

COVID-19 Resource Guide

Updated 02/07/2021

Table of Contents

[COVID-19 Testing](#)

[COVID-19 Vaccines](#)

[Food resources](#)

[Mental Health Resources](#)

COVID-19 Testing

Referral Instructions:

People who

- Feel sick,
- Work with the public, OR
- Have been exposed to COVID-19 should get tested

For patients who live in San Francisco:

1. Ask the patient why they would like to get tested. Do they feel sick? Have they been exposed to someone with COVID-19? Are they an essential worker?
 - a. If yes to one of those statements, go to #2
 - b. If no, tell the patient that they are currently ineligible to get a free test. However, you can still provide them with testing information.
2. Ask the patient if they have insurance.
 - a. If yes, the patient can either schedule an appointment with their primary care provider or go to a city-run testing site. *Testing sites are experiencing a high demand for testing. We recommend that patients schedule an appointment with their health care provider.
 - i. If they would like to see a provider and are an essential worker, tell them to contact their health plan beforehand.
 - ii. If they would like information about city-run testing sites, go to **City Test SF**. If the City Test SF sites are inconvenient for the patient, go to **Neighborhood Test Sites**.
 - b. If no, the patient can schedule an appointment with **City Test SF**. If the City Test SF sites are inconvenient for the patient, go to **Neighborhood Test Sites**.

For patients from outside San Francisco:

1. Ask the patient why they would like to get tested. Do they feel sick? Have they been exposed to someone with COVID-19? Are they an essential worker?
 - a. If yes to one of those statements, go to #2
 - b. If no, tell the patient that they are currently ineligible to get a free test. However, you can still provide them with testing information.
2. Ask the patient if they have insurance.
 - a. If yes, the patient can either schedule an appointment with their primary care provider or go to a city-run testing site. *Testing sites are experiencing a high demand for testing. We recommend that patients schedule an appointment with their health care provider.
 - i. If they would like to see a provider and are an essential worker, tell them to contact their health plan beforehand.

- ii. If they would like information about city-run testing sites, go to points i-iii under Step b below.
- b. If no, the patient can go to a public testing site. Look for the relevant testing site on the websites below.
 - i. For residents of San Mateo County, information about testing can be found here: <https://www.smcgov.org/testing> (Project Baseline)
 - ii. For residents of Berkeley, information for testing can be found here: <https://www.cityofberkeley.info/covid19-testing/> (Optum)
 - iii. For residents of Oakland, information for testing can be found here: <https://covid-19.acgov.org/testing.page>
 - iv. For residents of Contra Costa County, information about testing can be found here: <https://www.coronavirus.cchealth.org/get-tested>

FAQ about cost

1. Does my health plan have to cover my COVID-19 test?
 - If you have COVID-19 symptoms or think you've been exposed, under federal law, you can get a test anywhere and your health plan must pay for it.
 - If you are an essential worker, your health plan must cover your COVID-19 test. But you must contact your health plan before getting tested.
2. What if I don't have health insurance and I need COVID-19 diagnosis, testing, or treatment?
 - The cost of needed COVID-19 diagnosis, testing, and treatment for the uninsured is paid by the government.

City Test SF

Free testing for people who live in San Francisco and essential or frontline workers
Additional information found here: <https://sf.gov/find-out-how-get-tested-coronavirus>

Eligibility requirements

If you live in San Francisco, you can get tested if you either:

- Have 1 symptom
- Was exposed to someone with COVID-19 in the past 14 days

If you leave your home to work in San Francisco, you can get tested, regardless of symptoms or exposure, if you either:

- Interact with the public
- Cannot stay 6 ft apart from people at your job
- Work directly with people who are most at risk (including work in homelessness, healthcare, or long-term care facilities)

Cost and insurance

Free. If you have health insurance, they will bill your provider.

Locations

Embarcadero Test Site

Pier 30/32 at Bryant and Embarcadero.

7 days a week, 8am - 5pm

Alemany Farmers Market

Drop-in only, no appointments. Walk-in and drive-through.

100 Alemany Blvd, San Francisco, CA 94110

Mon: 12pm-3:30pm

TuWThu: 8:30am-3:30pm

Fri: 8:30am-12pm

Closed on Saturday & Sunday

SOMA Test Site (CLOSED)

Walk-thru and drive-thru

600 7th St

Mon - Fri, 9am - 5pm

***Note: SOMA test site is closed. Effective Tuesday, November 17th, 2020: The Color/CityTestSF will start testing at the Alemany Farmers Market instead.**

How to access this resource:

- Make an appointment online <https://home.color.com/covid/sign-up/start?partner=sfdph>
- Wear a face covering when you arrive.

CVS SF Clinic

Eligibility requirements:

- Must meet CDC guidelines for testing. If you don't have insurance, a Social Security number will be asked (card not needed), driver's license or state ID to submit the cost of test to the federal program for the uninsured.
- Doctor referral not required

Cost: If you do not have insurance and are using the federal program for the uninsured to cover your COVID-19 test, the in-clinic visit will be covered at no additional cost to you. However, any additional point of care lab testing will not be covered under the uninsured fund.

Location: Multiple CVS locations throughout San Francisco.

How to access this resource:

- Visit <https://www.cvs.com/minuteclinic/covid-19-testing> and enter your zip code to find the CVS nearest you that provides testing and make an appointment online.
- Appointments are released at midnight, 2 days ahead of available time slots. I.e. At 12:00 AM on February 8th, appointments are available to schedule up to February 10th.

Neighborhood Testing Sites

- Open to the public, but target uninsured or local residents. Many sites are for uninsured or SF Health Network Patients
- Find additional testing sites [here](#) under “Neighborhood test sites”
- There is also a map of free and paid sites: <https://datasf.org/covid19-testing-locations/#>

Bayview Neighborhood Sites

Bayview Opera House
4705 3rd St.
Hours: Mon-Thurs 9am-3:30pm

90 Kiska Rd
Hours: Tuesdays 10am-3pm

Hunters Point
155 Jennings St
Hours: Fridays 9am-4pm

Tenderloin GLIDE Site

Eligibility requirements: Anyone is welcome. No insurance needed. No ID needed.

Cost: Free

Location: 330 Ellis St. GLIDE parking lot

How to access this resource:

- Make an appointment at 330 Ellis St. on Thursdays and Fridays, 10am to 4pm
- Testing happens on Tuesdays and Wednesdays, 10am to 4pm.
- You must have an appointment to get tested

COVID-19 Vaccines

Information on getting the COVID-19 vaccine in San Francisco:

<https://sf.gov/covid-19-vaccine-san-francisco>

Eligibility requirements

- Based on California’s vaccine prioritization plan. For more information, visit <https://covid19.ca.gov/vaccines/#California's-vaccination-plan>
- Patient is eligible if they are in any of the following tiers:
 - Phase 1a: Healthcare workers and long-term care residents
 - Phase 1b (as supplies allow):
 - People aged 65 and older. Due to limited supply, some sites are only booking appointments for those 75 and older.

- Sector populations: Education and childcare, emergency services, and food/agriculture.
 - Right now, there is not enough supply to vaccinate all eligible individuals. It is encouraged to check on the scheduling options below frequently for availability.
 - If the patient is not yet eligible, they can sign up to be notified when it is their turn: <https://myturn.ca.gov/landing>

Cost & insurance: Free for those who live and work in San Francisco. You do not need insurance to book an appointment.

Locations:

Moscone Center South (partnership with Kaiser Permanente)

747 Howard Street
San Francisco, CA 94103

City College, Drive-Thru (partnership with UCSF)

Appointments are by invitation only because of limited vaccine supply. Sometimes extra appointments become available.

San Francisco State University (partnership with Safeway pharmacy)

Mashouf Wellness Center (inside MAC Gym)
755 Font Blvd
San Francisco, CA 94132

How to access this resource if you are eligible:

- Visit <https://sf.gov/get-vaccinated-against-covid-19> and click the scheduling link under the desired location. The patient will have to answer screening questions to determine eligibility to schedule an appointment.
 - For Moscone Center South: <https://myturn.ca.gov/>
 - For City College: Check for extra appointments at this [EventBrite](#) page
 - For San Francisco State University: <https://mhealthsystem.com/safewaycovidsf>

Food resources

If the patient needs additional information, call 311 for food resource information (24 hours a day, 7 days a week)

Food pantries

A food program that distributes fresh produce, protein, and shelf-stable items for anyone in need. During the COVID-19 crisis, the SF Food Bank has launched Pop-Up pantries that are

open to all County residents. Distributions usually include fresh fruits, vegetables, a protein item, rice, and a canned item.

FAQ: <https://foodlocator.sfmfoodbank.org/en/faq/pup>

Eligibility requirements: Open to all SF county residents. There are no requirements to qualify.

Location: Use the [food locator](#) to find the nearest pantry. Some sites have begun to require IDs and simple registration. There are also other pantries open for enrollment; see details under each pantry for requirements.

How often? Weekly. They ask that you only attend one pantry and send one person per household to pick up the groceries

What to bring (for pantries that require enrollment):

- Photo ID (California ID, city ID, student ID, driver's license or passport)
- If your ID does not have a current address, bring a proof of address (such as a recent utility bill, medical bill, or bank statement)

SF Bayanihan Equity Center (BEC) Food Pantry

For more information: <https://www.sfbec.org/food-pantry>

Phone number: (415) 255-2347

- Immigrant food assistance
 - Thursdays 1pm-3:30pm
 - Call to make an appointment
- Supplemental grocery program (bi-weekly groceries)
 - 1st and 3rd Thursday of the month until July 2021
 - Provides access to non-perishable food items for low income immigrant seniors, adults with disability, and families living in San Francisco.
 - Call to see if qualified for this assistance
- CalFresh application assistance
 - Call to make an appointment with an application assistor.

Daily free meals for all

St. Anthony's

Free pre-packaged to-go meals:

- 1 meal per person
- Pick-up at 45 Jones St (and Golden Gate Ave)
- Every day 10:00 am to 11:45 am for seniors 60+ and families with children
- 11:30 am to 1:30 pm for all
- Phone: 415-241-2600

Glide

330 Ellis Street
Phone 415-674-6040

Free hot meals:

- In takeout containers
- 3 times a day during the week
- Breakfast every day, 8:00 am to 9:00 am
- Lunch Monday to Friday, 12:00 pm to 1:00 pm
- Dinner Monday to Friday, 4:00 pm to 5:00 pm
- Bagged meal given after breakfast on Saturday and Sunday

Mother Brown's Kitchen

2111 Jennings Street
Phone 415-671-1100

To go meals:

- Breakfast Monday to Friday, 7:30 am
- Dinner 4:30 pm

Congregate Meals Program (Seniors)

This program offers nutritious, low-cost meals to adults aged 60+ at numerous sites through the city.

Locations providing takeaway meals

Site directory for each location's contact information

Can also use the SF Food Resources Viewer to find the location that is closest to the patient

Great Plates Delivered Meal Program (Seniors, High-risk)

Great Plates Delivered SF is a temporary food program that delivers three restaurant-prepared meals a day to eligible older adults during COVID-19. The program is free and has been extended through October 9, 2020

Eligibility:

Older adults in the San Francisco community who need access to healthy and nutritious meals and meet all of the following criteria:

- Aged 65 or older, as well as older adults who are aged 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)
- Unable to obtain or make their own meals
- Living alone or with one other adult who also meets these criteria
- Earning less than \$74,940 for a single-person household or \$101,460 for two-person households

Older adults who currently receive state or federal food assistance such as CalFresh or home-delivered meals should contact the Department of Disability and Aging Services (DAS) helpline at (415) 355-6700 to understand their eligibility for this program or other assistance.

How to enroll: Call (415) 355-6700, Monday through Friday, 8:00am - 5:00pm

For more information, visit

<https://www.sfhsa.org/services/health-food/groceries-and-meals/great-plates-delivered-meal-program/great-plates-delivered>

Free Grab & Go Meals Available for Students

SFUSD Student Nutrition Services is providing nutritious meals for students while schools are closed.

Every Wednesday, a bag of 5 days' worth of meals (including breakfast, lunch, supper, fresh fruits and vegetables, and milk) is available at the following sites.

Eligibility: Free meals available to all SFUSD students and their siblings.

Where:

- [Map flyer](#) of meal sites
- [Google map](#) of meal sites
- [List](#) of meal sites

When: Every Wednesday, 10:30am - 12pm

How to access this resource:

To pick up meals for SFUSD students, please provide:

- Barcode for meal account (printed or on your smartphone)
- If you do not have the barcode, please bring one of the following:
 - Student ID card
 - Meal account pin number
 - Direct certification letter
 - Eligibility letter
 - 20-21 school placement letter

To pick up meals for siblings not enrolled in SFUSD, please provide the following:

- School-age children: school enrollment letter or student ID card
- Younger children: birthdate to receive a grab and go card at meal site

CalFresh (low-income)

(415) 558-4700

Eligibility:

- Any household or individual (including homeless) based in San Francisco with low or no income. Income requirements found [here](#)
- Supplemental Security Income (SSI) recipients
- CalWORKS or CAAP applicants can apply for CalFresh as part of their application process for those services
- Students of higher education who meet eligibility requirements
- Legal permanent residents and qualified immigrants, see details [here](#).

Who must be included in the application:

- Anyone who purchases and prepares meals together
- Everyone living at the address

How to apply:

- Apply online at www.getcalfresh.org/
- Submit proof of your situation. This includes documents like your ID, paystubs, or rent receipts. You can do this during your application or come back to the website any time in the next 30 days.
 - Documents that are usually required
 - Copy of your ID
 - Proof of any income
 - Proof of immigration status (for non-citizens)
 - Proof of student status (for college students)
 - Documents that are optional but can increase your benefit amount
 - Proof of housing expenses
 - Proof of child support paid
 - Proof of child/dependent care paid
 - If you are 60+ or disabled, proof of medical expenses
 - If you can't get the proof, tell your case worker during your interview

Mental Health Resources

Wellness and Mental Health Apps

Meditation and relaxation

- [Headspace](#): Free basics 10-day beginner's course that guides you through the essentials of meditation and mindfulness
- [Calm](#): 7-day free trial. A meditation, sleep, and relaxation app that also provides resources specifically for coping with COVID-19 anxiety.

- [MyLife](#): Free foundational meditations for adults, teens, and kids! Premium membership unlocks 400+ premium activities, guided journaling, yoga, and more.
- [Insight Timer](#): Always free. This is not a daily app, but rather a great library where you can search for various types of meditations and lengths by excellent teachers.
- [UCLA Mindful App](#): Free and has meditation by Diana Winston. Basic meditations for getting started, in English and Spanish.

Coping with stress and anxiety

- [Sanvello](#): Clinically validated techniques for reducing stress and treating anxiety and depression. Free premium access during COVID-19 pandemic.
- [Happify](#): Some free content, including stress reduction and cognitive techniques to address anxiety.
- [MindShift CBT](#): Free content, including cognitive behavioral therapy strategies to address general worry, social anxiety, and panic.
- [COVID Coach](#): Created for everyone, including veterans and service members, to support self-care and overall mental health during the coronavirus pandemic.

Insomnia

- CBT-i Coach: Free cognitive behavioral therapy for insomnia

Free Phone Crisis Counseling Services / 24 Hour Hotlines

- **San Francisco's Suicide Prevention/Crisis Line:** (415) 781-0500
- **Institute on Aging's Friendship Line:** (415) 750-4111
 - A crisis intervention hotline and a warmline for non-emergency emotional support calls.
 - Providing emotional support
 - Elder abuse reporting
 - Well-being checks
 - Grief support
 - Active suicide intervention
 - Information and referrals for isolated older adults and adults living with disabilities
- **Alcoholics Anonymous:** (415) 674-1821
- **Asian Women's Shelter Crisis Line:** (415) 751-0880 or (877) 751-0880
- **California Youth Crisis Line:** 800-843-5200
- **Center for Domestic Peace: Abused Women's Hotline:** 415-924-6616
- **Child & Adolescent Sexual Abuse Resource Center:** 415-206-8386
- **Crisis text line:** Connect with a crisis counselor by texting the word "home" to 741741
- **Men's Crisis Line:** 415-924-1070
- **Narcotics Anonymous:** 415-621-8600

- **Psychiatric Emergency Services at SF General Hospital:** 415-206-8125
- **Sexual Assault Hotline:** 800-656-4673
- **T.A.L.K. Line:** 415-441-5437
 - Crisis and counseling line for parents and caregivers of children under the age of 18.