

1 [Emergency Ordinance - Protections for Occupants of Residential Hotels During COVID-19  
2 Pandemic]

3 **Emergency ordinance to establish protections for occupants of residential hotels**  
4 **(“SRO Residents”)** during the COVID-19 pandemic by, among other things: making it  
5 **City policy to place in solitary hotel rooms SRO residents who meet the criteria for**  
6 **isolation or quarantine established by the County Health Officer, and requiring the**  
7 **Department of Public Health to develop a protocol to assist health care providers to**  
8 **identify SRO Residents who may require protection against or treatment for COVID-19;**  
9 **notify the operator of a residential hotel when an SRO Resident has tested positive for**  
10 **COVID-19 to facilitate contact tracing, testing for COVID-19, and cleaning; establish a**  
11 **telephone hotline for SRO Residents to respond to questions about accessing COVID-**  
12 **19 health screenings, testing, and solitary hotel rooms; provide face coverings to SRO**  
13 **Residents and workers in residential hotels; and provide daily aggregate data**  
14 **concerning the incidence of COVID-19 among SRO Residents, access to quarantine**  
15 **rooms by such residents, and the number of such residents who have died due to**  
16 **complications from COVID-19.**

17  
18 **NOTE:** **Unchanged Code text and uncodified text** are in plain Arial font.  
19 **Additions to Codes** are in *single-underline italics Times New Roman font*.  
20 **Deletions to Codes** are in *strikethrough italics Times New Roman font*.  
21 **Board amendment additions** are in double-underlined Arial font.  
22 **Board amendment deletions** are in ~~strikethrough Arial font~~.  
23 **Asterisks (\* \* \* \*)** indicate the omission of unchanged Code  
24 subsections or parts of tables.

25 Be it ordained by the People of the City and County of San Francisco:

Section 1. Declaration of Emergency under Charter Section 2.107.

1 (a) Section 2.107 of the Charter authorizes passage of an emergency ordinance in  
2 cases of public emergency affecting life, health, or property, or for the uninterrupted operation  
3 of any City or County department or office required to comply with time limitations established  
4 by law. The Board of Supervisors hereby finds and declares that an actual emergency exists  
5 that requires the passage of this emergency ordinance.

6 (b) On February 25, 2020, Mayor London Breed proclaimed a state of emergency in  
7 response to the COVID-19 pandemic. On March 3, 2020, the Board of Supervisors concurred  
8 in the February 25 Proclamation.

9 (c) On March 10, 2020, the County Health Officer issued Order No. C19-04, directing  
10 Residential Hotel owners and operators to comply with mandatory cleaning standards in all  
11 common areas, in recognition of the fact that a high percentage of Residential Hotel residents  
12 are 60 years of age or older and/or experience serious health complications, and that  
13 conditions in such hotels often present environmental problems such as mold growth, poor  
14 sanitation, broken plumbing, and poor ventilation. Although Order No. C19-04 requires  
15 Residential Hotel operators to fully and immediately comply with environmental cleaning  
16 standards, including making hand soap and hand sanitizer available in communal areas,  
17 compliance has been limited by operators' inability to access a reliable source of hand  
18 sanitizer and to install dispensers into bathrooms.

19 (d) On March 16, 2020, the County Health Officer issued Order No. C19-07, replaced  
20 by Order No. C19-07b on March 31, 2020, extended and replaced by Order No. C19-07c on  
21 April 29, 2020, directing San Franciscans to stay in their homes and follow social distancing  
22 requirements when outside the home. Social distancing requires that individuals maintain at  
23 least six feet between themselves and individuals who are not part of the same household or  
24 living unit.

25

1 (e) On May 1, 2020, the County Health officer issued Directive No. 2020-02, directing  
2 all individuals exposed to a person diagnosed with or likely to have COVID-19 to self-  
3 quarantine, and Directive No. 2020-03, directing all individuals diagnosed with or likely to have  
4 COVID-19 to self-isolate. Individuals who are directed to self-quarantine or self-isolate under  
5 the County Health Officer’s orders must remain in their homes and separate from others.

6 (f) Individuals who live in Residential Hotels often share restrooms, cooking facilities,  
7 and other common areas with people who are not members of their household, putting them  
8 in frequent and close contact with other individuals who are members of vulnerable  
9 populations in light of their age, health conditions, and other vulnerabilities.

10 (g) While the number of confirmed COVID-19 cases has generally “flattened,” since  
11 the State of Emergency was declared on February 25, 2020, the number of confirmed cases  
12 in congregate settings continues to steadily rise, with clusters of cases trending in Residential  
13 Hotels citywide.

14 (h) This emergency ordinance is necessary to reduce the spread of COVID-19 by  
15 enhancing the ability of occupants of Residential Hotels to comply with the County Health  
16 Officer’s social distancing requirements, self-quarantine directive, and self-isolation directive.

17  
18 Section 2. Definitions.

19 For purposes of this emergency ordinance, the following terms shall have the following  
20 meanings:

21 “City” means the City and County of San Francisco.

22 “Close Contact” has the meaning set forth in County Health Officer Directives Nos.  
23 2020-02 and 2020-03, as may be amended from time to time.

24 “Operator” has the meaning set forth in Administrative Code Section 41.4, as may be  
25 amended from time to time.

1 "Owner" has the meaning set forth in Administrative Code Section 41.4, as may be  
2 amended from time to time.

3 "Residential Hotel" has the meaning set forth in Administrative Code Section 41.4, as  
4 may be amended from time to time.

5 "Residential Hotel Unit" has the meaning set forth in Administrative Code Section 41.4,  
6 as may be amended from time to time.

7 "SRO Resident" means an individual who occupies a Residential Hotel Unit.

8  
9 Section 3. Policies and Protocols to Protect Occupants of Residential Hotels During  
10 the COVID-19 Emergency.

11 (a) Each Residential Hotel shall post in a common area where fire safety  
12 information is required to be posted:

- 13 (1) The telephone number of the Eviction Defense Collaborative;  
14 (2) The telephone numbers of the Single Room Occupancy Collaboratives;  
15 (3) The telephone number of the Residential Hotel's Operator or on-site  
16 representative, so that City representatives, essential service workers, home-care providers,  
17 and other persons can obtain prompt access to the building in order to serve the SRO  
18 Residents; and  
19 (4) A copy of this emergency ordinance.

20 (b) Within three days of the effective date of this emergency ordinance, the  
21 Department of Public Health ("DPH") shall prepare and publicly disseminate to City health  
22 care providers a protocol for determining whether an individual resides in a Residential Hotel  
23 Unit and may require protection against exposure to, or treatment for, COVID-19, including  
24 but not limited to the issuance of face coverings, testing for COVID-19, and/or transfer to a  
25 solitary isolation or quarantine hotel room ("I/Q Hotel Room"). Such protocol shall consist of a

1 series of questions that seek to establish whether the individual is occupying a Residential  
2 Hotel Unit and has access to communal or individual bathroom and/or cooking facilities, and  
3 the individual's medical history and vulnerabilities.

4 (c) It shall be the policy of the City to place SRO Residents in I/Q Hotel Rooms for a  
5 period of up to 14 days if they meet the standards for isolation or quarantine established by  
6 County Health Officer Directives Nos. 2020-02 and 2020-03, as may be amended from time to  
7 time, and to provide transportation for such residents from the Residential Hotel where they  
8 reside to the I/Q Hotel Room. Nothing in this ordinance shall in any way affect an SRO  
9 Resident's right to return to the Resident's unit following a temporary absence due to COVID-  
10 19. Further, a temporary absence due to COVID-19 shall not constitute a failure to  
11 continuously reside in the unit for purposes of Chapter 37 of the Administrative Code.

12 (d) SRO Residents who are placed by DPH in I/Q Hotel Rooms shall be provided at  
13 no cost to the resident with the following essential services and amenities during their  
14 placement:

- 15 (1) Three meals per day;
- 16 (2) Adequate heat; and
- 17 (3) Clean restroom facilities.

18 (e) If an SRO Resident refuses to be placed in an I/Q Hotel Room, DPH shall make  
19 every reasonable effort to identify and address the resident's barriers to acceptance of the  
20 unit, by, among other things, making arrangements to care for the SRO Resident's pet,  
21 making and maintaining connections with the resident's family, and identifying ways to care  
22 for the resident's dependents.

23 (f) In carrying out the requirements of this emergency ordinance, the City shall  
24 comply with the requirements of the Language Access Ordinance, Chapter 91 of the  
25 Administrative Code, including, but not limited to the requirement to translate materials that

1 provide vital information to the public about a department's services or programs into the  
2 language(s) spoken by a substantial number of limited English speaking persons.

3 (g) Upon confirming that an SRO Resident has tested positive for COVID-19, DPH  
4 shall, to the extent consistent with state and federal laws governing the confidentiality of  
5 medical information:

6 (1) Within 48 hours of such confirmation, contact all occupants of the  
7 Residential Hotel in which the SRO Resident resides and all Close Contacts of the SRO  
8 Resident, to offer and initiate COVID-19 testing for such individuals on the site of the  
9 Residential Hotel and/or at an suitable off-site facility determined by DPH, in consultation with  
10 the SRO Collaboratives, to be suitable, accessible, and located in the neighborhood of the  
11 Residential Hotel in which the SRO Resident who has tested positive for COVID-19  
12 resides more than one block from the Residential Hotel. Where necessary to facilitate contact  
13 tracing and testing, the Residential Hotel's Owner or Operator shall provide DPH with access  
14 to a list of all SRO Residents who have occupied, and individuals who have worked at, the  
15 Residential Hotel during the previous two-week period;

16 (2) As soon as feasible but not more than 12 hours after receiving such  
17 confirmation, Order the Owner or Operator of the SRO to clean all common areas in the  
18 Residential Hotel, consistent with the Minimum Environmental Cleaning Standards  
19 established and updated by the County Health Officer in Order No. C19-04, or provide access  
20 to the Residential Hotel by a City contracted cleaning service;

21 (3) Provide the SRO Resident with written information about the Resident's  
22 ability to be transferred to an I/Q Hotel Room, to receive meals and other services during the  
23 resident's placement in an I/Q Hotel Room, and subsequent right to return to the Resident's  
24 Residential Unit, which information the Resident may provide to the Residential Hotel Owner  
25 or Operator;

1                   (4) As soon as feasible but not more than 12 hours after receiving such  
2 confirmation, provide necessary face coverings to all SRO Residents who occupy or access  
3 parts of the Residential Hotel that have been occupied or accessed by people who may have  
4 had exposure to COVID-19 within the prior 14 days, and to all workers who access the same  
5 areas to provide services on-site.

6           (h)     During any period in which an SRO Resident has been placed by DPH in an I/Q  
7 Hotel Room, the Owner or Operator of the SRO from which the resident was transferred shall  
8 not enter the SRO Resident’s unit except to address conditions that pose an immediate threat  
9 to the health or safety of other SRO Residents.

10          (i)     Within three days of the effective date of this emergency ordinance, DPH shall  
11 establish a COVID-19 telephone hotline for SRO Residents to ask questions about accessing  
12 COVID-19 health screenings, testing, and I/Q Hotel Rooms, including for those SRO  
13 Residents without access to a health care provider. The SRO Hotline shall provide  
14 interpreters to permit communication with persons who have limited English proficiency.  
15 Persons who call the SRO Hotline may be screened for symptoms and referred to a  
16 neighborhood-based and culturally competent medical provider for testing.

17          (j)     To protect the health and safety of SRO Residents and the public, all persons,  
18 including but not limited to, Residential Hotel Operators, staff, SRO Residents, essential  
19 workers, repair people, in-home care workers, and delivery workers, shall comply with social  
20 distancing requirements and wear face coverings in the common areas of Residential Hotels.  
21 ~~The City shall provide face coverings to all SRO Residents and Residential Hotel employees~~  
22 ~~who lack face coverings.~~

23          (k)     Failure to comply with County Health Officer Orders regarding social distancing  
24 and face coverings is punishable by fine, imprisonment, or both.

1 (l) To the extent consistent with state and federal laws governing the confidentiality  
2 of medical information, DPH shall produce the following data on a daily basis for inclusion in  
3 the City's Data Tracker:

4 (1) The total number of residential hotels citywide with confirmed COVID-19  
5 cases; and

6 (2) The total number of confirmed positive COVID-19 cases in San  
7 Francisco, and the rate of cases by population size in San Francisco organized by zip code;

8 (3) The total number of SRO Residents who have completed an isolation or  
9 quarantine stay in one of the City's I/Q Hotel Rooms; and

10 (4) The total number of SRO Residents who have died due to complications  
11 from the COVID-19 virus.

12  
13 Section 4. Undertaking for the General Welfare.

14 In enacting and implementing this emergency ordinance, the City is assuming an  
15 undertaking only to promote the general welfare. It is not assuming, nor is it imposing on its  
16 officers and employees, an obligation for breach of which it is liable in money damages to any  
17 person who claims that such breach proximately caused injury. This emergency ordinance  
18 does not create a legally enforceable right by any member of the public against the City.

19  
20 Section 5. Severability.

21 If any section, subsection, sentence, clause, phrase, or word of this emergency  
22 ordinance, or any application thereof to any person or circumstance, is held to be invalid or  
23 unconstitutional by a decision of a court of competent jurisdiction, such decision shall not  
24 affect the validity of the remaining portions or applications of the ordinance. The Board of  
25 Supervisors hereby declares that it would have passed this ordinance and each and every





# City and County of San Francisco

## Tails Ordinance

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

**File Number:** 200456

**Date Passed:** May 19, 2020

Emergency ordinance to establish protections for occupants of residential hotels (“SRO Residents”) during the COVID-19 pandemic by, among other things: making it City policy to place in solitary hotel rooms SRO residents who meet the criteria for isolation or quarantine established by the County Health Officer, and requiring the Department of Public Health to develop a protocol to assist health care providers to identify SRO Residents who may require protection against or treatment for COVID-19; notify the operator of a residential hotel when an SRO Resident has tested positive for COVID-19 to facilitate contact tracing, testing for COVID-19, and cleaning; establish a telephone hotline for SRO Residents to respond to questions about accessing COVID-19 health screenings, testing, and solitary hotel rooms; provide face coverings to SRO Residents and workers in residential hotels; and provide daily aggregate data concerning the incidence of COVID-19 among SRO Residents, access to quarantine rooms by such residents, and the number of such residents who have died due to complications from COVID-19.

May 18, 2020 Land Use and Transportation Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING SAME TITLE

May 18, 2020 Land Use and Transportation Committee - RECOMMENDED AS AMENDED AS A COMMITTEE REPORT

May 19, 2020 Board of Supervisors - AMENDED, AN AMENDMENT OF THE WHOLE BEARING SAME TITLE

Ayes: 11 - Fewer, Haney, Mandelman, Mar, Peskin, Preston, Ronen, Safai, Stefani, Walton and Yee

May 19, 2020 Board of Supervisors - FINALLY PASSED AS AMENDED

Ayes: 11 - Fewer, Haney, Mandelman, Mar, Peskin, Preston, Ronen, Safai, Stefani, Walton and Yee

File No. 200456

I hereby certify that the foregoing Ordinance was FINALLY PASSED AS AMENDED on 5/19/2020 by the Board of Supervisors of the City and County of San Francisco.



Angela Calvillo  
Clerk of the Board



London N. Breed  
Mayor



Date Approved