

San Francisco Digital Services

Modern Emergencies

**How to incorporate digital communications into
emergency plans**

Anita Cheng, Bekah Otto, Linda Acosta, Persis Howe



Joint Information Center (JIC)



City and County of San Francisco COVID-19 Outreach Materials





I got you covered

I protect you. You protect me.

Covering your face is now required to prevent the spread of COVID-19.



Follow

San Francisco Department of Emergency Management

@SF_emergency

The official profile of the San Francisco Department of Emergency Management. Text your zip code to 888-777 to receive emergency alerts. #StayHome

San Francisco | sfdem.org | Joined April 2009

776 Following | 97K Followers

Tweets | Tweets & replies | Media

Pinned Tweet



San Francisco Department of Emergency Management

As the winds weaken above, gravity will take over transport of smoke. Suspended smoke will descend & could lead to darker skies & worsening air quality. Headlights on, slow down, watch for pedestrians &



Coronavirus - How to keep ourselves and each other healthy



Know Before You Go Mask PSA

1 month ago



Know Before You Go Mask PSA Spanish

SFGovTV | 91 views · 1 month ago



I Got You Covered Opening PSA

SFGovTV | 34K views · 1 month ago

Webinars

PLAY ALL



Economic Recovery? A...



Mayor London Breed's COVID19 Workforce Webinar

SFGovTV



Congregate Webinar

SFGovTV | 275 views · 1 month ago



6 Ft

Stay 6 feet apart

請與他人保持6呎距離

Manténgase a un mínimo de seis (6) pies de los demás

Magbigay ng 6 na talampakan distansya mula sa iba'y isa

 sf.gov/healthinfo

363



Everyone must wear a face covering...
 Covering your face is more necessary and helps prevent the spread of COVID-19.

...and stay 6 feet apart

This business is required to refuse service to anyone who does not comply.

PUSH

Pampered Nails

CLOSED
Sorry we missed you!

TUE-SAT 10:00AM - 7:00PM
SUNDAY 10:00AM - 6:00PM
Closed on Mondays

650-

Everyone must wear a face covering...
 Covering your face is more necessary and helps prevent the spread of COVID-19.

...and stay 6 feet apart

Businesses are required to refuse service to anyone who does not comply.

STOP

FACE MASK REQUIRED

Mouth And Nose Fully Covered

Stay 6 feet apart

Stay 6 feet apart

請與他人保持6呎距離
 Manténgase a un mínimo de seis (6) pies de los demás
 Maagbigay ng 6 na talampakang distansya mula sa iba't ita!

NOTICE

PLEASE MAINTAIN SOCIAL DISTANCING

STOP

NO THIS INT

In a traditional JIC

Typical website postings



Mayor London Breed Announces Citywide Mask Wearing Campaign in Partnership with San Francisco's Diverse Communities

Posted Date: 09/02/2020

San Francisco, CA — Mayor London N. Breed today announced the launch of a citywide public awareness campaign to educate residents, workers, and visitors about the importance of wearing face coverings at all times outside the home...



Mayor London Breed Announces San Francisco's Plan for Further Reopening Businesses and Activities

Posted Date: 09/01/2020

San Francisco, CA — Mayor London N. Breed, Dr. Grant Colfax, Director of Health, and Assessor-Recorder Carmen Chu, co-Chair of the City's Economic Recovery Task Force, today announced the next steps in San Francisco's reopening...



Mayor London Breed Announces Delivery of Personal Protective Equipment to Small Businesses

Posted Date: 08/31/2020

San Francisco, CA — Mayor London N. Breed, in partnership with the California Governor's Office of Emergency Services and the California Office of the Small Business Advocate, today announced the delivery of over one million...

- Focused on what the Mayor (or SF) is doing
- College and postgraduate reading level

Government speak (by lawyers)

FAQ: How we're interpreting the Health Order

1 / 90



City and County of
San Francisco

Department of Public Health
Order of the Health Officer

ORDER OF THE HEALTH OFFICER No. C19-071

**ORDER OF THE HEALTH OFFICER
OF THE CITY AND COUNTY OF SAN FRANCISCO
DIRECTING ALL INDIVIDUALS IN THE COUNTY TO CONTINUE
STAYING SAFER AT THEIR PLACES OF RESIDENCE TO THE
EXTENT THEY CAN EXCEPT FOR IDENTIFIED NEEDS FOR
ACTIVITIES, AND TO FOLLOW HEALTH RISK REDUCTION
MEASURES OUTSIDE THEIR RESIDENCES; URGING GOVERNMENTAL
AGENCIES TO PROVIDE SHELTER AND SANITATION FACILITIES
TO INDIVIDUALS EXPERIENCING HOMELESSNESS; REQUIRING
ALL BUSINESSES AND RECREATION FACILITIES THAT ARE
ALLOWED TO OPERATE TO IMPLEMENT HEALTH RISK
REDUCTION MEASURES; AND DIRECTING ALL BUSINESSES,
FACILITY OPERATORS, AND GOVERNMENTAL AGENCIES TO
CONTINUE THE TEMPORARY CLOSURE OF ALL OPERATIONS
THAT ARE NOT YET SAFE ENOUGH TO RESUME**

(STAY SAFER AT HOME)
DATE OF ORDER: September 14, 2020

Please read this Order carefully. Violation of or failure to comply with this Order is a misdemeanor punishable by fine, imprisonment, or both. (California Health and Safety Code § 120295, *et seq.*; California Penal Code §§ 69, 148(a)(1); and San Francisco Administrative Code § 7.17(b))

Summary: On February 25, 2020 the Mayor of the City and County of San Francisco

Health Order: What
you have to do

rev-8.24.2020.pdf

1 / 63



City and County
of San Francisco

Frequently Asked Questions

FAQS FOR SAN FRANCISCO HEALTH ORDERS

Updated 8/24/2020

We remain at a critical point in managing the transmission of the COVID-19 virus. We are at a crossroads. If everyone stays home as much as possible, avoids social gatherings, and strictly complies with social distancing and face covering requirements, we can flatten the curve once again. If people fail to adhere to these precautions, virus transmission rates will continue to increase, the disease will affect more people, our hospital beds will continue to fill up, and our hospital care resources could become overwhelmed. Everyone needs to take individual responsibility and pull together—and together we will get through this.

Our collective effort beginning in March had a positive impact on limiting the spread of the virus, but we are now experiencing a surge that could pose serious issues if unchecked and we must stay vigilant. Although our hospitals still have capacity at this time, hospitalization and case rates have increased over the last few months.

San Francisco continues to work on building up its testing, case finding, case investigation, and contact tracing capacity, and its means to protect vulnerable populations and address outbreaks. Still, the danger the virus poses to the health and welfare of all continues and the risk increases as we reopen more businesses, strive to reopen schools and resume more activities safely. A major threat remains the spread of COVID-19 through asymptomatic and pre-symptomatic carriers. Also, while the search continues, there is not yet an effective treatment or cure for the disease. The vast majority of the population remains susceptible to infection. We will likely face the threat of the virus for some time to come.

Because the local indicators required doing so and the County, along with all the other counties in the Bay Area, was put on the State monitoring list, the County paused its reopening process. We cannot predict when the State will remove the County from the monitoring list or any conditions that will apply when the State does so. If the conditions regarding COVID-19 continue to worsen the County may have to roll back businesses and activities that are now allowed, and may even in the worst case need to revert to shelter in place. The County Health Officer will continue to coordinate with health officers from other Bay Area counties to determine what is needed to protect the region.

Government websites
are for all the things



San Francisco Department of Public Health

San Francisco Health Network

Search

About DPH | Our Services | Our Programs | Healthy Living | Records, Permits & Licensing

Knowledge Sharing & Collaboration | Diseases & Conditions | Training | Click here for more information

CORONAVIRUS FACTS HERE

LISTEN, SHARE, CONNECT

CLICK HERE TO LEARN MORE

HEALTH ALERT

Health Advisory: COVID-19 Testing for Children in Childcares and Summer Camps

Health Advisory: Prioritizing Populations with Structural Barriers to Health in COVID-19 Care Response

CDC Health Update for Health Care Professionals: Multisystem Inflammatory Syndrome in Children (MIS-C) Associated with Coronavirus

Tweets by DPH

SFDPH Retweeted

Tomás J. Aragón @TAragonMD

Science + Compassion + Face coverings = I protect u. U protect me.

You are Welcome Here!

You are Welcome Here!

SAN FRANCISCO

About Us | Business Assistance | Industries | Development | Workforce | Neighborhoods | Initiatives | COVID-19

COVID - 19

resources for businesses and workers [click to](#)

GIVE2SF donate to those affected by COVID-19

SAN FRANCISCO OFFICE OF ECONOMIC & WORKFORCE DEVELOPMENT

San Francisco Health Network

Clinics & Hospitals | Services | Sign Up | About Us | MySFHealth | Q

Health care is here.

Department of Emergency Management

About | 9-1-1 | EOC | Programs | Events | Resources | Budget | Disaster Council | Public Records Request

Contact Us

SF72: SF's Hub for Emergency Preparedness

San Francisco DEM Retweeted

SF Rec and Park @RecParksSF

In partnership w/ @SFParksAlliance, we will officially open the first-ever "welcome center" in Golden Gate Park on Monday, 6/15/2020.

Tweets from @SF_emerge of our partners

Infectious Diseases A to Z | About | Contact | Home | Q

POPULATION HEALTH DIVISION
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH
DISEASE PREVENTION & CONTROL

Communicable Disease | Immunizations | AITC Immunization & Travel Clinic | Health Alerts & Emergencies | Tuberculosis Control | Public Health Laboratory | STD Services

DISEASE PREVENTION & CONTROL

We protect the health of all San Franciscans.

WHAT WE DO

San Francisco Sheriff's Office

Forms, Policies & Reports | News | About

What's your situation? Services | Join our team | Programs & events

Find a person in jail | Schedule a visit | Request a public record | COVID-19 updates | Translate | Q

SF

OPEN DATA | SHOWCASE | PUBLISHING | ACADEMY | RESOURCES

Browse Data | Open Data Stats | Developers | Q | Sign In

COVID-19 Data and Reports

Total COVID-19 Test Results Reported	Total COVID-19 Positive Cases Reported	Total Deaths	Gender Distribution of Positive Cases	
93,259	2,878	44	Female 40%	Male 59%

Microsoft Power BI

San Francisco's response to the coronavirus emergency is grounded in data, science and facts. Data are an important tool to help San Franciscans see the whole picture of coronavirus in our community. It can help us all do our part and see over time how the situation is changing.

We are committed to providing accurate, reliable reports to the public. Additional data will be added

Office of the Mayor

About the Mayor | News & Updates | Mayoral Offices | Calendar | 311

MAYOR LONDON N. BREED

As a native San Franciscan raised by my grandmother in Plaza East Public Housing in the Western Addition community, serving

All SFUSD school and district buildings are closed to the public until further notice. Get COVID-19 school closure updates and resources

SELECT LANGUAGE: FAMILIES | STUDENTS | EMPLOYEES | COMMUNITY | JOB SEEKERS

EMPLOYEE LOGIN | Q

SFUSD ABOUT | SCHOOLS | LEARNING | SERVICES | CALENDARS | CONNECT | Search

TALKING ABOUT RACE & SOCIAL JUSTICE

SFUSD staff have compiled resources for families to explore race and social justice with children of different ages.

Content Design on SF.gov

Content in a crisis





Anita #StayHome 🏠 #WashYourHands! 🍷🍷 Cheng

@anitaycheng



Well-meaning content designers: Nobody ever goes to a government website to get information, they go to government websites to get stuff done! 💪

Coronavirus 🦠: HOLD MY BEER. 🍺🍺🍺🍺🍺🍺

7:20 PM · Mar 31, 2020 · [Twitter for iPhone](#)

||| [View Tweet activity](#)

19 Retweets **78** Likes

SF.gov went from being a small,
under-the-radar site to an essential public
service.

Overnight.

SF.gov

● Pageviews





PUBLIC HEALTH
ORDER:
SHELTER IN PLACE



Coronavirus (COVID-19)

Stay home as much as possible. Avoid gatherings. Wear face coverings. Get help in the coronavirus pandemic.

Wear a face covering

You must wear something to cover your mouth and nose when you are within 6 feet of people who don't live with you.

Coronavirus can be spread before you feel sick, when you breathe, talk, cough, or sneeze. If we all wear face coverings, we help prevent the spread of COVID-19, and save lives.

[See mask requirements](#)



Services

What to do

[Stay home. Save lives.](#)

Help slow the spread of the coronavirus while we reopen San Francisco.

[Stay 6 feet apart: Physical distancing](#)

When you go out, stay 6 feet apart from other people.

[Wear a face covering](#)

In general, wear something to cover your face when you leave your home.

Get help

[Get housing help during the coronavirus pandemic](#)

[Get food resources](#)

Help for people having trouble

[Get help paying your utility bills](#)

Apply for bill relief programs to help

Haircuts and other personal care services allowed outdoors under new health directive

Customers must wear a face covering while getting the service. Reopening businesses must have safety requirements in place.

September 1, 2020

New health directives allow for more services to operate.

These businesses must have a Social Distancing Protocol and a Health and Safety Plan. Both plans must be in place before the business can reopen. [See all guidelines for operating a business during the coronavirus pandemic.](#)

Some personal care services can operate outdoors

Services that can reopen include:

- Haircuts
- Nail salons
- Skincare
- Massage

Personal care services that involve needles are not allowed. These include tattoos, piercing, electrolysis, microblading, or permanent makeup.

- Focused on what's relevant to public
- Elementary to middle school reading level

Build trust

- ➔ **with San Franciscans**
- ➔ **with colleagues**



Stay home except for essential needs

On Monday March 16, San Francisco with Health Officers from the Bay Area announced a Public Health Order that requires residents to stay home except for essential needs. This starts on March 17.

What to do

The City issued a Public Health Order requiring people to stay home except for essential needs.

Vulnerable populations must stay home. People who are over 60 or have a chronic health condition are the most vulnerable to this virus.

Everyone else is required to stay home except to get food, care for a relative or friend, get necessary health care, or go to an essential job.

It is OK to go outside for walks or bike rides if you are not in a group.

Stay at least 6 feet apart when leaving your home for essential activities.

This order is in effect until April 7.

It may be extended depending on recommendations from public health officials.



Senator Scott Wiener ✓

@Scott_Wiener

Here's the city of San Francisco's FAQs: sf.gov/stay-home-exce...

8:45 AM · Mar 20, 2020 · [Twitter for iPhone](#)



Charles Martucci @martucci · Mar 16

Clear guidance on shelter-in-place from @sfgov 🙏
sf.gov/stay-home-exce...

Nice to know we are in good hands locally even if our federal gov is a mess.

Chances are your "non-essential" barber/stylist, nail salon, and others sell gift cards for future visits.

What can't I do?

You cannot engage in group activities in person with others.

You cannot have dinner parties. You cannot invite friends over to your home to hang out.

You cannot go to bars or nightclubs.

You cannot go to a nail salon or get your hair cut by a stylist or barber.

You cannot go shopping for non-essential goods.

You cannot take unnecessary trips on public transport or in your car or motorbike.

2

3

9



Josh Barro ✓

@jbarro

This FAQ on the shelter-in-place order for San Francisco is pretty sobering (also well-written) sf.gov/stay-home-exce...

2:06 PM · Mar 16, 2020 · [TweetDeck](#)

95 Retweets 180 Likes



Pedro.c @liveunionmafia · Mar 16

Replying to @KQED

You can still go to work right?

1



2



KQED ✓ @KQED · Mar 16

The order says to stay home "except for certain essential activities and work to provide essential business and government services or perform essential public infrastructure construction."

Full statement: sf.gov/stay-home-exce...

3

2

9



Constantly make content better

Check if a business is essential

During the coronavirus outbreak most businesses in San Francisco must close. See what businesses can operate.

What to do

Essential businesses

Essential businesses include:

- Healthcare Operations and Essential Infrastructure
- Grocery stores, certified farmers' markets, farm and produce stands, supermarkets, food banks, and convenience and corner stores that sell a significant amount of food, and other establishments engaged in the retail sale of canned food, dry goods, fresh fruits and vegetables, pet supply, fresh meats, fish, and poultry, and any other household consumer products (such as cleaning and personal care products). This includes stores that sell groceries and also sell other non-grocery products, and products necessary to maintaining the habitability, sanitation, and essential operation of residences
- Food cultivation, including farming, livestock, and fishing
- Businesses that provide food, shelter, and social services, and other necessities of life for economically disadvantaged or otherwise needy individuals
- Newspapers, television, radio, and other media services
- Gas stations and auto-supply, auto-repair, and related facilities
- Bicycle repair and supply shops
- Banks and related financial institutions
- Hardware stores
- Plumbers, electricians, exterminators, and other service providers who provide

Get help

Phone

[311](#)
If you see a business open that is not essential, call 311.

Related Services

[Operate your essential business](#)

If your business is open during coronavirus outbreak, you must follow best practices to keep your patrons and employees safe.

[Stay home. Save lives.](#)

Stop the spread of coronavirus

Check if a business can be open

During the coronavirus pandemic, many businesses in San Francisco must close. See what businesses can operate.

What to do

Check status of business types

See what business activities are allowed to continue under the [Public Health Order](#). The City has a [plan for reopening businesses](#) in phases.

Allowed businesses [must follow certain rules](#) to continue operating.

Accounting services

Open as an essential business, for compliance with non-elective, legally required activities or related to death or incapacitation.

After school programs

Open for all children. See more information about [schools, childcare, and youth programs](#).

Appliance or cell phone repair shops

Open as an essential business.

Aquariums

Closed.

Auto dealerships

Open as an outdoor business, [delivery](#), and [indoor](#) retail.

Auto supply and repair shops

Get help

Phone

[311](#)
If you see a business open that should not be open, call 311.

Related

[Operate your business during the coronavirus pandemic](#)

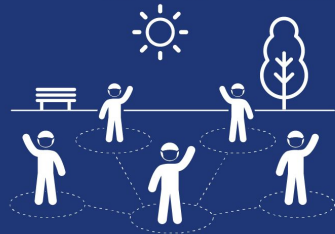
Follow best practices and public health guidance to keep your patrons and staff safe.

[Visiting businesses during the coronavirus pandemic](#)

What to expect when you go shopping or get services.

[Stay home. Save lives.](#)

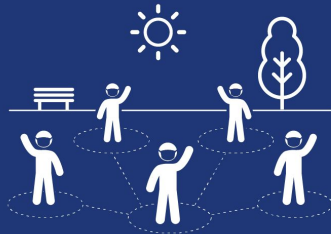
تجمع مع الآخرين بشكل آمن



إذا كنت ستجتمع مع الآخرين فخطط مسبقاً للمحافظة على السلامة
ما زال قانون البقاء في المنزل ساري المفعول

City & County of San Francisco
sf.gov/SaferSocializing

Практикуйте безопасное общение

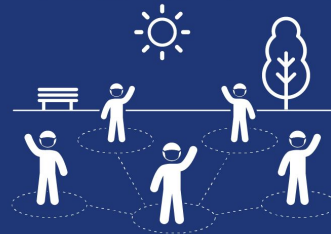


Если вы встречаетесь с кем либо, планируйте заранее, чтобы оставаться в безопасности.

Приказ «Оставаться Дома» по-прежнему действует.

City & County of San Francisco
sf.gov/SaferSocializing

熟習更安全的社交互動

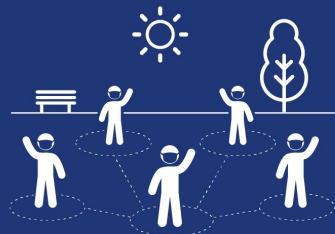


如果您準備探望他人，請提前計劃以確保安全。

居家避疫令依然生效。

City & County of San Francisco
sf.gov/SaferSocializing

Practique socializar de manera segura

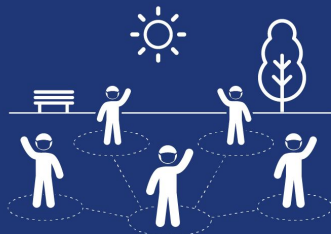


Si va a encontrarse con otras personas, planea con anticipación para mantenerse a salvo.

La Orden de Quedarse en Casa sigue en vigor.

City & County of San Francisco
sf.gov/SaferSocializing

Practice safer socializing

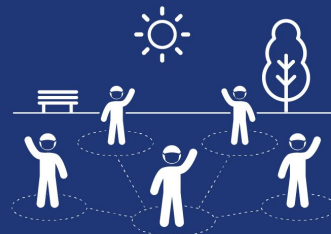


If you're seeing others, plan ahead to stay safe.

The Stay Home Order is still in effect.

City & County of San Francisco
sf.gov/SaferSocializing

Sanayin ang ligtas na pakikisalamuha



Kung makikipagkita ka sa iba, planuhin ito ng maaga para manatiling ligtas.

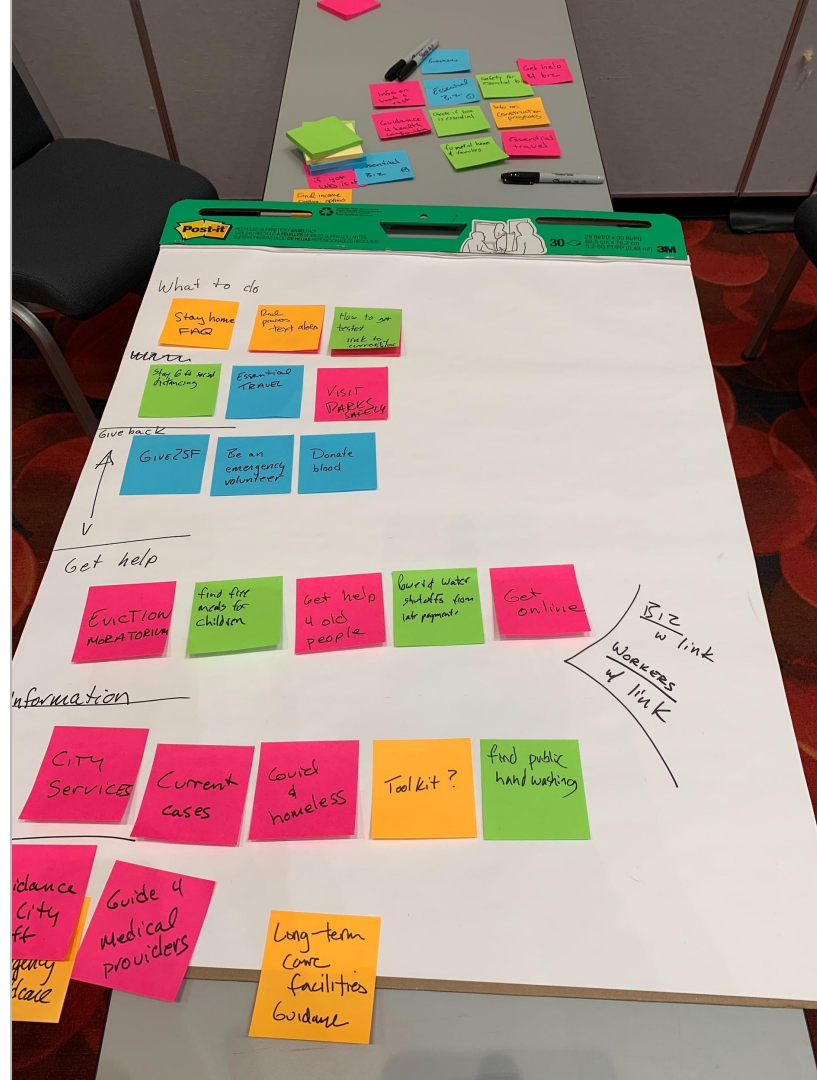
Epektibo pa rin ang Stay Home Order.

City & County of San Francisco
sf.gov/SaferSocializing

Work with our colleagues

Prioritize with folks from:

- City Attorney
- Mayor's Office
- 311 (who answer the calls)
- SF.gov
- Department of Public Health



The new COVID Command Center

JIC + Public Health

Separate press releases from news

San Francisco Releases Health Guidance Detailing Requirements for the Additional Activities Reopening Today

San Francisco, CA - Today, San Francisco posted additional guidance and requirements for lower-risk indoor and outdoor activities reopening today. Each of the following additional activities pose a lower risk only if all published safety requirements are followed. Establishments are still strongly encouraged to continue providing services outdoors where they are allowed to do so.

The gradual reopening of businesses and activities will increase travel and interaction throughout the city, which means increasing community spread of the virus and an increase in cases. Public health officials will regularly assess the [Key Public Health Indicators](#), particularly new positive case counts and hospitalizations to ensure San Francisco has the necessary resources available for those that are infected.

The following summary is only a partial list of activities reopening today along with some key requirements to safely reopen. Businesses should review the detailed guidance to learn about specific health recommendations and requirements designed to protect personnel and customers, like face coverings, sanitation, physical distancing, and employee/customer health screenings.

Indoor Personal Services

Services include hair salons, barber shops, nail salons, massage (in a non-healthcare setting), estheticians, skin care, and cosmetology services, electrology, tattooing, piercing, and microblading. The additional guidance also allows indoor personal services in other situations where customers have contact with equipment but no contact with the provider, like tanning salons, but the equipment can be cleaned between customers to also make them lower risk.

Removal of face coverings for indoor personal services is not allowed under any circumstances.

Capacity Limits

- The establishments must have all stations and other areas to be configured to ensure at least six feet of physical distancing between customers.
- The number of customers allowed in a facility at any given moment is the amount that can safely maintain at least six feet of physical distance **at all times**.

Detailed Requirements and Guidance for Indoor Personal Services [Here](#).

Indoor Gyms and Fitness Centers

Gyms and fitness centers may open indoors for one-on-one personal training and self-directed exercise. Example fitness activities include weightlifting or solo basketball. Locker rooms, saunas, steam rooms, showers, indoor pools, and climbing walls must remain closed for the time being. Group cardio/aerobic fitness classes (such as spinning, kickboxing, etc.) are not permitted indoors at this time. Adequate ventilation and at least 12 feet of distance must be maintained at all times around those who are performing any physical activity that increases breathing rate or intensity

Indoor gyms, indoor personal care, tourist hotels, more outdoor activities allowed under new health directive

Customers must wear a face covering the entire time they're at a gym or getting a service. Common areas remain closed. Reopening businesses must limit their capacity and have safety requirements in place.

September 14, 2020

New health directives allow for more services to operate. All customers can see [what to expect when visiting a business](#).

These businesses must have a Social Distancing Protocol and a Health and Safety Plan. Both plans must be in place before the business can reopen. [See all guidelines for operating a business during the coronavirus pandemic](#).

Gyms and fitness centers can operate indoors up to 10% capacity

Patrons can use equipment on their own, or get one-on-one personal training. Outdoor fitness classes are allowed up to 12 people.

Indoor cardio classes are not allowed right now. People breathe hard during cardio exercises and often need to take off their face coverings. That increases the risk of spreading COVID-19.

See [reopening guidance for gyms](#) from the Department of Public Health.

Personal care services can open indoors if customers are stationed 6 feet apart

Services that can reopen indoors include:

- Haircuts
- Nail salons

Working across silos for user centered content

Part of [Business during the coronavirus pandemic](#)

Reopening guidance for personal care services

Documents needed to reopen haircuts, skincare, nail, and massage services outdoors and indoors.

Documents

 [Health and Safety Plan template for indoor personal care services](#)
September 14, 2020

Action required for indoor services: Complete and post a Health and Safety Plan from this fillable PDF.

 [Health and Safety Plan template for outdoor personal care services](#)
September 1, 2020

Action required for outdoor services: Complete and post a Health and Safety Plan from this fillable PDF.

 [Indoor personal services poster](#)
September 15, 2020

Action required: The Health Order requires that businesses post certain signage for their customers during the coronavirus pandemic. This poster meets all of the requirements for indoor service operations. It is in English, Spanish, Chinese, and Filipino.

 [Social Distancing Protocol for Businesses](#)
September 14, 2020

Action required: Complete and post this Social Distancing Protocol.

General requirements

Operate as much as you can outdoors. [Screen customers for COVID-19 symptoms](#) when they come in.

Make sure everyone can stay 6 feet apart. Set up chairs and stations at least 6 feet apart. You can use plexiglass dividers to protect customers and workers.

If you use fans, place them so that air doesn't blow from one customer's space to another. Avoid services that involve lengthy blow drying.

Everyone must wear face coverings. Services where customers must take off their face coverings are still not allowed. This includes shaving beards, and body art around the nose and mouth area.

Have workers only serve one customer at a time, unless the procedure takes a long time.

Do not offer food or drink to customers.

Disinfect all items and stations between customers, including linens. You can also use disposable items.

Workers who touch customers must wear new disposable gloves between customers.

Outdoor services have other requirements

You must set up your outdoor service in a space controlled by a licensed business. You can set up tents. Make sure air can flow freely. No more than one side can be closed.

Do not block streets or sidewalks. You can [apply to use the sidewalk, parking lane, or a private lot for your business](#).

Personal care services that involve needles are not allowed outdoors. These include tattoos, piercing, electrology, microblading, or permanent makeup.

Hair services that involve rinsing out the hair are not allowed outdoors. These include shampooing, color, and chemical treatments.

More information

[Daily health screener](#) you can use with your customers and workers.

[Download signage to print yourself](#), or [get printed posters](#).

[Find SF vendors who sell face masks, hand sanitizer, and other protective equipment for your employees](#).

[See general information about operating a business during the pandemic](#).

[See business guidance from Department of Public Health](#).

More languages

[See health directives and plans in various languages](#).

Moving past lawyer speak

lev-8.24.2020.pdf

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City and County
of San Francisco

Frequently Asked Questions

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Our collective effort beginning in March had a positive impact on limiting the spread of the virus, but we are now experiencing a surge that could pose serious issues if unchecked and we must stay vigilant. Although our hospitals still have capacity at this time, hospitalization and case rates have increased over the last few months.

San Francisco continues to work on building up its testing, case finding, case investigation, and contact tracing capacity, and its means to protect vulnerable populations and address outbreaks. Still, the danger the virus poses to the health and welfare of all continues and the risk increases as we reopen more businesses, strive to reopen schools and resume more activities safely. A major threat remains the spread of COVID-19 through asymptomatic and pre-symptomatic carriers. Also, while the search continues, there is not yet an effective treatment or cure for the disease. The vast majority of the population remains susceptible to infection. We will likely face the threat of the virus for some time to come.

Because the local indicators required doing so and the County, along with all the other counties in the Bay Area, was put on the State monitoring list, the County paused its reopening process. We cannot predict when the State will remove the County from the monitoring list or any conditions that will apply when the State does so. If the conditions regarding COVID-19 continue to worsen the County may have to roll back businesses and activities that are now allowed, and may even in the worst case need to revert to shelter in place. The County Health Officer will continue to coordinate with health officers from other Bay Area counties to determine what is needed to protect the region.



Visiting businesses during the coronavirus pandemic

What to expect when you go shopping, get services, or visit public places.

Even as we reopen San Francisco, the safest choice is to [stay home](#). If you do go out to public places or shop at local businesses, you can reduce your risk for getting or spreading COVID-19.

Think about the risk of going out

Every time you go out, you increase your risk of getting COVID-19 and passing it on to your household. Consider how much the outing means to you.

Consider the risk to yourself and the people you live with. [Older adults and people with pre-existing health conditions](#) are most in danger if they get COVID-19.

Consider the number of COVID-19 positive cases in your area. Is it increasing, staying flat, or decreasing in your community? It is safer to go out when cases are low or decreasing. [See cases in San Francisco](#).

Plan for your outing

Outdoor activities are safest. Avoid being indoors. If you have to be inside, try to be in rooms with open windows or good ventilation.

Minimize how long you will spend outside of your home, and how many people you interact with.

Related

[Check your health before you out](#)

Watch for COVID-19 symptoms especially if you work outside home, get healthcare, or go out.

[Masks and face coverings for coronavirus pandemic](#)

In general, wear something to cover your face when you leave your home.

[Stay 6 feet apart: Physical distancing](#)

When you go out, stay 6 feet apart from other people.

[Stay healthy during the coronavirus pandemic](#)

Personal hygiene, cleaning, and

Curating pages for updates

Schools, childcare, and youth programs during the coronavirus pandemic

Information about childcare, summer camps, nannies, and schools.

Schools must close but can have distance learning

All schools must stop holding classes at physical locations within San Francisco.

Schools and other education programs can provide distance learning to their students. Teachers can go to work to prepare distance learning.

Schools are offering all children free meals. [Find out how to pick up free meals.](#)

Youth and childcare programs available for all children

Childcare programs are enrolling all children.

Summer day camps are open for all children. [Sign up at Rec and Park.](#)

[Check your child for possible COVID-19 symptoms](#) before you take them to a program.

Related

[Find free meals for children](#)

[Check your health before you go out](#)

[Masks and face coverings for coronavirus pandemic](#)

[Guidance on safer social interactions during the pandemic](#)

[Stay active during the coronavirus pandemic](#)



Schools, childcare, and youth programs during the coronavirus pandemic

Information about schools, childcare, after school programs, and nannies.

Schools must close but can have distance learning

All schools must stop holding classes at physical locations within San Francisco.

Schools and other education programs can provide distance learning to their students. Teachers can go to work to prepare distance learning.

SF Unified School District is [starting with distance learning](#) in the fall.

Schools are offering all children free meals. [Find out how to pick up free meals.](#)

Schools must apply for approval to reopen

Schools are not allowed to reopen until after San Francisco moves from the [State's purple tier to the red tier](#) for 14 days. After that happens, schools must also apply for approval to reopen, from the Health Officer. Elementary schools can apply for a waiver to reopen, even if SF is still in the purple tier.

[See information about reopening applications and waivers for SF schools.](#)

Related

[Find free meals for children](#)

SFUSD will provide free meals for all children 18 and younger during the school closure.

[Check your health before you go out](#)

Watch for COVID-19 symptoms, especially if you work outside the home, get healthcare, or go to school.

[Masks and face coverings for coronavirus pandemic](#)

In general, wear something that covers your face when you leave your home.

Corona

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64 records

- ~65 pages related to Stay Home Order
- ~200 pages related to COVID-19

If anyone is still confused by the details of the face covering order that goes into effect today, San Francisco has the same guidelines and they summed up the order for the public in a very clear way. 🙄

If you're in the Bay Area & missed it, all 6 counties tightened the shelter-in-place rules today. SF has the best summary: sf.gov/stay-home-exce...

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Christine M Peterson @... · 7m ✓

Replying to [@kingoodwin](#)

This is really helpful. I greatly appreciate the plain-language clarity from sf.gov in this matter. I live in Oakland but the SF website is my go-to resource.



Rebecca Woodbury @WhatUpSanRafael · 11h

Thank you [@sfgov](#) digital service for creating clear, concise [#COVID19](#) content. We overhauled our webpages tonight and borrowed HEAVILY. Merci



Coronavirus (COVID-19) - San Rafael

Everyone is required to stay home except to get food, care for a relative or friend, get necessary health care,...

cityofsanrafael.org



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Thank you!

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