City and County of San Francisco  
High Risk Community Housing Program  
Frequently Asked Questions

San Francisco workers are putting themselves and their families potentially at risk to keep services and businesses operating during this unprecedented time. To help keep working community members and their families safe, the San Francisco High Risk Community Housing (HRCH) Program provides complimentary hotel accommodations to San Francisco residents living with others in neighborhoods with higher COVID-19 rates. The goal of the program is to help prevent community spread of the virus while San Franciscans are working outside of the home. Should you apply for this housing, it is important to shelter in place and not return home during your stay. For additional questions, please email HRCH@sfgov.org or call 311.

Eligibility

*How do I know if I am eligible to request a hotel room?*

To be eligible for this temporary housing program, you must: work outside of your home, and live with other household members in one of the following neighborhoods* with higher numbers of COVID-19 cases:

- Bayview/Hunter's Point
- Chinatown
- Excelsior
- Mission
- Oceanview/Merced/Ingleside
- Outer Mission
- Portola
- Potrero Hill
- South of Market (SoMa)
- Tenderloin
- Visitacion Valley
- Western Addition

*If you live in another neighborhood with a large family or group of people, you may also apply. Priority for temporary housing will be granted to San Francisco residents in communities with higher rates of COVID-19.

This program is available for workers who live with household members in a home, apartment, condominium, supportive housing unit, or single room occupancy hotel. You will be asked to submit identification and proof of residency in your application. The City has alternative emergency housing assistance for people experiencing homelessness or who are otherwise unsheltered. Referrals for those services are available through the Department of Homelessness and Supportive Housing.

Workers can apply for themselves or a vulnerable household member for whom they want to reduce exposure to COVID-19.

*Am I eligible for a room at this hotel if I have tested positive for COVID-19, have symptoms, or have been exposed to COVID-19?*

Not for this particular hotel. But we have other hotel options for you:
• If you have COVID-19 and need housing to safely self-isolate, inform your medical provider and they can refer you to City-funded hotel rooms, if appropriate, with on-site medical staff.

• If you have symptoms and/or believe you have been exposed to COVID-19, you are eligible for a free COVID-19 test. For more information, go to https://sf.gov/get-tested-covid-19-citytestsf or contact your medical provider. You do not need a doctor’s note to schedule a test, and you will not be charged for the test.

**Booking a Hotel**

*How do I book a room?*

If you meet the eligibility criteria for this community housing program and want to apply, please complete a booking form at: bit.ly/highriskcommunityhousing. Your application will be reviewed within 48 hours and you will receive notification of your application’s status within 48 hours. If you have not heard within 72 hours, please email HRCH@sfgov.org. The confirmation email will be sent to the worker applicant, even if the room is for a worker’s household member.

**If you have questions or need assistance to complete the form, please call 311.**

*Where is the hotel?*

The City has entered into a lease agreement at a centrally located downtown within walking distance of BART and MUNI public transportation. Your hotel booking confirmation will include details on the hotel name and location.

*How many days can I stay at a hotel?*

You can request a temporary hotel room for as few as two nights and up until June 30th, 2020. If you choose an extended stay beyond three weeks, the City reserves the right to notify you of an earlier departure date if demand exceeds the number of rooms available.

*Can I have a guest?*

No. Only the person who applied and was approved for the hotel room is permitted to enter the hotel. Overnight or day guests cannot be accommodated. The purpose of the housing is to reduce the risk of exposure and community spread; therefore, this rule will be strictly followed.

*What should I do if I no longer need the requested hotel room or cannot check in as scheduled?*

If you know that you cannot check in as planned, you must:

1. Inform the hotel that you will not be arriving and provide your new arrival date within your approved hotel booking dates;
2. Notify the Emergency Operations Center at HRCH@sfgov.org of the reason for the cancellation or change of booking dates within your approved hotel booking dates.
If you are a no-show on your check in date without notifying the hotel and HRCH@sfgov.org, your reservation will be cancelled and your eligibility for the housing program will be reconsidered.

**Important Information About Your Stay**

**Where do I park?**

The hotel offers City-funded parking for 50 guests on a first come, first serve basis. For others, additional paid parking is available.

The City has implemented a temporary reduced rates for all parking meters citywide during the Public Health Order. Time limits are also being waived on meters citywide. Visit https://www.sfmta.com/projects/covid-19-developments-response for more information on parking enforcement.

**How do I get food?**

The City has paid for complimentary meals paid by the City are included in your hotel stay. Your hotel will provide more information about meals, including grab and go options to take to work, and ask you about any dietary restrictions or preferences at check-in.

**Can I come and go freely from my room and the hotel?**

Hotel guests are expected to follow social distancing guidelines during their hotel stay and only leave their rooms to go to work and other essential needs. It is important to shelter in place and not return home during your stay. Returning to your neighborhood increases the risk of spreading coronavirus in your home and community.

Meals and linens will be delivered to your door outside of your room. You are expected to eat meals in your room at all times and wear masks when you leave.

**What happens if I start to feel sick while I am staying at the hotel?**

1. Notify the hotel staff right away. They will extend your reservation if needed and instruct hotel staff not to enter your room.
2. Notify the High Risk Community Housing Program at HRCH@sfgov.org.
3. Call your medical provider and the Department of Public Health’s hotline at 415-613-3098 for instructions about COVID-19 testing. Through CityTestSF, you are eligible for a free COVID-19 test. For more information, go to https://sf.gov/get-tested-covid-19-citytestsf. You do not need a doctor’s note to schedule a test, and you will not be charged for the test.