



City and County of San Francisco CCSF Employee I&Q Housing Program

Frequently Asked Questions

The City and County of San Francisco Employee I & Q Housing Program provides complimentary hotel accommodations to CCSF Employees who are directly impacted by or face greater exposure to COVID-19 while performing essential duties. The goal of the program is to help prevent community spread of the virus.

Eligibility

How do I know if I am eligible to request an I & Q hotel room?

All current active city employees needing to isolate or quarantine outside of their home due to being unable to maintain a safe distance from others in the home and meet one of the following COVID statuses are eligible; however, identified staff performing public safety, disaster response and essential services will be prioritized, if needed.

- Have received a COVID-19 positive test result
- Have symptoms of COVID and awaiting COVID 19 testing results
- Have confirmed contact with someone that is known to be COVID +

Eligible City and City-Funded Non-Profit Employees*

Public Safety	
Sheriff	Sheriff, deputies, senior deputies, captains, lieutenants, sergeants, assistant sheriffs, cadets
Police	Officers, sergeants, lieutenants, commanders, inspectors, cadets, chiefs, and executive support staff as designated by the Chief of Police
Fire	Firefighters, paramedics, captains, chiefs, trainers, EMTs, community coordinators
Department of Emergency Management	911 dispatchers, 911 supervisors and 911 coordinators
Recreation and Parks	Park rangers

Essential Services and Disaster Response	
Disaster Service Workers and City-funded CBO employees who work in settings with identified COVID-19 exposure	City employees or City-funded community-based organizations/private contractors who meet the eligibility criteria, including those supporting the operations of COVID-19 housing
Human Services Agency	In-home supportive service workers (City or contracted), adult or child protective service workers, social workers, technicians
Department of Homelessness and Supportive Housing and City-funded CBOs who serve people experiencing homelessness	Front-line workers at shelters, navigation centers, and resource centers; mobile workers; outreach workers; case managers; social workers; shelter monitors; desk clerks; custodial and maintenance staff
Municipal Transportation Agency	Transit operators
Office of the Chief Medical Examiner	Forensic pathologists, medical examiner investigators
San Francisco Public Utilities Commission	Water and wastewater treatment plant operators
Animal Care and Control	Deployed animal control officers

*Hotel rooms may be in high demand. EOC will prioritize if demand exceeds available accommodations.

Requesting I & Q Housing

How do I request I & Q Housing?

Call the City's COVID Concierge (628/777-6489) to receive assistance in completing an over the phone referral. At the conclusion of the phone call, pending confirmation of eligibility, you will be assigned a room.

Where is the hotel?

The City has entered into lease agreement with a local hotel for the CCSF Employee I & Q Housing Program. The hotel is centrally located downtown within walking distance of BART and MUNI public transportation. The hotel also offers limited parking.

What is provided in the CCSF Employee I & Q Housing Program?

The cost of the basic room, three meals per day and parking (if available/needed).

Do I need to provide a Credit Card to secure the room?

No, but you will be asked to provide a credit card for incidental costs incurred while at the hotel that exceed the basic services (e.g. movies on demand, extra food/drink, etc.). It is recommended.

How many days can I stay at a hotel?

A room will be procured for you initially for up to 14 consecutive nights depending upon your circumstances. Your hotel stay must correspond to medical guidance to quarantine or self-isolate.

Can I have a guest?

No one other than you and designated hotel staff are permitted in your room. Overnight or day guests cannot be accommodated.

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 inform the city's COVID Concierge (628/777-6489) that you will not be arriving and, if necessary, provide your new arrival date.

Important Information About Your

Stay *Where do I park?*

The hotel has limited parking available onsite. You will mostly likely be requested to park in a designated area for longer term parking within the parking facility.

How do I get food?

You will be provided with three meals per day. The hotel will work with you to schedule your meals and food choices. Meals will be delivered to your room, but left outside. The hotel staff will knock to let you know that your meal has been delivered. Please wait a minute or two before opening the door to retrieve your meal.

Can I order food from an outside vendor through an app like Doordash/Postmates/Grubhub, etc?

Yes, but please indicate that this is a special order and needs to be left at the front desk of the hotel. Hotel staff will deliver the meal in the same manner as they would a hotel provided meal.

Will housekeeping be provided while I am at the hotel.

No, there will be no housekeeping services provided during your stay. You are responsible for the cleanliness of your room during your stay. The hotel will provide trash bags to place garbage and then to place the bag in the hallway. Hotel staff will come and pick up the filled bags from the hallway.

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

If you are staying at the hotel because you received medical guidance to self-isolate or quarantine, the Department of Public Health (DPH) and/or your medical provider will give you specific medical instructions. You are expected to limit your exposure with hotel staff, guests, and to remain in your room at all times. Meals and linens will be delivered to your door outside of your room.

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

Call your medical provider and/or the Department of Public Health's Isolation and Quarantine hotline at 628/652-2820 for guidance.

In life threatening circumstances, call 911.

What do I do when it is time for me to leave the hotel?

Please call the City's COVID Concierge at (628/777-6489). The Concierge will take care of notifying the hotel.

Please note: If you have incurred incidental costs while staying at the hotel, you will be charged accordingly by the hotel.