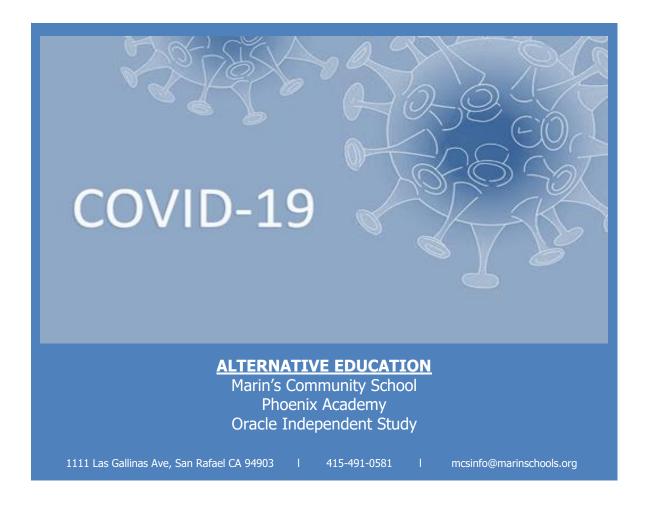


# STUDENT & FAMILY HANDBOOK COVID 19 SAFETY



# Overview

The goal of Marin's Community School, Phoenix Academy and Oracle is to ensure a safer return to school for all students and staff. This handbook was developed in partnership with the Marin School Nurses Organization (MSNO) to support a healthier school environment during the COVID-19 pandemic. We are implementing enhanced health and safety practices and protocols, which includes intensifying cleaning and disinfecting of common spaces, restrooms, and frequently touched surfaces throughout our schools, maintaining physical distancing and stable classroom cohorts, and increasing personal protective behaviors (e.g., handwashing and face covering) based on guidance from the Marin County Office of Education (MCOE), Marin County Health and Human Services (MCHHS), California Department of Education (CDE), the California Department of Public Health (CDPH), and the Centers for Disease Control (CDC).

Pleas	se follow these guidelines to help us maintain a safe and healthy learning environment:
	Instruct your child / children in proper hand hygiene and respiratory etiquette.
	Limit travel and social activity to reduce possible exposure to COVID-19.
	Limit participation in group activities and gatherings with mixed households.
	Children should not participate in more than two (2) cohorts.
	What is a <u>cohort</u> ? A cohort is a group of children who stay together to minimize COVID- 19 exposure by limiting cross-over. Examples include elementary school class, aftercare, youth sports club, recreational class. Your household and transportation group (e.g., bus) are not considered cohorts. Maintain physical distance and wear face coverings.
_	☐ Face coverings are required for students in 3rd grade and higher. Face coverings are
	strongly encouraged for students in transitional kindergarten through 2nd grade.
	☐ Instruct your child in safely wearing and taking off face covers. Ensure your
	child arrives at school with a face covering daily (pack a back-up face covering in
	their backpack).
	Plan for possible cohort or school closures.
	Review your school's site-specific protection plan (SSSPP). Talk to your child about precautions
	to take at school.
	Instruct your child to visit the school health office only if they feel sick. It is a high-risk area.
	Check your household and child / children each morning for signs of illness.
	□ Do not pre-medicate your child with symptomatic relief medications (e.g., ibuprofen
	[Motrin], acetaminophen [Tylenol], pseudoephedrine / Sudafed, diphenhydramine
	[Benadryl]) unless for known, chronic conditions; e.g., seasonal allergies; sinusitis)
	□ Do NOT send your child / children to school if they <i>or anyone in the household</i> (e.g.,
	caregivers, siblings) exhibit any symptoms of COVID-19. Per CDC, people with COVID-19
	have had a wide range of symptoms reported – ranging from mild symptoms to severe
	illness. Symptoms may appear 2-14 days after exposure to the virus.
	<ul> <li>Contact your healthcare provider immediately to discuss testing for appropriate</li> </ul>
	household members.
	□ <b>Test or 10</b> : Students with the following more common symptoms of COVID-19 must
	be tested for COVID-19 or stay at home and isolate for at least 10 days:

- Fever (100.4°F/38°C or higher) or chills
   Cough
   Sore throat
   Shortness of breath or difficulty breathing
   Not being able to taste or smell Headache
   Diarrhea
   Nausea or vomiting
- Students may return to school after they test negative for COVID-19 with copy of a negative test and/or after their healthcare provider provides an alternate diagnosis e.g., migraine, strep throat *and* their symptoms are improving *and* they are fever-free for 24 hours without the use of fever-reducing medications.
- □ Students who exhibit the following <u>less common symptoms</u> must be evaluated by a healthcare provider to determine if COVID-19 testing is indicated: New onset of stuffy or runny nose (different from pre-existing allergies) Body aches Fatigue or lethargy.
  - School must receive communication from the healthcare provider that the student may return to school (e.g., doctor's note, fax, phone call).

#### □ **Notify the school** immediately if:

- If your child is being evaluated for COVID-19, they may return to school if they test negative with copy of a negative test.
- If a household member is being evaluated for COVID-19, the household member must isolate / quarantine as appropriate.
  - □ Your child / children *must stay home* until the household member tests negative for COVID-19.
  - ☐ If the household member tests positive for COVID-19, your child / children must quarantine for 14 days from their last contact with the household member. They *may not* return to school even if they test negative for COVID-19. They must complete their quarantine.
- If a household member has a known COVID-19 exposure, the household member must <u>isolate</u> / <u>quarantine</u> as appropriate.
- If your child has had close contact with someone who has tested positive for COVID-19, they should get tested 5 – 7 days after their last contact with the person who has COVID-19.
  - ☐ Your child must stay at home and <u>quarantine</u> for 14 days after their last contact with the person who has COVID-19. They *may not* return to school even if they test negative for COVID-19. They must complete their quarantine.

#### More resources can be found at:

Marin County Health and Human Services Coronavirus Information
Marin County Health and Human Services Coronavirus Information - Schools
CDC Back to School Planning for In-Person Classes
Marin County Office of Education (MCOE) website
MCOE Rethinking Schools

For questions about COVID-19, please call the Marin Health and Human Services phone call center at (415) 473-7191 [9:30 a.m. to noon and 1 to 5 p.m. weekdays]. Interpreter services are available.

#### Parent / Guardian Community Health Pledge

In order to foster the safety of our students, staff, and parents in our school community, I pledge to:

- Conduct daily home symptom screening of my child / children.
- Abstain from pre-medicating my child / children with symptomatic relief medications unless for known, chronic conditions; e.g., seasonal allergies; sinusitis.
- Keep my children home when they are sick *or* if a household member exhibits any symptoms of COVID-19.
  - Schedule COVID-19 testing and/or visit with a healthcare provider if my child / children have any of the following more common symptoms of COVID-19.
  - Contact my health care provider if my child / children have any of the following <u>less</u> common symptoms of COVID-19.
- Notify the school immediately if:
  - My child / children or a household member has any symptoms of COVID-19.
  - My child / children or a household member has a known COVID-19 exposure.
  - o My child / children or a household member is being tested for COVID-19.
- Follow Marin County Public Health's <u>isolate / quarantine</u> orders if indicated.
- Limit my family's travel and social activity to reduce possible exposure to COVID-19.
- Limit my child's / children's participation to two (2) cohorts.
- Limit my family's participation in group activities and gatherings with mixed households.
- Read and agree to follow the School Site Specific Protection Plan (SSSPP), this COVID-19
   Safety Student and Family Handbook, and other policies that my school may adopt
   throughout the school year, and I agree to use my best efforts to have my child(ren) comply
   with the policies. I understand that the plans and policies may be updated through the year as
   public health information develops, and I agree to review and comply with updates.

Parent / Guardian Name	Parent / Guardian Signature	Date
Please note that the protocols and proguidelines.	cedures are subject to change in accordance with	updated Public Health
	available, or have an emergency contact available	

If the school is unable to reach the child's parents within 5 minutes, the emergency contact will be called to pick up the child. The student cannot wait in an isolation area for the rest of the school day

3 | Page Updated: October 12, 2020

# **Designated COVID-19 Contacts**

The designated person listed on the following page is responsible for:

- Maintaining communication systems that allow staff and families to self-report symptoms and receive prompt notifications of exposures and closures, while maintaining confidentiality
- Providing impacted individuals with family-student guidance documents, including materials in Spanish as needed
- Responding to COVID-19 concerns

COVID-19 School Liaison						
School Site:	Contact:	Phone:	Email:			
Marin's Community School	Lucia Echeverria Madera, Administrative Secretary	415-491- 0581	lemadera@marinschools.org			
Marin's Community School	Katy Foster, Co-Principal	415-491- 0581	kfoster@marinschools.org			

The liaisons listed above oversee all three programs: Marin's Community School, Phoenix Academy Charter School and Oracle Independent.

If there are any questions regarding your student's attendance or suspected COVID-19 symptoms, please call the main office number and we will assist you in assess the next steps.

# **Preventive Measures at School**

Daily Home Symptom Screening

Marin County Public Health requires <u>daily home symptom screening</u> before sending your child / children to school.

### **Symptoms**

- If your child has any of the following <u>more common symptoms of COVID-19</u>, the child must be tested for COVID-19 or stay at home and isolate for at least 10 days *(Test or 10)*. Students should not be re-tested for COVID-19 within 3 months of initial COVID-19 infection.
  - Fever (100.4°F/38°C or higher) or chills
  - Cough
  - Sore throat
  - Shortness of breath or difficulty breathing
  - Not being able to taste or smell
  - Headache

- Diarrhea
- Nausea or vomiting
- Students may return to school after they test negative for COVID-19 (with copy of a negative test) and/or after their healthcare provider provides an alternate diagnosis e.g., migraine, strep throat *and* their symptoms are improving *and* they are fever-free for 24 hours without the use of fever-reducing medications.
- Students who exhibit the following <u>less common symptoms of COVID-19</u> must be evaluated by a healthcare provider to determine if COVID-19 testing is indicated:
  - New onset of stuffy or runny nose (different from pre-existing allergies) Body aches •
     Fatigue or lethargy

#### Close Contact/Potential Exposure

- If a household member is being evaluated for COVID-19 or has a known COVID-19 exposure, the household member must <u>isolate/quarantine</u> as appropriate. Your child / children must stay home until the household member tests negative for COVID-19. If the household member tests positive for COVID-19, your child / children must quarantine for 14 days from their last contact.
- If your child / children had close contact (within 6 feet of an infected person for at least 15 minutes) with a person who has tested positive for COVID-19, they must stay at home and <a href="quarantine">quarantine</a> for 14 days after their last contact with the person who has COVID-19. Your child / children should be tested for COVID-19 five to seven days after their last exposure.

#### Arrival at School and Departure from School

In-Person school days have been established to prevent mixing of cohorts groups. There will be designated days assigned to each cohort. Your school will provide information on their specific protocols for the drop-off and pick-up process.

- Parents will need to stay in the car when they drop off their child / children.
- Student need to pass by the front office to be screened and have their temperature taken
- They will then be asked to proceed to the student bathroom to wash their hands before entering the classroom
- We expect students to follow our social distancing guidelines in order to minimize physical contact between students, staff and families.

### **Physical Distancing**

Marin County Public Health recommends physical distancing of six feet is maintained between adults and students; four to six feet distance is permissible between students within a classroom or instructional area. Our school has the following measures in place to ensure students stay at least 6 feet apart while in lines, hallways, and at all other times:

- Tape on floors and sidewalks to indicate 6 feet distance
- Signs on walls to serve as a reminder to stay 6 feet away from others
- Classroom seating/desks spaced 6 ft apart
- Outdoor learning spaces utilized when practicable

#### Gatherings, Visitors, and Field Trips

Generally, visitors (including parents) will not be allowed on campus. Student assemblies, parent meetings, field trips, special performances, and student assemblies will be conducted via a virtual platform whenever possible. Schools will promote distancing of at least 6 feet between people in person and limit size of groups.

#### **Shared Objects**

The following guidelines will be followed regarding shared objects:

- Discourage students from sharing items that are difficult to clean, sanitize or disinfect.
- Keep each child's belongings separated from others' and in individually labeled containers, cubbies or other areas.
- Limit sharing of supplies between students and disinfect between uses if sharing is unavoidable.
- Ensure adequate supplies to minimize sharing of high touch materials to the extent
  possible (e.g., assigning each student their own art supplies, equipment) or limit use of
  supplies and equipment by one group of children at a time and clean and disinfect
  between uses.

#### Water Access

Students should bring a personal labeled water bottle of their own from home that they do not share. All drinking fountains will be disabled in order to reduce virus transmission.

#### Food Guidelines and Food Services

Marin's Community School, Phoenix Academy and Oracle plans to adhere to the following guidelines:

- We will be offering free and reduced, as well as purchased, "grab and go" meals to take home for anyone who is interested.
- Students may bring hearty snacks to sustain them throughout their day at school. Students will be safely separated by cohorts while maintaining the social distance standards with proper disinfection after each use. The safety of children with food allergies will be ensured.
- If food is offered at any event, have pre-packaged boxes or bags for each attendee instead of a buffet or family-style meal.
- Students will be required to wash hands or use hand sanitizer before and after any snack time.

# **Health and Hygiene Practices**

### **Face Coverings**

California has mandated that face coverings will be required in indoor settings for everyone over age two. This is part of a statewide effort to help stop the spread of COVID-19. Face coverings are **required** to be worn by all staff and students (3rd grade and above) unless exempt for medical reasons, **in which case a healthcare provider's note is required**. If

6 | Page Updated: October 12, 2020

a student does not have a face covering or has lost theirs, one will be provided. Students who refuse to wear their face covering will be sent home.

Face coverings may be removed for meals, snacks, or when it needs to be replaced. When a face covering is temporarily removed, it should be placed in a sealable plastic container or bag provided by parents (clearly marked with the student's name).





<u>Face coverings</u> should not be placed on:

- Children younger than 2 years old
- Anyone who has trouble breathing or is unconscious
- Anyone who is incapacitated or otherwise unable to remove the face-covering without assistance

#### Acceptable face coverings

A face covering means: a covering made of fabric that covers only the nose and mouth and surrounding areas of the lower face. Early research shows a high thread-count cotton outperforms low thread-count and synthetic materials. Examples include: a cloth face cover, homemade ear loop mask, neck gaiter, or surgical mask

#### **Unacceptable face coverings**

- Halloween or plastic masks, ski masks with holes for the nose or mouth, or masks that have a one-way valve designed for easier breathing (the valves are often a raised plastic disk about the size of a quarter, on the front or side of the mask)
- Face coverings worn by students must be appropriate and meet district dress code requirements (*e.g.* no inappropriate fabric patterns, no Halloween masks, no hate symbols, *etc.*)

#### Wearing face coverings correctly

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Avoid touching the face-covering while it is on. If you do need to touch or adjust the face covering, wash your hands right away.

### Removing face coverings correctly

Be careful not to touch your eyes, nose, and mouth when removing. Wash hands immediately after removing. CDC How to Safely Wear and Take Off a Cloth Face Covering (English) (Spanish)

- Until the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together

Place covering in the washing machine (learn more about how to wash face coverings.)

#### Hand Hygiene

Frequent hand hygiene is one of the most important preventative practices to help slow the spread of COVID-19 and will be encouraged at school. Hand hygiene stations will be accessible on campus.

Students and staff will be required to wash or sanitize their hands upon arrival to school each day before entering the classroom. Time for hand hygiene will be scheduled throughout the day including before eating and before returning to the classroom after recess.

#### Five steps to proper handwashing

- 1. Wet your hands with clean, running water (warm or cold), turn off the tap, and apply soap.
- 2. Lather your hands by rubbing them together with the soap. Lather the backs of your hands, between your fingers, and under your nails.
- 3. Scrub your hands for at least 20 seconds. Need a timer? Hum the "Happy Birthday" song from beginning to end twice.
- 4. Rinse your hands well under clean, running water.
- 5. Dry your hands using a clean towel or air dry them. <u>Handwashing is a Family Activity</u>



#### How to use hand sanitizer

- Apply the hand sanitizer to the palm of one hand (read the label to learn the correct amount).
- Rub the sanitizer over all the surfaces of your hands and fingers until your hands are dry. This should take around 20 seconds.

#### Cough Etiquette and Other Important Health and Hygiene Practices

Please help us teach your child / children these important preventative measures to reduce the spread of COVID-19 and other illnesses.

- Cough and sneeze away from other people, and into a tissue or into the crook of the elbow, throw the tissue into the trash right away and wash hands.
- Avoid touching the eyes, nose, and mouth with unwashed hands.
- Avoid close contact with anyone who is sick.
- Maintain six (6) feet physical distance from others outside your home. Keeping distance from others is especially important for individuals at higher risk for severe illness.
- Please discuss the importance of physical distancing measures while not at school, including discouraging students from gathering elsewhere.

Encourage your child to ask questions and express their feelings with you and their teachers. Remember that your child may have different reactions to stress; be patient and understanding. Prevent stigma by using facts and reminding students to be considerate of one another.

#### **Immunizations**

Immunization requirements for admission to school remain unchanged for the 2020-2021 school year. According to the California Department of Public Health's Shots for School website <a href="https://www.shotsforschool.org">https://www.shotsforschool.org</a> "Even with current school closures, immunization requirements for admission to school or child care in California for the 2019-2020 and 2020-2021 school year remain in place."

#### Flu Vaccine

Marin County Public Health strongly recommends that all Marin County residents 6 months and older get their seasonal flu vaccine. Visit <a href="https://flu.marinhhs.org/where-get-vaccinated">https://flu.marinhhs.org/where-get-vaccinated</a> to find out where to get vaccinated.

# School Protocol When Sick at School

If a child develops symptoms at school, parents / guardians will be contacted to pick up their child within 30 minutes. If the school is unable to reach the child's parents within 5 minutes, the emergency contact will be called to pick up the child. The student cannot wait in an isolation area for the rest of the school day.

If your student is feeling unwell or presents COVID-19 like symptoms and it is their cohort day to be at school physically, please keep the student home and call the main office at 415-491-0581 to inform staff about the absence. If the student arrives to school and during the health screen it is detected that the student is feeling unwell or is presenting COVID-19 like symptoms the student will be sent home.

If you are unsure if you student is presenting symptoms or if they should stay home, you can call our main office at 415-491-0581 to receive advice on next steps.

\*\*If you or your children are feeling worried or anxious, they can sometimes present with physical symptoms (e.g., headache, abdominal pain). Help your child learn how to deal with that anxiety in a healthy way.

Isolation Protocol: If a Student Develops Symptoms at School

If a student develops a fever of 100.4°F or higher and/or symptoms consistent with COVID-19, your child will be placed in an isolation area and observed until they are picked up. Students must be picked up within 30 minutes by you or your identified emergency contact.

• Parents / guardians must always have a plan for picking up their child. Siblings and/or other household members attending school must also be picked up.

9 | Page Updated: October 12, 2020

- If a student starts exhibiting symptoms, staff will assure the student is wearing a mask. If not, the student will have a mask placed on them and isolated.
- When the parent arrives to pick up their child, stay in the car, call the office, and wait for the child to be escorted outside. Parents and other visitors are not allowed on campus during this time.

#### Main Office Number: 415-491-0581

- Please contact your child's healthcare provider to schedule an appointment and/or schedule COVID-19 testing. Your child, their siblings, and other household members attending school will not be allowed to return to school until the symptomatic child has been without fever for at least 24 hours AND tests negative for COVID-19 or completes 10 days of isolation (*Test or 10*).
- Please our front office at 415-491-0581 as soon as possible if your child / children are diagnosed with COVID-19.
- <u>Important Note</u>: Children who are <u>isolating</u> or <u>quarantining</u> at home cannot participate either in in-person instruction or in any extra-curricular activities (incl. youth sports).
  - Isolation (Separating from others if you have COVID-19): People who are in isolation should stay home until it's safe for them to be around others. In the home, anyone sick or infected should separate themselves from others by staying in a specific "sick room" or area and using a separate bathroom (if available).
  - Quarantine (Staying home if exposed to COVID-19): People in quarantine should stay home, separate themselves from others, and monitor their health.

#### MIS-C

Some children infected with COVID-19 develop an extremely rare condition called <u>Multisystem Inflammatory Syndrome in Children (MIS-C)</u>. Children with MIS-C may have a fever and various symptoms, including abdominal (gut) pain, vomiting, diarrhea, neck pain, rash, bloodshot eyes, or fatigue. Contact your healthcare provider immediately if your child has any of these symptoms.

#### When to Stay Home from School

Students and staff should **NOT** come to school:

- 1. If they have a **fever of 100.4°F or higher or any symptoms of illness.** 
  - Parents / guardians should check their child / children for symptoms of illness every morning before bringing them to school. If your child has any of the following more common symptoms of COVID-19, they must be tested for COVID-19 or stay at home and isolate for at least 10 days (Test or 10).
    - Fever (100.4°F/38°C or higher) or chills
    - Cough
    - Sore throat
    - · Shortness of breath or difficulty breathing
    - Not being able to taste or smell
    - Headache
    - Diarrhea
    - Nausea or vomiting

Students who exhibit the following <u>less common symptoms of COVID-19</u> *must be* evaluated by a healthcare provider to determine if COVID-19 testing indicated:

- New onset of stuffy or runny nose (different from pre-existing allergies)
- Body aches
- Fatigue or lethargy
- 2. If a household member (incl. caregiver) has symptoms of COVID-19. They should contact their healthcare provider to schedule testing immediately. Students and staff must stay home until their household member tests negative for COVID-19. If the household member tests positive for COVID-19, your family must <u>quarantine</u> for 14 days from their last contact.
- 3. If they had close contact with a person who tested positive for COVID-19 (e.g., relative, friend). If your child has had close contact with someone who has tested positive for COVID-19, they must stay at home and <u>quarantine</u> for 14 days after their last contact with the person who has COVID-19.
- 4. Students with known underlying health conditions may be at increased risk of severe illness. These health conditions may include Diabetes (Type I and II), immune system deficiencies, or chronic respiratory conditions. If your child has a chronic health condition, please consult with your child's healthcare provider to determine if/when it is safe to attend school.

Any student or staff member who has tested positive for COVID-19 or who has been exposed to COVID-19 must stay home from school and follow Marin County Public Health's <u>At Home Quarantine</u> <u>& Isolation Safety Guidance</u>. Parents / guardians must notify the school immediately if their child or household member tests positive for COVID-19 or if a household member may have been exposed to COVID-19. Please call the front office as soon as possible: 415-491-0581. This information will be kept confidential.

#### When to Return to School

#### "My child tested positive for COVID-19 but had no symptoms."

If your child continues to have no symptoms, they can return to school after 10 days have passed since they had a positive viral test for COVID-19. Retesting is not required and not advised. If your child develops symptoms after testing positive, contact your healthcare provider.

#### "My child tested positive for COVID-19 and had symptoms."

A child who tested positive for COVID and had symptoms can return to school 10 days after their symptoms first appeared *and* their symptoms have been improving *and* they have been fever-free for 24 hours without the use of fever-reducing medications.

#### "My child stayed home or was sent home because of COVID-19 symptoms."

If your child stayed home or was sent home for COVID-19 symptoms, they may return to school after they test negative for COVID-19 and/or after their healthcare provider provides an alternate diagnosis - e.g., migraine, strep throat - *and* their symptoms are improving *and* they are fever-free for 24 hours without the use of fever-reducing medications.

If students do not get tested or do not have an alternate diagnosis, they must isolate for at least 10 days *and* be fever-free for 24 hours without the use of fever-reducing medications before returning to school *(Test or 10)*. Sibling and other household members attending school must also stay at home until the symptomatic child tests negative for COVID-19 or for at least <u>14 days</u> after last contact with symptomatic person. All household members must follow Marin County Public Health's At Home Quarantine & Isolation Safety Guidance.

### "My child or a household member was exposed to COVID-19 (at school or at home)."

If your child or household member was exposed to COVID-19, they must stay at home and <u>quarantine</u> for 14 days after their last contact with the COVID positive person. Your child / children should be tested for COVID-19 *five to seven days after their last exposure*. They must complete a 14-day quarantine and may *not* return to school even if they test negative for COVID-19. Contact your healthcare provider to review isolation and quarantine orders.

If your child develops symptoms during quarantine, they may not return to school until 10 days after their symptoms first appeared *and* their symptoms have been improving *and* they have been fever-free for 24 hours without the use of fever-reducing medications.

## "My child was diagnosed with another illness / communicable disease."

Depending upon the illness, a clearance from the student's healthcare provider may be required for return to school after illness. School Notices will be sent for other diseases (<u>as indicated</u>) according to the <u>MCOE Student Health Manual</u>.

Reference: Marin County Public Health <u>At Home Quarantine & Isolation Safety Guidance</u>.

# **Communications**

#### School Actions and Communications in Case of Possible Exposure at School

Families will be notified of school or cohort closures and any restrictions in place to prevent COVID-19 exposure (e.g., limited hours of operation) as soon as possible.



# **Attendance Policies**

#### To report an illness or absence, please contact your school office.

- Parents / guardians should inform the school immediately if their child / children *or household member* (incl. caregiver):
  - 1) is being evaluated for COVID-19; or,
  - 2) if they test positive for COVID-19; or,
  - 3) if they may have been exposed to COVID-19.

Contact the School Nurse, School Principal, Administrative Assistant, or Director of Student Services at the [modifies to your program] District Office. This information will be kept confidential.

 Student absences related to illness or quarantine are considered excused absences (Ed Code 48205).

#### **Community Clinics in Marin County**

You can find a list of community health centers and clinics in Marin County on the <u>Redwood Community Health Coalition's website</u>. These health centers and clinics are dedicated to providing high quality, affordable health services to families and children and will serve uninsured/underinsured families.

For questions about COVID-19, please call the Marin Health and Human Services' call center at (415) 473-7191. The call center is open from 9:30 a.m. to noon and 1 to 5 p.m. on weekdays. Interpreter services are available.