newshour, Apr. 2, 2020

Educational Resources

Learn more about the systemic racializing and class impacts of infectious disease in the U.S. and here in the San Francisco Bay Area:

- **NPR Code Switch Podcast/Transcript:** [“When Xenophobia Spreads Like a Virus.”](#)
- [“The American Xenophobia Paradox: A Conversation with Erika Lee.”](#) Lee is the director of the Immigration History Research Center at the University of Minnesota (transcript)
- **The Bay Podcast:** [“To Be Asian With a Face Mask During the Coronavirus Outbreak”](#)
- **KQED Forum Radio:** [“Asian Americans Report Increased Xenophobia During Coronavirus Outbreak”](#)

Learn more about the inequitable impacts of systemic and structural racism and classism:

- **NYT:** [Avoiding Coronavirus May Be a Luxury Some Workers Can’t Afford](#)
- **Working Economics Blog:** [Amid COVID-19 Outbreak, the Workers Who Need Paid Sick Days the Most Have the Least](#)
- **CivilEats:** [Congress Addresses Food Insecurity in Its Legislative Response to COVID-19](#)
- **The Americano:** [Less Than 16% Of Latinos Can Actually Work From Home](#)
- **NYT:** [“Race/Related: Covid-19 and the Collapse of America’s Welfare State”](#)

Learn more about options to intervene when you see harassment:

- [5 D’s of Bystander Intervention](#)

Community-based short videos addressing coronavirus:

- [“Catching Love”](#) (3 min)
- [Corona Clap Music Video](#) - Dee-1 (3 min)

DIGITAL EQUITY AND RESOURCES:

- California Public Utilities Commission (CPUC) mandated, by way of [executive order](#), the elimination of data caps and overage charges by internet service providers (ISPs).
- The State of California has created a [webpage describing access to affordable services](#) provided by telecom and data companies.
- The California Emerging Technology Fund has provided an information hotline for details about affordable internet: 1-844-841-INFO (4636).
- Internet Access Plan California

Digital Equity is a critical part of assisting our community to understand the ever-changing needs when it comes to technology and digital access. The City and County of San Francisco launched an initiative to form a [San Francisco Digital Equity](#) within the Mayor's Office of Housing and Community Development to assist residents in overcoming digital barriers, and ensuring that residents have the essential tools needed to provide equal access for people to participate in the digital society. This includes but is not limited to, internet access, computer access, video access, and smartphone accessibility.

The [Digital Team](#) has provided in-depth research illustrating the community needs assessment and provides strategies to improve greater access to the internet and video. Review [HERE](#) for the City and County of San Francisco Digital Equity Strategic Plan for 2019-2024.

It is no surprise that during Covid-19, Blacks and Latinx are experiencing digital gaps and inequity. According to the [Pew Research Center](#), Black and Hispanics are using their smartphones as a sole source to gain internet access to either do homework, look for employment, and even sign up for Covid-19 testing.

Below are a list of resources that will address the importance and provide key examples of how to ensure that digital equity is equitable.

- Provide free internet access to support distance learning for low-income students during COVID-19. [\(25 "SuperSpots" will provide thousands of low-income students with internet access to support distance learning during COVID-19-related school closures\)](#)
- [City of Portland's Digital Equity:Needs and Opportunities Report](#), August 24th, 2015.
- Thirty percent of adults with household incomes below \$30,000 a year don't own a smartphone and more than 40% don't have home broadband services or a desktop or laptop computer, according to the Pew Research Center ([Digital divide persists even as lower-income Americans make gains in tech adoption](#))

Thank you to Nate Mahoney for providing many photos for this toolkit.



STAY IN TOUCH WITH THE SF OFFICE OF RACIAL EQUITY

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