

In times of uncertainty

Community guidance for
resilience and wellbeing

SAN FRANCISCO
HUMAN RIGHTS
COMMISSION



To all residents of San Francisco

Dear San Francisco community,

The Human Rights Commission (HRC), established in 1964, addresses the causes of and problems resulting from prejudice, intolerance, bigotry, and discrimination. Our mission is to eliminate discrimination in the City of San Francisco, work in the pursuit of equity, and assist community in resolving disputes. We are committed to community outreach and engagement with every community, such as the LGBTQ+ community, local youth, people of the global majority, immigrant populations, and those left at the margins of society. This work is grounded in the understanding that equity, clear information, and accessible resources are essential to individual safety, community stability, and effective civic participation.

This is not the first time our City has faced uncertainty or external pressures that affect local communities. We have come together many times before and are called to do so now.

Our City leadership is committed to the diverse communities that make San Francisco so special, and a global destination.

As we learn more about the impact of federal changes to our local work, the Human Rights Commission will remain steadfast as an advocate for those who feel unseen and underrepresented. Please use this community resilience document as one of many resources to keep our communities safe.

We are in this together.

In solidarity,

Mawuli Tugbenyoh
Executive Director
San Francisco Human Rights Commission

Table of Contents

Access to Abortion and Reproductive Healthcare 6

Accessing Substance Abuse Supplies and Programs 7

Connecting with Local LGBTQ+ Community and Resources..... 8

Eviction Defense 10

Fighting Discrimination 11

Home Preparedness 13

Protection from Use of Force and Profiling by Law Enforcement 18

Protest and Civic Engagement..... 19

Shelter Access 20

Finding Joy in Dark Times 22

Resource Directory 23

Access to Abortion and Reproductive Healthcare

While there have been attacks at the national level on your right to reproductive health services, abortion remains legal and protected in the state of California. However, when seeking abortion, please be wary of fake clinics that may attempt to mislead or engage in deceptive and illegal conduct. In the directory below, you can find contact information for abortion clinics, order-by-mail abortion pills, and logistical and financial assistance, including if you are in need of help obtaining an abortion or traveling from another state to obtain an abortion.

Please contact **Planned Parenthood** at 415-821-1282, as well as the other resources in the attached directory.



Accessing Substance Abuse Harm Reduction Supplies and Programs

If you or someone you love is struggling with substance abuse disorder, there are resources the City provides, including free access to Naloxone (also known as Narcan), an easy to administer nasal spray that can temporarily reverse an overdose. While Naloxone also may not be enough to survive an overdose, it can provide 60-90 minutes of relief, allowing you enough time to seek emergency medical services. Please see below for information on where to get this life saving drug, as well as fentanyl test strips, for free.

You may be able to access free medical or rehabilitation services, see here for a directory of NA support groups: https://findrecovery.com/na_meetings/ca/san-francisco/



Connecting with Local LGBTQ+ Community and Resources

San Francisco has long been known as a haven for the LGBTQ+ community and plans to stay that way. While there have been attacks on LGBTQ+ rights at the federal level, your rights are still protected at the state level and here in San Francisco. Whether you need gender affirming care, support in updating your identification documents, patient informed medical or mental health services, or housing please see our list of LGBTQ+ and trans specific resources.

If you believe you have been a victim of discrimination, based on your sexual orientation or gender identity, please see the resource listings for fighting discrimination.

For more information on protections for transgender people in the State of California, as well as information on local community events and both local and national resources on a variety of topics, please visit the **Office of Transgender Initiatives website: sf.gov/transcitysf**



Eviction Defense

If you have been served with an unlawful detainer in San Francisco, you may qualify for the San Francisco Tenant Right to Council protection, affording you free legal services to assist in eviction defense. Eviction Defense Collaborative, as well as other legal non-profits can provide this service. Please be sure to contact an attorney right away so that an attorney can provide a timely response to the notice.

If you have been served with an unlawful detainer due to failure to pay rent, the Eviction Defense Collaborative may also be able to assist with temporary rent relief. Please see directory below for contact information.

Please reach out to the **Eviction Defense Collaborative** at (415) 659-9184 or email legal@evictiondefense.org as well as the other resources in the attached directory.



Fighting Discrimination

In San Francisco, you are protected from discrimination that targets you based on race, sex, gender identity, immigration status, family status, Source of Income, disability, and a host of other categories.

Some examples of discrimination could include a landlord denying a lease after you tell them you have a Section 8 voucher, or if a business that is open to the public denies you access without explanation, while allowing people of other races access.

If you feel that you have been discriminated against, please contact the **SF Human Rights Commission** at 415-252-2500 or hrc.info@sfgov.org

You may also contact the **California Civil Rights Department** at 800-884-1684 or contact.center@calcivilrights.ca.gov which fights housing, employment and public accommodation discrimination, as well as hate crime and human trafficking across the state of California.

If you believe you have been subject to a rent increase that is discriminatory, you also have resources available to you to see if the rent increase is allowable at all.

Many residential buildings built on or before June 13, 1979 in San Francisco are subject to rent control and eviction protection. If you are unsure if you are protected, check your address on this property map: **SF PIM | Property Information Map | SF Planning**

Rent Control means that your landlord can only increase your rent by a certain percentage each year. However, even if you are not protected by SF's rent control law, you may be protected by the California Tenant Protect Act AB 1482

To learn more about your protections, **please see directory below to contact the Rent Board** and speak to a counselor.

Additionally, if you need emergency rental assistance, see the directory below to contact SFERAP.

If you feel that you have been discriminated against based on perceived immigration status, please contact the **Office of Civic Engagement and Immigrant Affairs (OCEIA)** at 415-554-0600.

If you feel a City employee has violated the Sanctuary City law, please contact the **Civil Rights Division at the Human Rights Commission** at 415-252-2500 or at hrc.info@sfgov.org



Home preparedness

Home Preparedness for San Francisco:

In San Francisco, being prepared for emergencies like earthquakes, wildfires, or power outages is essential. You can contribute to collective preparedness by ensuring you can manage on your own for at least one week. Customize the advice in the checklists to your specific needs and situation. Consider sharing resources with neighbors—especially during times of crisis.

Water:

You need at least three liters of water per person per day, primarily for drinking and cooking. In emergencies such as earthquakes or wildfires, water services might be disrupted, so it's crucial to have a backup.

- **Recommended Supplies:**

- Water storage containers (e.g., 5-gallon jugs or large plastic bins with lids)
- Bottled water or filled containers
- Store water in a cool, dark place, checking it periodically for any changes in smell or taste.
- Rotate water storage every six months.
- If uncertain about water safety, boil it until it reaches a rolling boil.

- **Additional Tip:** In case of power outages (common during fires or earthquakes), store frozen water bottles in your freezer. They can serve as ice packs and drinking water once melted.

Heat:

In case of a power outage, especially during winter months or in the aftermath of a wildfire, your home's indoor temperature may drop quickly.

- **Recommended Supplies:**

- Warm, all-weather clothing, woolen items, thick socks, beanies, gloves, and scarves.
- Blankets, sleeping mats, and sleeping bags.
- Alternative heat sources such as battery-operated heaters or gas-powered space heaters (ensure proper ventilation).
- Candles, tea lights, and extra fuel.
- Matches, fire starters, and a fire extinguisher.
- **Safety Tip:** If using a gas or other alternative heat source, ensure proper ventilation by opening a window slightly to allow for airflow, and always turn off heaters before going to sleep.

Communication:

Being able to receive emergency news from authorities is critical, particularly during earthquakes or wildfires, where information can be scarce or delayed.

- **Recommended Supplies:**

- A battery-operated or solar-powered radio to stay informed (consider models that can also charge phones).
- Extra batteries.
- A mobile phone with a portable charger and car charger.
- **Important Tip:** In an emergency, local AM radio stations or San Francisco's official emergency website will provide crucial information. Keep a working radio in your emergency kit. Keep a written list of important phone numbers (e.g., local emergency services, family, and friends).



Food:

In emergencies like earthquakes or fires, access to fresh food might be limited. It's important to store non-perishable, easy-to-prepare food.

- **Recommended Supplies:**

- Non-perishable grains, rice, pasta, instant mashed potatoes, milk powder, canned goods (beans, vegetables, and ready-to-eat meals), and long-lasting energy foods like peanut butter, dried fruit, and protein bars.
- Canned or boxed beverages, including coffee, tea, and juice.
- Baby food and formula, if applicable.
- **Tip:** San Francisco's mild climate allows for container gardening on balconies or windowsills. Grow herbs, vegetables, and fruits to supplement your food supplies.

Cash:

In case digital payment systems and ATMs are unavailable due to power outages or infrastructure damage, it's wise to have cash on hand.

- **Recommended Supplies:**

- Enough cash to last at least one week, in various denominations.
- A backup debit or credit card.

Toilet and Hygiene:

During major disruptions (such as earthquakes), sanitation systems may be affected, so it's important to be prepared for non-functioning toilets.

- **Recommended Supplies:**

- Toilet paper, wet wipes, hand sanitizer, and menstrual products.
- Plastic bags or garbage bags with lids for waste.
- Composting litter or sawdust to cover waste.
- A bucket with a lid for waste disposal.
- **Tip:** If you have access to a portable toilet or similar emergency supplies, it may be useful during emergencies.

Other Essential Supplies:

- **First aid kit** and necessary medications for a month.
- **Matches, pocket lighter**, and a **flashlight** with extra batteries.
- **Can opener** for canned food.
- **Fuel for your car** (or a fully charged battery for electric vehicles) to ensure mobility during an evacuation or emergency.

- **Local Tip:** San Francisco's proximity to the coast means it may experience tsunamis or flooding. Always keep a portable emergency kit in your car if you're traveling near the water, especially if you live near the bay.

Special Considerations for San Francisco:

1. Earthquake Preparedness:

- San Francisco is located on the San Andreas fault line, so earthquakes are a common risk. Ensure your home is retrofitted for earthquake safety, with secure shelves and heavy furniture anchored to walls. If you would like to request a retrofitting inspection, see below for directory for Department of Building Inspection, Inspection Services line.

2. Wildfires and Air Quality:

- During wildfire season, be prepared for poor air quality. Keep a supply of N95 masks or other filters, and ensure windows and doors are sealed to prevent smoke from entering your home.

3. Tsunamis and Coastal Risks:

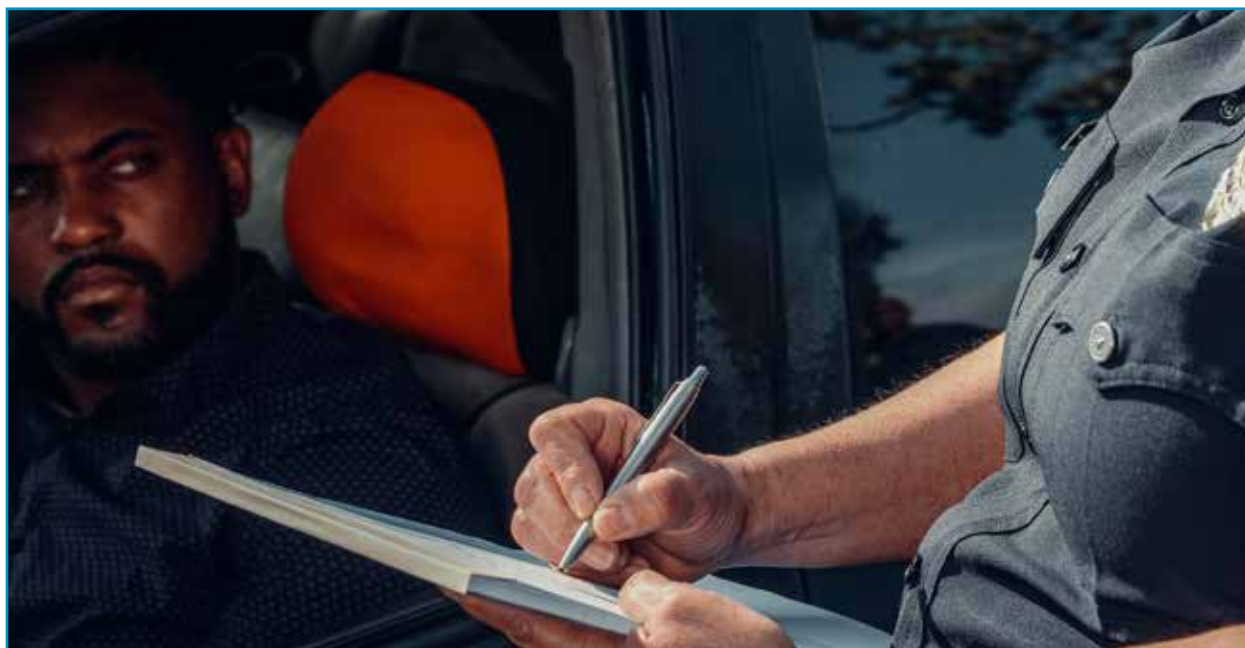
- Coastal San Francisco may be vulnerable to tsunamis. Familiarize yourself with local evacuation routes and keep an emergency kit near the door for easy access.

Protection from Use of Force and Profiling by Law Enforcement

San Francisco's Department of Police Accountability is dedicated to investigating and mediating complaints against law enforcement, which can include misconduct, racial profiling, and excessive force. Please see directory below for more information on how to file a complaint.

If you feel that you have been discriminated against based on perceived immigration status, please contact the **Office of Civic Engagement and Immigrant Affairs (OCEIA)** at 415-554-0600.

If you believe a City employee has violated the Sanctuary City law, please contact the **Civil Rights Division at the Human Rights Commission** at 415-252-2500.



Protest and Civic Engagement

San Francisco has a decades-long tradition of civic engagement and protest to unjust times. You have a First Amendment right to assemble and express your views through protest. However, law enforcement can also place restrictions on free speech and use tools to manage assembly.

To better understand your protected rights, visit www.aclu.org/know-your-rights/protesters-rights

For more information on how to protect yourself if exposed to chemical irritants (such as tear gas), visit <https://phr.org/our-work/resources/preparing-for-protecting-against-and-treating-tear-gas-and-other-chemical-irritant-exposure-a-protesters-guide/>

If you or a loved one require legal support at a protest or if you are arrested at a protest, contact the **National Lawyers Guild** at 415-285-5067 or visit www.nlgssf.org



Shelter Access

Adults experiencing homelessness can access shelter in a few ways:

- Call the **San Francisco Homeless Outreach Team (SFHOT)** to request outreach and connection to available resources at: **(628) 652-8000**.
- Sign up for the **adult shelter reservation waitlist** for a bed at three of HSH's sites (see below).
- Get shelter through other self-referrals.
 - Walk up to **Dolores Shelter Program at 1050 South Van Ness Avenue** in the Mission:

Overnight-only shelter that operates from **6:00 p.m. to 8:00 a.m.** seven days a week.

- Walk-up guests can **begin lining up at 5:30 p.m.** (first-come, first-serve)
- Walk up to the Interfaith Winter Shelter (see information below).

Adult Shelter Reservations

To register for the waitlist for an adult shelter bed at **Next Door, MSC-South, or Sanctuary**, use the form linked below or call the **SFHOT and Adult Shelter Access Line at (628) 652-8000**. *Please complete only one registration form per person. There is no need to both call AND fill out the form below.*

Adult Shelter Reservation Form

These shelters are for **self-sufficient adults** without minor children.

Young adults can use this registration form or visit a youth Coordinated Entry Access Point

Survivors of domestic violence can use this reservation system. You can also visit sf.gov's list of resources or call **Women, Inc's 24/7 support line at: (877) 384-3578**.

Transgender, Non-Binary, and Intersex folks who are unhoused can access beds at **Taimon Booton Navigation Center** by emailing **tbncintake@sfcommunityhealth.org** or by calling **415-323-5941**.

The 14-Day Emergency Placement Urgent Accommodation Voucher (UAV) for Survivors of Violence is a self-referral program that allows adults fleeing intimate partner violence, sexual assault and/or human trafficking and experiencing homelessness to receive immediate shelter. To access this 14-day emergency placement, please contact **St. Vincent de Paul at 415-940-2864 or 415-940-2866** to inquire about room availability.



Finding Joy in Dark Times

By considering these recommendations, San Francisco residents can be more prepared and build resilient communities. Local collaboration, especially with neighbors, will strengthen the City's collective preparedness in times of uncertainty or challenging events. Beyond these recommendations:

Seek community:

- Know your neighbors and share resources
- Join civic groups, faith-based organizations, or social organizations
- Invest in hobbies
- Learn a new craft
- Volunteer for a cause that you are passionate about
- Invest in mutual aid

Protect your mental health + wellbeing:

- Limit time on social media
- Seek counseling or therapy
- Practice self-care
- Sleep at least 7 hours each night

Stay physically active, if possible:

- Walk 10-30 minutes each day

Resource Directory

Discrimination Complaints

- San Francisco Human Rights Commission, Civil Rights Division: 415-252-2500
- California Civil Rights Department: 800-884-1684

Food

- For a list of resources: <https://www.sf.gov/get-food-resources>
- CalFresh: 415-558-4700 or <https://www.getcalfresh.org/>
- WIC: <https://www.sf.gov/women-infants-children-wic-supplemental-nutrition-program>
- SF Food Directory: <https://missionmealscoalition.org/sffooddirectory>

Harm Reduction

Behavioral Health Services Pharmacy: access to free Narcan and fentanyl test strips visit the 1st floor at 1380 Howard St. open Monday through Friday 9am-6:30pm or Sat-Sun 9am-12pm and 1pm-4:30pm

Immigration/Deportation Defense

NOTE: **Office of Civic Engagement and Immigrant Affairs (OCEIA)** is the lead City agency for all updates on Immigrant rights and affairs.

- For a list of resources: 415-554-0600 or <https://www.sf.gov/departments-city-administrator-office-civic-engagement-and-immigrant-affairs>

- **Rapid Response Hotline** number to get same-day legal assistance if they experience Immigration and Customs Enforcement (ICE) activity in SF - 415-200-1548

Law Enforcement Complaints

- **Department of Police Accountability:** 415-241-7711, or you may file a complaint online at <https://www.sf.gov/file-complaint-about-police-services>

Legal Defense

- **AIDS Legal Referral Panel (ALRP)** 415-701-1100
- **Asian Law Caucus (ALC)** 415-896-1701
- **Asian Pacific Islander Legal Outreach (APILO)** 415-567-6255
- **Bay Area Legal Aid (BayLegal)** 415-982-1300
- **Eviction Defense Collaborative:** 415-659-9184 or legal@evictiondefense.org
- **Homeless Advocacy Project (HAP)** 415-575-3130
- **Justice & Diversity Center of the Bar Association of San Francisco (JDC)** 415-989-1616
- **Legal Assistance for the Elderly (LAE):** 415-538-3333 or legal@laesf.org
- **Open Door Legal (ODL)** 415-735-4124
- **Tenderloin Housing Clinic (THC)** 415-771-9850

LGBTQ+ Resources

- **Alliance Health Project: LGBTQ+ Mental Health Clinic:** 415-476-3902
- **Gender Health SF:** For accessing gender affirming healthcare: genderhealthsf@sfdph.org, 628-217-5788
- **Lyon-Martin Health Services:** access medical care, HIV/STI testing, gynecology, regardless of one's ability to pay - (415) 565-7667, info@lyon-martin.org

Mental Wellness Support

- **Suicide & Crisis Lifeline:** 24/7 free and confidential support by **calling** 988, **texting** 988, or **texting HOME** to 741741

Rental Assistance/Emergency Housing

- **San Francisco Rent Board** - 415-252-4600
- **San Francisco Emergency Rental Assistance Program:** help@sferap.org or 415-653-5744

Reproductive Health

- **Planned Parenthood of San Francisco:** provides abortion, birth control, emergency contraceptives, gender affirming care, HIV services, pregnancy and STD testing, and more. **1-800-230-PLAN**
- **Hey Jane** provides medication abortion, by mail. Email: info@heyjane.co or visit heyjane.com for more information
- **Access Reproductive Justice:** assists with the barriers and costs associated with seeking abortion, such as transportation, lodging, childcare, and funding. 510-923-0739

Shelter Access

- **San Francisco Homeless Outreach Team (SFHOT) and Adult Access Line :** (628) 652-8000.
- **Taimon Booton Navigation Center:** 415-323-5941
- **St. Vincent De Paul:** 415-323-5941

Structural Safety

- **San Francisco Inspection Services/Department of Building Inspection:** 628-652-3400, hours of operation are Monday through Friday 7 a.m. to 3 p.m.
- To report a problem at your building, call 311 or make a report online:

Workplace Protections:

- **Office of Labor Standards Enforcement:** To assist in the protection of minimum wage, paid leave, and parental leave, as well as other protections **415-554-6235** or **Contact the Office of Labor Standards Enforcement | SF.gov**



