



For SMC discussion March 16, 2022

The proposed recommendations for updates to SOC 3 and SOC 21 are as follows:

[§ 20.404. CONTRACT REQUIREMENTS., Article XIII. STANDARD OF CARE FOR CITY SHELTERS, Chapter 20. SOCIAL SERVICES, Administrative Code, San Francisco \(elaws.us\)](#)

(3) provide liquid soap with a dispenser permanently mounted on the wall in the restrooms; **shower stalls with working hot and cold water controls**; small individual packets of liquid soap, or small bar soap for use by one individual only, paper towels or hand towels, hand sanitizers, and at least one bath-size (24x 48) towel to shelter clients **and staff** in each bathroom: if hand dryers are currently installed they shall be maintained in proper working condition; in addition, shelters shall provide toilet paper in each bathroom stall and hire janitorial staff to clean the shelters on a daily basis;

(20) provide all printed materials produced by the City and shelters in English and Spanish and other languages upon request and ensure that all written communications are provided to clients with sensory disabilities in alternate formats such as large print, Braille, etc. upon request;

(21) communicate with each client in the client's primary language or provide professional translation services, including but not limited to American Sign Language interpretation; however, children or other clients may be asked to translate in emergency situations; **in addition, signage regarding the availability of translation services shall be posted in the San Francisco threshold languages**;

[Per DPH [KM_C454e-20180530202659 \(sfdph.org\)](#), the threshold languages are currently: **Chinese (Cantonese and Mandarin), Russian, Spanish, Tagalog, and Vietnamese.**]