



City and County of San Francisco Front-Line Worker Housing Program

Frequently Asked Questions

San Francisco’s Front-Line Worker Housing (FLWH) Program provides complimentary hotel accommodations to City workers and partner organizations 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 within first responder and front-line worker communities and to provide respite for those who may be working extended hours or commuting long distances.

For additional questions, please email FLWH@sfgov.org

Eligibility

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

This temporary housing program prioritizes hotel room stays for essential City workers and partner organizations whose assigned duties may be significantly impacted by the coronavirus and for those who may be working with people exposed to COVID-19.

To request approval for hotel accommodations, employees must fall within the definition of eligible workers below and meet at least **one** of the following eligibility criteria:

- COVID-19 positive or undergoing testing without the ability to safely self-isolate at home
- High level of on-the-job exposure (work outdoors, in the community, or a hospital/clinical setting at least 60 percent of working hours)
- Commute at least 50 miles to work sites
- Perform extended hours (e.g. on call, back to back shifts)

Eligible City and City-Funded Non-Profit Employees*

| Health Care/Hospitals | |
|------------------------------|--|
| Clinicians | Physicians, nurses, medical student residents, therapists, social workers |
| Administration | Case managers, technicians, infection prevention, patient support coordinators and assistants, patient transport coordinators, trainees, administrators, custodial staff |
| 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 |

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| 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.

Booking a Hotel

How do I book a room?

To request front-line worker hotel accommodations, [please complete this booking form](#). Your application will be reviewed within 24 hours and you will receive notification of your application's status within 48 hours. If you need immediate assistance because you have been told to self-isolate or self-quarantine by your medical provider, complete the application form and contact your supervisor for expedited approval. If approved, you will then receive an email booking confirmation directly from the hotel with the approved dates stay.

How does the approval process work?

Each department has a designated point of contact who reviews and prioritizes that department's applicants for the front-line worker housing program.

You will be asked on the application form to provide the name, email address, and cell phone number of your current supervisor so that your department's designated point of contact can confirm your eligibility. Be aware that your supervisor will be notified of your request and you may be asked to submit approval documentation. If you are working as a Disaster Service Worker, your supervisor for the work assignment may be different from your normal supervisor. Please list whoever is currently supervising your **current** work.

Where is the hotel?

The City has entered into lease agreements with two hotels for the Front-line Worker Temporary Housing Program. Both hotels are centrally located downtown within walking distance of BART and MUNI public transportation. Your hotel booking confirmation will include the name and location of your designated hotel.

How many days can I stay at a hotel?

You can request a hotel room for as few as two nights and up to 14 consecutive nights. Your hotel stay must correspond to the days of your assigned work shifts, on-call schedule, or medical guidance to quarantine or self-isolate.

You may request additional hotel stays if you continue to meet the eligibility criteria and the requested dates of stay correspond with your work schedule. You cannot stay in the hotel for more than 14 days in a given month. Please submit a new booking form each time you need to request hotel accommodations.

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 hotel that you will not be arriving and provide your new arrival date within your approved hotel booking dates **and** notify the Emergency Operations Center at FLWH@sfgov.org 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 FLWH@sfgov.org, your reservation will be cancelled and your eligibility for the front-line worker housing program will be reconsidered.

Important Information About Your Stay***Where do I park?***

Depending on your designated hotel, free or discounted parking may be available. Check with the hotel for parking accommodations.

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?

Depending on the hotel, complimentary meals may be 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?

All City employees who are not under self-isolation or quarantine are expected to follow social distancing guidelines during their hotel stay and only leave their rooms to go to work and other essential needs. You are expected to eat meals in your room.

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 supervisor, medical provider, and the Department of Public Health's Isolation and Quarantine hotline at 415-613-3098. Your supervisor will send an email to the Emergency Operations Center to inform them so they can let the hotel know to extend your stay while you self-quarantine.