

**Supervisor Norman Yee
Supporting District 7 Seniors
Outreach Program**



**D7 Senior Outreach Society (SOS):
Community Resource Guide**

Resources:

Below we have provided important information on Food and Pharmacy, Mental Health, Parking/SFMTA and Shelter in Place Guidelines for vulnerable populations.

Quick Links for Topic Areas

- [City Services](#) (Food/Med Delivery, Medical, Friendly Calls)
- [District 7 Food Pantries](#)
- [EBT/CalFresh/SNAP online](#) (from Amazon and Walmart)
- [Staying Active and Connected](#)
- [Grocery Delivery](#)
- [Senior Hours for Groceries](#)
- [Pharmacy Delivery](#)
- [Census](#)
- [Mental Health Services](#)
- [Shelter-in-Place Guidelines](#)
 - [Face Covering Requirements](#)
- [COVID-19 Tests for Residents and Essential Workers](#)
- [Resources for Businesses](#)
- [Parking/SFMTA](#)
 - [Trip Support-SFMTA discount taxi program](#)
 - [Restoration of Selected Bus Lines](#)
 - [Slow Streets Program](#)
- [Additional Resources](#)

- [SFPUC Emergency CAP Initiative](#)
- [SFUSD Free Meals Program](#)
- [Volunteer Opportunities](#)
- [District 7 Map](#)

City Services

San Francisco's Department of Disability And Aging Services

[DAAS Benefits and Resource Hub](#)

- Telephone helpline open seven days a week 8am-5pm as a one-stop-shop for information and access to services. **(415) 355-6700** for support for yourself or someone in your community.
- Services include:
 - Emergency on-call home care services and short-term home care service
 - Food assistance: food delivery (Meals on Wheels), take-away meals, and volunteer help

Citywide Volunteer Match Program- Support for Seniors

The City has partnered with Mon Ami to create a Citywide Volunteer Match Program to provide support for seniors and people with disabilities. *Mon Ami offers friendly Phone Bank calls, grocery runs, tech help over the phone and virtual concerts.*

To offer or receive support, go to: <https://app.monami.io/phone-bank/welcome> or call **(650) 267-2474**.

Meal Delivery For Seniors- Great Plates SF - (415) 355-6700

- Temporary food program that serves older adults who are at heightened risk due to COVID-19.
- **To Enroll: (415) 355-6700**
 - 60-64 and in high-risk categories (i.e., people who have received a positive COVID-19 diagnosis, have been exposed to COVID-19, or who have underlying health conditions).
 - Living alone or with one other adult who also meets these criteria.
 - **Income eligibility:** Earning less than \$74,940 for a single-person household or \$101,460 for two-person households.
- Helpline available seven days a week, from 8:00am to 5:00pm. Support is provided in multiple languages.
- **Seniors who currently receive state or federal food assistance such as CalFresh or home-delivered meals should contact the DAS helpline**

- Additional information about Great Plates Delivered SF: <http://www.sfhsa.org/GreatPlates>

Info or Sign up for CalFresh (food stamps) and Medical- (415) 557-6555
<https://www.getcalfresh.org/>

District 7 Food Pantry- No ID or sign-up required. All welcome

- **Stonestown YMCA-**
 - Day: Wednesday
 - Distribution Time: 12-4pm
 - Address: 333 Eucalyptus Dr, San Francisco (**bus #28- 19th Ave, Stop @ 19th Ave. & Eucalyptus Dr**)
- **The Father's House –**
 - Day: Thursday
 - Time: 5-6pm
 - Address: 269 Herbst Rd (**Close to Pomeroy Rec- likely too far of a walk from the #29**)
- **Holy Trinity**
 - Day: Saturday
 - Time: 11:30am-12:30pm
 - Address: 999 Brotherhood Way (**close to Park Merced and along the #29**)
- **First United Presbyterian**
 - Day: Saturday
 - Time 10:45am-12pm
 - Address: 1740 Sloat Blvd (**Close Sloat and 36th, Bus #29**)
- [Citywide list of all Pop-up Food Pantries](#)

● **EBT/CalFresh online**

- **Sign-up:** To use your SNAP EBT card, t www.Amazon.com/SNAP/Register
 - . If not existing Amazon customer: Need to create an account and add your SNAP EBT card plus zip code. Can also add an EBT card during checkout.
 - Will not need to enter a credit card
 - **If order is over \$35 delivery is Free.** If under \$35 there is a delivery charge.
 - SNAP EBT funds can only be used for SNAP-eligible food items .Look for the “SNAP EBT eligible” label near the product name.
 - [Frequently Asked Questions](#)

- **GetCalFresh.org**
Call 1-877-847-3663 (FOOD)
Find an office at CalFreshFood.org

Seniors Staying Active and Connected

- **Community Living Campaign** has switched its in-person classes to online meetings and is hosting virtual hangouts, singalongs, and low-impact exercise classes over Zoom.
 - They have Music Mondays, Tech Tuesdays, Wellness Wednesdays, Thinking Thursdays, and Fun Fridays that includes yoga, meditation, and cooking classes and guest speakers such as nurses,
 - To get connected, email Community Living Campaign at info@sfcommunityliving.org or call **415-821-1003**
- **Friendship line**- Institute on Aging's 24-hour toll-free Friendship Line geared toward 60+ and adults living with disabilities. Both a crisis intervention hotline and a warmline for non-emergency emotional support calls. Trained volunteers specialize in offering a caring ear and having a friendly conversation with older adults experiencing depression and loneliness. **800-971-0016**

311 is still available for nonemergency city services

Continue to call 3-1-1 for NONEMERGENCY City Services.

Food and Pharmacy

Seniors and other vulnerable populations should stay inside and have their meals and groceries brought to them whenever possible. If grocery or meal delivery is not possible, then take advantage of special hours for at-risk populations. Below is a list of options available to vulnerable populations. ([or see DAAS Benefits or Citywide Volunteer Match](#))

If none of these work, our office is working hard to connect vulnerable members of our population with volunteers who can deliver groceries.

Home Grocery Delivery:

- Grocery & Convenience Store Delivery Services
- Safeway Delivery - [Safeway.com](https://www.safeway.com)
- Amazon Fresh - [Amazon.com](https://www.amazon.com)

- Target Delivery - target.com
- Instacart - instacart.com

Restaurant Food Delivery:

- GrubHub - Grubhub.com
- DoorDash - Doordash.com
- UberEats- UberEats.com

Prepared Meals Delivery:

- Homestyle Direct (designed for seniors in mind) *Medicaid benefits may apply*
 - Online: HomestyleDirect.com - Call: 866-735-0921
- Silver Cuisine (designed for seniors in mind) SilverCuisine.com or 844-404-3663
- HelloFresh - Online: HelloFresh.com
- Fresh N'Lean - FreshNLean.com
- Freshology ◦ Online: Freshology.com - Call: 800-743-7546
- MealPro - Online: mealpro.net/shop

List of Takeout & Delivery Restaurants in San Francisco:

- [Westside -Open Local Businesses](#)
- <https://www.inglesidelight.com/open-restaurants/>
- www.DiningAtADistance.com/Bay-Area

Grocery Delivery for Individuals Facing Financial Hardship:

- SF Human Services Agency: Home Delivered Meals Program
 - Call: 415-355-6700
- Meals on Wheels San Francisco
 - Online: MOWSF.org
 - Call: 415-920-1111
- San Francisco Marin Food Bank
 - Call: 211
- Project Open Hand (Walk ins and drive-thru pickup only)
 - Call: 415-447-2335

In-person Shopping (ONLY if delivery is NOT an option):

- **Trader Joe's Stonestown**-- 265 Winston Dr. 94132, 415-665-1835

Senior Hours: 8AM - 9AM

Guerra's Quality Meats (butchershop, seafood, deli, and small grocery),

90 Taraval San Francisco, CA 94116, (415) 564-0585 -- can order online for pickup or delivery here: <https://www.mercato.com/shop/guerras-quality-meats>

No phone orders will be taken - must order online through the Mercato site

- **Whole Foods**, 1150 Ocean Avenue, San Francisco, CA 94112, (415) 333-7400
 - Senior Hours: Everyday, 8am to 9am
- **Safeway**, 730 Taraval Street, San Francisco, CA 94116, (415) 665-4136
 - Senior Hours: Every Tuesday and Thursday from 6am to 9am
- **Target** at Stonestown, 233 Winston Drive, SF, CA 94132, (415) 680-2914
 - Senior Hours: Every Wednesday from 7am to 8am
- **Costco**, 450 10th St
 - Senior Hours: Tuesdays and Thursdays, 9am to 10am
- **Mollie Stone**, 635 Portola Drive, San Francisco, CA 94127, (415) 664-1600
 - Senior Hours: Tuesdays, Thursdays and Saturdays, 7am to 8am

Pharmacy Delivery: Many pharmacies in San Francisco, including Kaiser Permanente, Walgreens, CVS, offer prescription delivery.

● **Kaiser Permanente Pharmacy**

- Online: kp.org
- Phone number: 888-218-6245

● **Walgreens Pharmacy**

- Online: Walgreens.com
- Physical locations and contact information:

Walgreens Address D7 Sites:

1630 Ocean Avenue | 415-239-0804

2550 Ocean Avenue | 415-587-9000

200 West Portal Ave | 415-665-1008

For more locations, go to: Walgreens.com

- **CVS Pharmacy**

- Online: CVS.com/delivery
- Physical locations and contact information:

Addresses and Phone Number

1830 Ocean Avenue | 415-840-0524

*inside Target Store

701 Portola Drive | 415-664-1436

233 Winston Drive | 415-664-1436

1900 19th Avenue | 415-664-1834

For more locations, go to CVS.com

Census - Is being taken until August (may be pushed until later)

- **Power**

The 2020 Census will decide how many seats California will have in the U.S. House of Representatives. Doing the census ensures that you and all San Franciscans have fair representation in government.

- **Money**

Census data helps decide how billions of dollars will reach our communities. When you do the census, it helps our city get money for schools, hospitals, roads, social services and more.

Online Response Guide: <https://my2020census.gov/>

Phone Response Guide: 844-330-2020 (english, other languages on link)

Paper (Mail) Response Guide

Mental Health

We want to take this moment to acknowledge what a stressful time we are living in. We know the shelter in place order has caused much anxiety and fear and we would be lying if we told you that we don't feel anxious too during these unprecedented times. However, we are confident in our public health professionals and know we are making the best evidence-based

decisions to keep everyone safe.

Living with anxiety, depression, or mental health challenges makes COVID19 that much more difficult to process and feel connected. You are not alone in what you are experiencing and there is support to help us process and get through this.

All of the below services are available, free of charge, 24 hours a day, 7 days a week.

- **San Francisco Mental Health Warm Line:** (855) 845-7415, or chat with them online at www.mentalhealthsf.org/peer-run-warmline.
- **San Francisco Suicide Prevention hotline:** (415) 781-0500 chat online with the National Suicide Prevention Lifeline at <https://suicidepreventionlifeline.org/chat/>.
- **National Domestic Violence Hotline:** at (800) 799-7233 or chat online at www.thehotline.org.

Parking/SFMTA

www.SFMTA.com/COVID-19

Enforcement temporarily **SUSPENDED:**

- Residential Permit Parking (RPP) permits
- Parking Meters
- Street Cleaning
- 72-hour parking limit and towing
- All time limit parking (e.g., 1-hour, 2-hour, etc.)
- Commuter shuttles
- Peak-hour tow away zones

Enforcement that will be **CONTINUED:**

- Fire hydrant zones
- Red and yellow zones; and "No Stopping" or "No Parking" zones
- White passenger loading zones, except in front of schools while they are out of session
- Blocked driveways and double parking
- Parking in bike or transit lanes

*Muni tunnel service has been closed, but there are bus shuttles for those routes. Bart service has been temporarily reduced

For more info, go to www.SFMTA.com/COVID-19

○ **Essential Trip Support-SFMTA discount taxi program**

[Essential Trip Card](#) -- a discount program to help seniors and people with disabilities make essential trips using taxis during this crisis.

With this discount, **registered customers will pay only 20%** of the cost of a regular cab ride! (Customers can either pay \$6 to receive a \$30 value taxi debit card | or \$12 to receive a \$60 value debit card. This will cover 2-3 round trips per month.)

What trips can you take? The program subsidizes taxi rides for essential trips like going to the grocery store, pharmacy or a necessary medical visit.

Who is eligible? Seniors 65+ and people with disabilities.

To apply:

- **Call 311 and mention the Essential Trip Card.** (Language assistance is available.)
- Staff is available M-F 9:00 am - 4:45 pm
- You can pay using credit card, check or going to the SFMTA office

For all the details: visit: SFMTA.com/ETC or Call 311.

Restoration of Bus Lines

Based on feedback from SFMTA's Core network, operators, riders, and policymakers, the agency will restore some bus lines. Lines that will be partially reinstated include: 5 Fulton, 12 Fulton/Pacific, 28- 19th Ave, and the 54 Felton.

[M Ocean View Bus \(Shortened\)](#) (Ingleside to West Portal)

[N Judah Bus](#)

#28- 19th Avenue (Bus Line in [District 7](#))

- Local stops between Geary Boulevard and Daly City
- Frequency: approximately every 20 minutes (weekdays only, no weekend service)
- Being added to provide healthcare worker access between Daly City BART and UCSF Medical Center, Parnassus; creates additional north-south connectivity on west side

More information about other partially restored bus lines can be found at:
<https://www.sfmta.com/blog/muni-updates-restoring-some-our-service>

Slow Streets Program

With Muni service temporarily reduced during the COVID-19 health crisis, many San Francisco residents need to walk and take other modes of transportation to make essential trips. The purpose of the program is to manage traffic speeds and create a safe network for essential walk and bike travel while transit service levels are reduced.

Simple tools such as temporary signs and cones will be used to divert through traffic and slow down traffic. The California Vehicle Code states that motor vehicles still have right-of-way in the street, but these simple strategies are designed to ensure safety for people who are walking or jogging in the street to maintain social distance. **Access to driveways and deliveries will be maintained for local residents and businesses.**

To learn more about the Slow Streets Program, such as which streets are candidates for the program, and to view the map, visit: <https://www.sfmta.com/projects/slow-streets-program>

You can also find the feedback survey in English, Chinese, and Spanish by visiting the site above.

Shelter in Place Guidelines

The Order directs all residents to remain at their place of residence, except to conduct Essential Activities, Essential Businesses, and Essential Government Functions. When conducting an allowed activity, people must maintain at least six feet of social distancing from everyone other than household members.

These essential City and county government services will be OPEN:

- Fire stations
- Hospitals, clinics and healthcare operations
- Jails
- Courts
- Garbage/sanitation
- Transportation (including Muni and BART)
- Utilities (water, power and gas)
- Certain City offices

These essential services can also remain OPEN:

- Gas stations
- Pharmacies
- Food: Grocery stores, farmers markets, food banks, convenience stores, take-out and delivery restaurants

- Hardware stores/plumbers
- Banks
- Community benefit organizations on a case-by-case basis
- Laundromats/laundry services
- Plumbers providing service for homes and at “essential businesses”
- Automotive, motorcycle, truck and other vehicle repair businesses
- Bicycle repair businesses
- Internet service providers
- Cellular phone stores
- Electronics stores
- Pet food stores
- Moving companies
- Financial services, such as payroll processing

These services will be CLOSED:

- Dine-in restaurants
- Bars and nightclubs
- Entertainment venues
- Gyms and fitness studios

Best ways to stay healthy:

- Stay home if you are over 60 or have a chronic health condition
- Wash hands with soap and water for at least 20 seconds
- Cover your cough or sneeze
- Stay home if sick
- Avoid touching your face
- Stay 6 feet away from others while in public

What other businesses are essential: <https://sf.gov/check-if-your-business-essential>

Face Coverings Requirements

Everyone in San Francisco is now required to wear face coverings when they are outside of their homes for essential needs or while doing essential work. Face coverings can be a bandana, scarf, towel, sweatshirts or other pieces of cloth or fabric. N-95 masks and surgical masks must be conserved for health workers and first responders due to the limited supply of these masks.

Face coverings must be worn when:

- Waiting in line to go inside a store
- Shopping at a store

- On public transportation (or waiting for it)
- In a taxi or rideshare vehicle
- Seeking healthcare
- Going into facilities allowed to stay open, like government buildings
- Working an essential job that interacts with the public

Residents will not be allowed to go into a business or public transportation if they are not wearing face coverings.

When a face covering is not required:

- At home
- In your car alone or if you're only with members of your household
- Exercising outdoors, like walking, hiking, bicycling, or running

It's still recommended to have a face covering with you. It should be readily accessible when exercising, even if you're not wearing it at that moment.

Groups who are not required to wear a face covering:

- Children
 - Children under 2 years old must not wear a face covering because they may suffocate. Children 3 to 12 year olds are not required to wear a face covering. If they do, they should be supervised by an adult.
- Health and safety reasons
 - If you have documentation showing a medical professional has told you not to wear a face covering, you do not have to wear one.
 - Anyone who has trouble breathing, or is not able to take off a face covering without help, should not wear one. If you have a chronic condition, you should get documentation from a medical professional.
 - If you will create a safety hazard at work (under established health and safety guidelines) by wearing a face covering, you do not have to wear one.
 - If you have a physical disability that prevents you from wearing a face covering, you do not have to wear one.
 - If you are deaf and use facial and mouth movements as part of communication, you can remove your mask while signing.

For additional information regarding the face coverings policy, visit:
<https://sf.gov/information/masks-and-face-coverings-coronavirus-outbreak>

To learn how to wear, make, and clean your own face coverings, read CDC's guidelines at:
<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

COVID-19 Tests for Residents and Essential Workers with Symptoms

The City is providing COVID-19 tests for essential workers and residents with symptoms,

with a focus on those who are uninsured or have barriers to healthcare. Individuals do not need a doctor's note to schedule a test, and will not be charged for the test. (Individuals who have health insurance will be asked for that information when they schedule an appointment.) Test results typically take 1 to 3 days.

Essential workers can get this test if they have to leave their homes to do their jobs and interact with the public or cannot social distance on the job or are over 60 years of age.

Residents and essential workers must have 1 of the following symptoms:

- A fever greater than 100 F/37.8 C
- Cough
- Sore throat
- Shortness of breath
- Chills
- Headache
- Body aches
- Fatigue
- Loss of smell
- Diarrhea
- Runny nose
- Congestion

Schedule a Test

Residents and essential workers who have symptoms may book an appointment. The available testing site is meant for drive-thru tests. (If you need to arrive without a personal vehicle, please note it when you sign up. If you cannot drive to the site, call 311.) The process will take about 20 minutes.

Book an appointment at: <https://sf.gov/schedule-covid-19-citysf>

Locations

- Pier 30/32 near Bryant and Embarcadero is open now
 - Monday to Friday, 8:00 am to 6:00 pm
 - Saturday, 8:00 am to 12:00 pm
- SOMA at 7th and Brannan will open on Monday April 27

For updated information on COVID-19 tests, visit: <https://sf.gov/citytestsf>

Small Business Support

Hotline for small businesses

- OEWD.org
- City/Federal/State questions: 415-554-6134 sfosb@sfgov.org

- Worker information line: 415-701-4817 workforce.connection@sfgov.org

New Resources:

- **Deferral of Business Registration and Licensing Fees**
 - The next round of quarterly businesses taxes for small businesses is now deferred. This action will allow businesses to defer payment due to **February 2021**. No interest payments, fees, or fines will accrue as a result of the deferral.
 - The City will extend the 2020 Business Registration Fee deadline by four months to September 30, 2020.
 - More information: <https://sftreasurer.org/covid19>
- **Federal Coronavirus Relief Package:**
 - the United States Senate passed a \$484 billion coronavirus relief package that would replenish the depleted loan program for distressed small businesses and provide funds for hospitals and coronavirus testing. (The House of Representatives will vote on the measure on Thursday.)

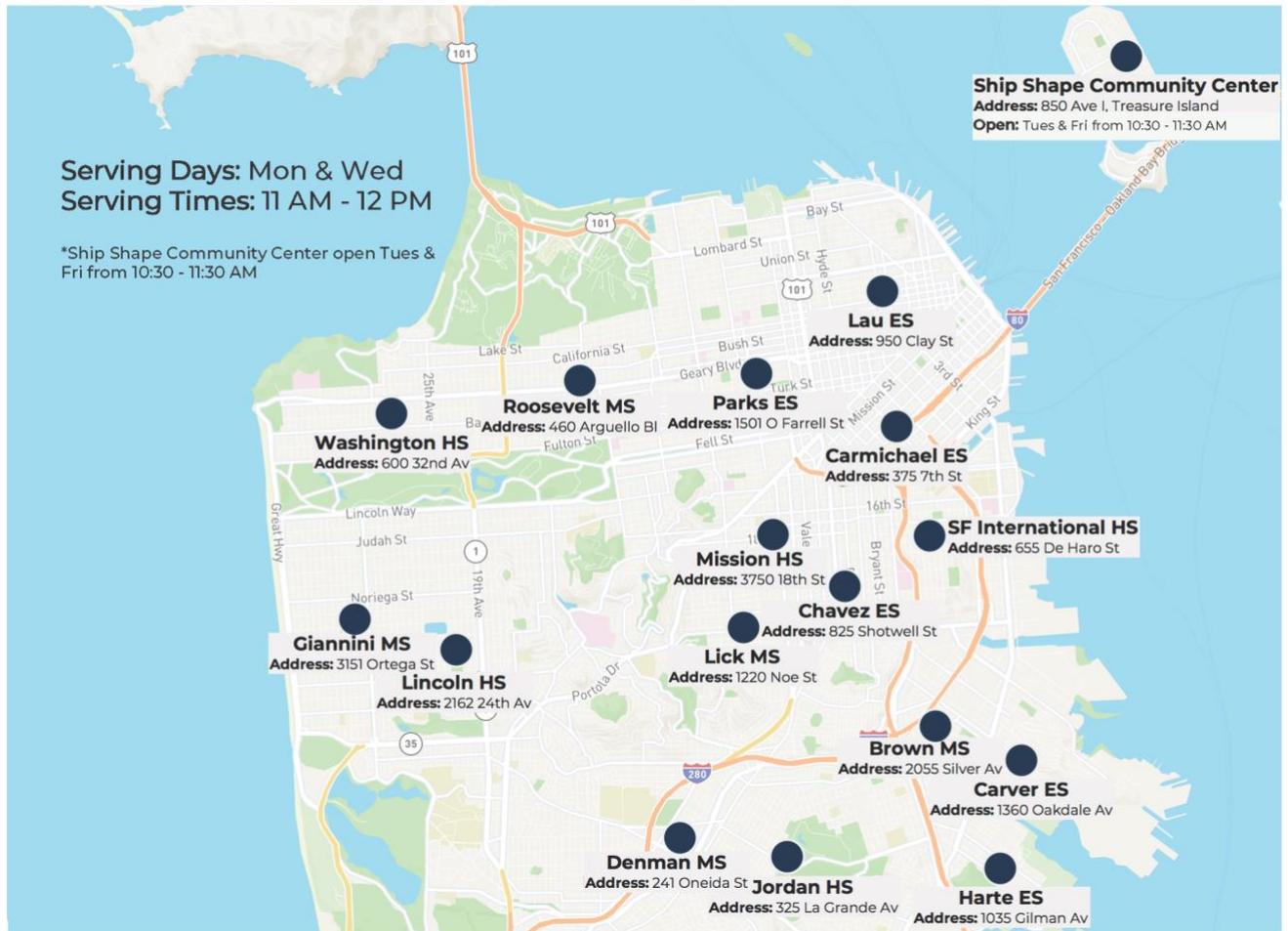
SFUSD

Free Meals for Children at SFUSD: SFUSD will provide free meals to all children 18 and younger during the school closure. The following sites will be **open on Mondays and Wednesdays 11 AM - 12 PM**. to pick-up breakfast, lunch, supper, fresh fruit, vegetables and milk to take home. No identification or proof of school enrollment is required, but a child must be present. Shelf-stable meals will also be available. Families will not need to enter the school building for pick-up. Visit sfusd.edu/schoolfood for a map of sites and the latest information.

School closest to District 7*:

Deman MS- 241 Oneida Ave*

Lincoln HS- 2162 24th Ave*



Additional resources:

For updates City/County resources : www.sf.gov/coronavirus

Text: COVID19SF to 888-777 for alerts

SFPUC Emergency Community Assistance Program

The San Francisco Public Utilities Commission (PUC) announced an emergency community assistance program to help residential customers struggling to pay their water, sewer and Hetch Hetchy power bills during the COVID-19 pandemic.

Residential customers who have been financially impacted as a result of COVID-19 or the shelter-in-place order and have a **maximum household income under 200 percent** of the San Francisco Area Median Income will be eligible to apply.

The following reduced rates will be available:

- 35 percent off sewer bills;
- 30 percent off Hetch Hetchy power bills; and
- 15 percent off water bills

To enroll in the program, eligible customers can complete an online application form at

<https://forms.microsoft.com/Pages/ResponsePage.aspx?id=yNZY4W32ckyvbYwuvWRSaUE6Jyfr7VxHnYo0DvED5NFUMVIMM0xGNktPSFQ3R1haWUtDM08wMVM0VCQIQCN0PWcu>

The program will expire on **September 4**.

To qualify for the program, residential customers **must demonstrate the following**:

- Be a residential customer seeking a discount for your primary residence, with an SFPUC account serving only your dwelling unit under your own name; and
- Have experienced a loss of income related to COVID-19 or the shelter-in-place order and be experiencing financial hardship and difficulty paying your water and sewer and/or Hetch Hetchy power bills.

Volunteer Opportunities:

Sign up to phonebank to D7 Seniors (what you are doing :)

Email: Erica.Maybaum@sfgov.org or call 415-554-6516.

Leave your phone number and email.

COVID-19 Emergency Response Volunteer (CERV) Program

The City and [Shanti Project](#) have launched the COVID-19 Emergency Response Volunteer (CERV) Program. Volunteers will provide support through grocery shopping, delivering pet food, medication, and other essentials, and picking up mail for seniors and other vulnerable populations who are advised to limit outdoor exposure.

To sign up, email helpnow@shanti.org or call (415) 674-4701.

Other supports:

- **Mom's Meals** (designed for seniors in mind) *Medicaid benefits may apply*
 - Call: 877-508-6667 , press 3, (current wait time is 1 week to 10 days)

- **Alcohol and Addiction:**

- **Alcoholics Anonymous:** (415) 674-1821 or email them at help@asfmarin.org.
- **Narcotics Anonymous:** (415) 610-7294.
- Online meetings are also available at <https://www.weconnectrecovery.com> and www.intherooms.com

District 7 Map

District 7 includes the neighborhoods of Inner Parkside, Golden Gate Heights, Clarendon Heights, part of Twin Peaks, West Portal, Forest Knolls, Midtown Terrace, Forest Hill, Miraloma Park, Sunnyside, Sherwood Forest, Westwood Highlands, Westwood Park, St. Francis Wood, Monterey Heights, Mt. Davidson, Balboa Terrace, Ingleside Terrace, Stonestown, Lakeside, Lake Shore, Merced Manor, Parkmerced, Lake Merced, City College of San Francisco, San Francisco State University, part of Ashbury Heights, and part of UCSF Parnassus Heights

