

Stand Together SF

Resources for Dealing with Hate Violence, Discrimination, Mental Health Challenges, Intimate Partner Violence, & Domestic Violence



SAN FRANCISCO
HUMAN RIGHTS
COMMISSION



standtogether **SF**

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Resources to Deal with Hate Violence

San Francisco has a long, proud reputation for being a welcoming and diverse city. With this reputation comes the responsibility to recognize the tension between first amendment rights and everyone's right to human dignity. In the fight to end hate violence and threats of hate violence, Bay Area organizations and residents must continue to collaborate and create an environment that encourages community and fosters education.

According to the San Francisco Police Department, hate crimes are among many types of crime that go under-reported each year. Since laws are in place to protect victims of hate violence, it is important to understand what "hate incidents" and "hate crimes" are and to report them when they happen.



Hate Incident or Hate Crime?

HATE “CRIME”

A hate crime is any criminal act (or attempted criminal act) directed against someone, a public agency, or a private institution based on a victim’s actual or perceived race, nationality, religion, sexual orientation, disability, gender, or other “protected class.”

A hate crime includes an act that results in: any physical injury, no matter how slight; property damage; a verbal threat of violence that it is possible to carry out; and/or criminal acts directed against a public or private agency.

HATE “INCIDENT”

A hate incident is any non-criminal act, including words, directed against someone based on their actual or perceived race, nationality, religion, sexual orientation, disability, gender, or other “protected class.”

Hate incidents include, but are not limited to, slurs/epithets, distribution of hate material (social media posts, mail, flyers, etc.) that does not result in property damage, and the display of offensive material on one’s own property.

Not all incidents of hatred are crimes. Verbal name calling, although offensive, is not a crime. For this to be a crime, it must be accompanied by a credible threat of violence and it must be possible for the actor to carry the threat out. In addition, the crime committed against the victim must be in whole or in part prejudice-based.

How to Report a Hate Crime



Report the incident immediately to the San Francisco Police Department. If you believe your life is in immediate danger, call 911 by phone.

Write down the hate language the offender said to you, exactly as the person said it (verbatim).

Save any evidence (letters, writings, photos, videos, etc.) that may assist in the investigation and prosecution of the person(s) responsible for this crime.

Contact a representative of the San Francisco District Attorney's Victim Services at (415) 553-9044 or a resource listed below that can assist you in the legal process.

If you have general questions about your case, contact the investigating inspector at the SFPD Hate Crimes Unit at (415) 553-1133 during business hours.

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Resources

San Francisco Agencies

- **ADULT PROBATION:** 553-1706 www.sfgov.org/adultprobation
- **DISTRICT ATTORNEY:** 553-9044 www.sfdistrictattorney.org
- **HUMAN RIGHTS COMMISSION:** 252-2500 www.sf-hrc.org
- **HUMAN SERVICES AGENCY:** 557-5000 www.sfhsa.org
- **IMMIGRANT RIGHTS COMMISSION:** 554-4789 www.sfgov.org/immigrant
- **JUVENILE PROBATION:** 753-7800 www.sfgov.org/juvprobation
- **POLICE DEPARTMENT:** 553-1651 www.sfgov.org/police
- **PUBLIC HEALTH:** 252-2570 www.sfdph.org
- **SF UNIFIED SCHOOL DISTRICT:** 241-6000 www.sfusd.edu
- **SHERIFF:** 554-7225 www.sfsheriff.com

State and Federal Agencies

- **CALIFORNIA ATTORNEY GENERAL'S OFFICE, VICTIMS' SERVICES UNIT**
(877) 433-9069 (toll free) oag.ca.gov/victimservices
- **CALIFORNIA ASSOCIATION OF HUMAN RELATIONS ORGANIZATIONS (CAHRO)**
(213) 639-6089 www.cahro.org
- **U.S. DEPARTMENT OF EDUCATION, OFFICE OF CIVIL RIGHTS**
(415) 486-5555, email: ocr.sanfrancisco@ed.gov
www2.ed.gov/about/offices/list/ocr/index.html
- **FBI HATE CRIMES UNIT, SAN FRANCISCO OFFICE**
(415) 553-7400, email: san.francisco@ic.fbi.gov, www.fbi.gov/sanfrancisco
- **U.S. ATTORNEY'S OFFICE, SAN FRANCISCO**
(415) 436-7200 www.usdoj.gov/usao/can/index.html
- **CALIFORNIA VICTIM COMPENSATION AND GOVERNMENT CLAIMS BOARD**
(800) 955-0045, email: gcinfo@vcgcb.ca.gov, www.vcgcb.ca.gov

San Francisco Service Providers

ARAB RESOURCE AND ORGANIZING CENTER (AROC)

- (415) 861-7444, email: info@araborganizing.org, araborganizing.org
- Serves people of Arab descent
- Has an anti-discrimination hotline where callers can receive counseling, advocacy, legal referrals, and register complaints about discrimination or harassment; and profiling, questioning, or intimidation from law enforcement.

CARECEN

- (415) 642-4400, email: info@carecensf.org, www.carecensf.org
- Serves low-income Latinx and immigrant communities
- Provides low-cost, high quality immigration legal services and empowers immigrants to counter xenophobic attacks by thoroughly educating them about the local, state, and federal protections.

COALITION ON HOMELESSNESS

- (415) 346-3740, cohssf.org
- Serves low-income or unhoused (homeless) people
- Provides outreach, peer support, leadership development, public education, advocacy, and community organizing.

COMMUNITY UNITED AGAINST VIOLENCE (CUAV)

- (415) 777-5500, email: info@cuav.org, www.cuav.org
- Serves LGBTQIA+ individuals
- Provides peer-based counseling, direct assistance, education and outreach, grassroots organizing, and policy advocacy.

COUNCIL ON AMERICAN ISLAMIC RELATIONS (CAIR)

- (408) 986-9874, email: info@sfba.cair.com, <http://ca.cair.com/sfba>
- Serves American Muslims
- Documents and helps resolve cases of discrimination, harassment, and hate crimes at work, in school, and at airports. Also offers free daily legal services.

Resources (continued)

San Francisco Service Providers (continued)

DISABILITY RIGHTS ADVOCATES

- (510) 665-8644, email: general@dralegal.org, dralegal.org
- Serves people with disabilities
- Provides free advocacy for disability rights through high-impact legal cases as well as research and education.

DISABILITY RIGHTS EDUCATION AND DEFENSE FUND (DREDF)

- (510) 644-2555, email: info@dredf.org, www.dredf.org
- Serves people with disabilities and the parents of children with disabilities
- Provides training, education, and legal advocacy.

DOLORES STREET COMMUNITY SERVICES

- (415) 282-6209, email: info@dscs.org, www.dscs.org
- Serves Mission and Castro neighborhood residents
- Provides services that interrupt and end the cycle of homelessness.

FILIPINO COMMUNITY CENTER

- (415)333-6495, email: info@filipinocc.org, <http://filipinocc.org>
- Serves Filipino families
- Provides a safe space where Filipino families can access services, meet, and hold activities to improve our collective capacity to address immediate and long term needs.

LA RAZA CENTRO LEGAL

- (415) 575-3500, email: info@lrcl.org, www.lrcl.org
- Serves Latinx, immigrant, and low-income communities
- Provides legal services and empowers residents to advocate for their civil and human rights.

NATIONAL CENTER FOR LESBIAN RIGHTS (NCLR)

- (415) 392-6257, email: info@nclrights.org, www.nclrights.org
- Serves LGBTQIA+ individuals and their families
- Advocates for equitable LGBTQIA+ policies and provides free legal assistance.

SAN FRANCISCO WOMEN AGAINST RAPE (SFWAR)

- (415) 861-2024, email: info@sfwar.org, www.sfwar.org
- Serves individuals responding to, healing from, or working to prevent sexual assault and violence
- Provides a 24-hour rape crisis hotline, counseling & support groups, legal advocacy, medical accompaniment and advocacy, case management, prevention education, and community outreach.

STOP AAPI HATE

- Email: mkulkarni@a3pcon.org; www.stopaapihate.org
- Documents hate incidents in multiple Asian languages.

TRANSGENDER LAW CENTER

- (415)865-0176, email: info@transgenderlawcenter.org
www.transgenderlawcenter.org
- Serves transgender individuals
- Provides legal services, policy advocacy, and trainings.

Other Advocacy Organizations

ALLIANCE OF SOUTH ASIANS TAKING ACTION (ASATA)

- (No phone), email: asata_coords@asata.org, www.asata.org
- All-volunteer group working to educate, organize, and empower the Bay Area South Asian communities to end violence, oppression, racism and exploitation within and against our diverse communities.

CHINESE FOR AFFIRMATIVE ACTION

- (415) 274-6750, email: info@caasf.org, www.caasf.org
- Advocates for programs, policies, and legislation to meet our communities' needs and to change or eliminate those that are harmful and discriminatory. Core civil rights issues include language rights, immigrant rights, and racial justice.

EQUAL JUSTICE SOCIETY

- (415) 288-8700, email: info@equaljusticesociety.org,
www.equaljusticesociety.org
- National legal organization focused on restoring Constitutional safeguards against discrimination.

Hate Violence Resources (continued)

Other Advocacy Organizations (continued)

LAWYERS COMMITTEE FOR CIVIL RIGHTS

- (415) 543-9444, email: info@lccr.com, <http://lccr.com>
- Advances, protects, and promotes the rights of communities of color, immigrants, and refugees, with a specific focus on low-income communities and a long-standing commitment to African Americans.

MUSLIM ADVOCATES

- (202) 897-2622, email: info@muslimadvocates.org, <https://muslimadvocates.org>
- Provides legal advocacy, policy engagement, and civic education, and serves as a legal resource to promote the full and meaningful participation of Muslims in American public life.

NATIONAL ASSOCIATION FOR THE ADVANCEMENT OF COLORED PEOPLE (NAACP)

- (415) 922-0650, email: naacpsfbr@att.net, sfnaacp.org
- Works to ensure the political, educational, social, and economic equality of rights of all persons and to eliminate race-based discrimination.

NOT IN OUR TOWN

- (510) 268 9675, email: info@theworkinggroup.org, www.niot.org
- Creates and broadcasts videos that highlight and celebrate people who have developed creative anti-bias programs and responses.

SAN FRANCISCO LGBT CENTER

- (415) 865-5555, email: center@sfcenter.org, www.sfcenter.org
- Provides a vast array of programs and services for the entire LGBT QIA+ community, including friends and families.

SIKH COALITION (FREMONT, CA)

- (510) 659-0900, email: info@sikhcoalition.org, sikhcoalition.org
- Serves Sikh individuals
- Provides legal services to Sikhs and advocates for fundamental rights.

Toolkits

OFFICE OF RACIAL EQUITY COVID-19 RESPONSE AND RECOVERY RACIAL EQUITY TOOLKIT

- <https://bit.ly/3jhzOht>

THE RACISM IS A VIRUS TOOLKIT

- <https://acttochange.org/resources/educational-resources-toolkit>

Resources to Deal With Discrimination

WHAT IS “DISCRIMINATION?” Generally, it means treating someone differently (often badly, but not always) because of a “protected class.” This “protected class” has to be a significant reason the person or organization acted that way.

Protected classes in San Francisco include things that you can’t or shouldn’t have to change, like your religion, gender, sexual orientation, and disability. They are described in more detail on the next page.

If you believe you have been treated differently because of one or more of these protected classes, there are agencies at the City, State, and Federal levels that can investigate discrimination complaints as well as local nonprofits and other organizations that can assist you.



Protected Classes in SF



- Race: includes being mixed race.
- Color (of your skin)



- National origin or place of birth: the country or area where you were born. Can include immigration status (see "Sanctuary City," p. 15).
- Ethnicity or ancestry: where you and your family are from more generally.



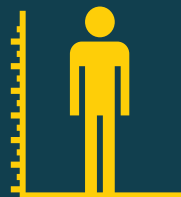
- Disability: a physical or mental impairment that limits a major life activity (broadly defined in CA and SF; includes temporary disabilities)
- HIV/AIDS status: while this may often be a disability, it is also protected even if someone's HIV or AIDS status does not currently cause any disability.



AGE



RELIGION



HEIGHT



WEIGHT



- Sex: your sex assigned at birth.
- Gender identity: the gender you identify as.



- Sexual orientation: who you are attracted to, whether they are same sex or gender (homosexual, gay, or lesbian) or a different sex or gender (heterosexual).



- Marital status: whether or not you are married.
- Domestic partner status: whether or not you have a domestic partner.



- Association: being treated differently because you are associated with one of the other listed protected classes.
- Perception: being treated differently because you are perceived to be in one of the other listed protected classes.



Source of income: where you get your money from (different from how much money you make). Applies in housing situations only.



Section 8 status: if you are on Section 8 (participate in HUD's Housing Choice Voucher program).



Familial status: applies in housing situations only. "Familial status" means having youth under 18 years old in your household, or being pregnant, or in the process of adopting youth under 18.



Conviction history: if you have a criminal record, you may have certain protections under SF's "Fair Chance Ordinance" (see p. 16).

Examples of Possible Discrimination

- You have a disability that requires a companion animal and your landlord will not waive their “no pets” policy.
- You identify as female, but your coworkers routinely misgender you as “he” and refuse to identify you as “she” for over a year, even though you have complained to your boss about it many times.
- After you have a child, your landlord gives you lease violations for violating the unit’s occupancy restrictions.
- You applied to rent an apartment and the property manager was very friendly on the phone. However, as soon as the property manager saw you (and saw that you have a different skin color, a visible disability, were wearing a hijab, or are gender non-conforming, etc.), his demeanor changed completely. Afterwards, they said the apartment was rented out, but you saw it back on Craigslist a few days later.
- You apply for housing with your section 8 voucher and the landlord says that you were otherwise eligible, but, “we don’t take section 8.”
- You were forced to wait for over an hour to be served at a restaurant, while other people who are not from the same country as you, but came in after you, were served before you. Later, this happened to two of your friends who are also of the same national origin.

A typical complaint process

1. Someone makes an “inquiry” by contacting the San Francisco Human Rights Commission (or another anti-discrimination agency) with allegations of discrimination.
2. An investigator reviews the inquiry and determines whether it seems “jurisdictional,” i.e. within the agency’s ability to investigate.
3. If the inquiry seems jurisdictional, the investigator conducts an “intake interview” to review the allegation in more detail and make a final determination on jurisdiction. If the allegations are not jurisdictional, the investigator refers the individual to agencies that may better assist them.
4. If the allegations are jurisdictional, the investigator works with the parties to learn the facts of the case and get evidence about the allegations. The investigator offers mediation to both parties as a means of resolving the complaint.
5. If the parties agree, a mediation can be held with a third party to try and resolve the issues. If mediation is unsuccessful, the investigator continues to investigate the case and proceeds to make a finding. Depending on the finding, the investigator may make recommendations on how to best move forward.

Sanctuary city ordinance

In 1989, San Francisco passed the “City and County of Refuge” Ordinance (also known as the Sanctuary City Ordinance). The Sanctuary City Ordinance generally prevents City employees from using City funds or resources to help Immigration and Customs Enforcement (ICE) enforce federal immigration law unless it is required by federal or state law. Later, in 2013, San Francisco passed the “Due Process for All” Ordinance. If someone is in jail in San Francisco, the Due Process for All Ordinance limits when City law enforcement officers may give ICE advance notice that they are being released from jail. It also prevents City law enforcement officers from cooperating with ICE detainer requests, also known as “ICE holds.”

Under current law, City employees generally may not use City resources to:

- Assist or cooperate with any ICE investigation, detention, or arrest relating to alleged violations of the civil provisions of federal immigration law.
- Ask about immigration status on any application for City benefits, services, or opportunities, except as required by federal or state statute, regulation, or court decision.
- Limit City services or benefits based on immigration status, unless required by federal or state statute or regulation, public assistance criteria, or court decision.
- Provide information about the release status or personal information of any individual, except in limited circumstances when law enforcement may respond to ICE requests for notification about when an individual will be released from custody.
- Detain an individual on the basis of a civil immigration detainer after that individual becomes eligible for release from custody.

Fair Chance Ordinance

The Fair Chance Ordinance (FCO) is designed to give people with arrest or conviction records the opportunity to be considered for employment and housing on an individual basis, giving them a “fair chance” to effectively reintegrate into the community and provide for their families and themselves.

In housing, the FCO applies to affordable housing providers. In employment, the FCO applies to any employer with 5 or more employees.

The FCO creates a process that employers and affordable housing providers must follow when they are considering conviction history.

Under the FCO, you have the right to:

- Have all of your other qualifications for a job or affordable housing decided BEFORE the employer or affordable housing provider knows anything about your conviction history.
- Not be asked about your conviction history through a rental application form.
- Be provided with a copy of the FCO Notice before your background check is run.
- NOT have any of the following six “off limits” categories considered, or even requested: arrests that did not result in a conviction; participation in a diversion or deferral of judgment program; expunged, judicially dismissed, invalidated or otherwise inoperative convictions; any juvenile record; most convictions more than seven years old; and most infractions.
- Have your record assessed individually (an “individualized assessment”), in which only directly-related convictions and unresolved arrests in your record may be considered.
- Be provided with a copy of the background check report and told which conviction or unresolved arrest is the basis for the employer or housing provider’s proposed denial or other “adverse action.”
- Respond orally or in writing to any proposed adverse action to show why you shouldn’t be denied or they shouldn’t take the action. You can point out inaccuracies in the report; provide evidence of rehabilitation such as satisfying parole or participating in a drug treatment program; and any other “mitigating factors” about the circumstances of the conviction.

The San Francisco Human Rights Commission enforces the housing portion of the FCO and the San Francisco Office of Labor Standards Enforcement enforces the employment portion of the FCO. They can be reached at the contact information below.

Resources

City, State, and Federal Agencies

- San Francisco Human Rights Commission (discrimination in housing, employment, and at businesses or in public places, as well as Fair Chance Ordinance or Sanctuary City Ordinance issues): (415) 252-2500, email: hrc.info@sfgov.org, sf-hrc.org/fair-chance-ordinance
- San Francisco Office of Labor Standards Enforcement (Fair Chance Ordinance issues with employers): (415) 554-5192, email: fco@sfgov.org, sfgov.org/olse/fair-chance-ordinance-fco
- California Department of Fair Employment and Housing (DFEH) (discrimination, hate violence, or threats of hate violence in housing, employment, and at businesses or in public places): (800) 884-1684, email: contact.center@dfeh.ca.gov, www.dfeh.ca.gov/complaintprocess
- U.S. Department of Housing and Urban Development (HUD) (discrimination in housing): (800) 669-9777 (national), (415) 489-6524 (SF regional office), email: ComplaintsOffice09@hud.gov, www.hud.gov/program_offices/fair_housing_equal_opp/online-complaint
- U.S. Equal Employment Opportunity Commission (EEOC) (discrimination in employment): (800) 669-4000, email: info@eeoc.gov, www.eeoc.gov/how-file-charge-employment-discrimination

San Francisco Service Providers

ASIAN AMERICANS ADVANCING JUSTICE (ASIAN LAW CAUCUS)

- (415) 896-1701, email: katherinec@advancingjustice-alc.org, www.advancingjustice-alc.org
- Serves low-income individuals in housing and other issues.

BAY AREA LEGAL AID

- (415) 982-1300
baylegal.org/get-help/find-an-office/san-francisco-county
- Serves low-income individuals in housing and other issues.

BILL SORRO HOUSING PROGRAM

- (415) 513-5177, email: info@bishopsf.org, www.bishopsf.org
- Serves low-income individuals in finding affordable housing.

CAUSA JUSTA/JUST CAUSE

- (415) 487-9203, cjjc.org
- Advocates for low-income individuals in housing and other issues.

EVICTION DEFENSE COLLABORATIVE

- (415) 659-9184, email: legal@evictiondefense.org, www.evictiondefense.org
- Serves individuals facing eviction and other housing issues.

HOUSING EQUALITY LAW PROJECT (HELP)

- (415) 434-9400 email: help@housingequality.org, www.housingequality.org/index.html
- Serves individuals with housing discrimination issues.

HOUSING RIGHTS COMMITTEE

- (415) 703-8644, email: info@hrcsf.org, www.hrcsf.org
- Advocates for low-income individuals in housing.

LEGAL ASSISTANCE TO THE ELDERLY

- (415) 538-3333, email: info@laesf.org, www.laesf.org
- Serves seniors AND people with disabilities in housing and other issues.

Open Door Legal

- (415) 735-4124, opendoorlegal.org/starting-a-case
- Serves low-income individuals in housing and other issues.

San Francisco Bar, Conflict Intervention Service

- (415) 742-8940, email: cis@sfbar.org, www.sfbar.org/adr-services/cis
- Serves tenants to help communicate with landlords.

San Francisco Tenants' Union

- (415) 282-6622, email: info@sftu.org, www.sftu.org
- Serves San Francisco tenants in housing issues.

Help with Reasonable Accommodations for a Disability

DISABILITY RIGHTS CALIFORNIA, BAY AREA OFFICE

- (510) 267-1200 or (800) 776-5746
www.disabilityrightsca.org/get-help
- Serves people with disabilities in issues related to their disability.

INDEPENDENT LIVING RESOURCE CENTER

- (415) 543-6222, email: info@ilrcsf.org, www.ilrcsf.org
- Serves people with disabilities in issues related to their disability as well as discrimination issues.

Resources to Deal With Mental Health Challenges

It's OK to ask for help.

The coronavirus, protests against police brutality, and other current events on top of everything you might be experiencing while sheltering in place can cause lots of stress, anxiety, and other mental health challenges. These resources may be for you.



Ways to Stay Mentally Healthy

Certain people in San Francisco, especially black and brown folks, experience a disproportionate number of negative health effects, ranging from social isolation to institutional and environmental racism to lack of access to healthy food. These can lead to increased mental stress and behavioral changes. For example, less access to healthy food makes maintaining a good diet and avoiding obesity more difficult, and an atmosphere of violence not only exposes people to trauma but also forces them to stay inside, leaving them more susceptible to poor indoor air quality, asthma, and obesity.

In turn, these behaviors can lead to hypertension, obesity, and high cholesterol, which can lead to death and disability. For example, Bayview Hunters Point (BVHP) residents are hospitalized more than residents of other neighborhoods for almost every disease, including asthma, congestive heart failure, diabetes, and urinary tract infections. More deadly than any of these diseases, however, is violence; BVHP residents lose more years of life due to violence than from any other cause. All of these stressors can negatively affect your mental health.

No matter where you live, it is important to practice “self care” for your mental health. Even if you’re stuck inside, there are things you can do that can help yourself feel better. Here are some ideas:

BREATHING EXERCISES. Deep breathing can lessen stress and can also be good for staying physically healthy. Try this exercise for deep breathing while sitting:

1. Sit upright on the edge of a bed or in a sturdy chair.
2. Place your hands around the sides of your stomach.
3. Close lips and place your tongue on the roof of your mouth.
4. Breathe in through your nose and pull air down into your stomach where your hands are. Try to spread your fingers apart with your breath.
5. Slowly exhale your breath through your nose.
6. Repeat deep breaths for one minute.

For more information, see Johns Hopkins’ “Coronavirus Recovery: Breathing Exercises” at hopkinsmedicine.org/health/conditions-and-diseases/coronavirus/coronavirus-recovery-breathing-exercises

CREATIVE ARTS. Break out those old markers or paints. Try drawing a favorite place or someone you live with. Invent a new dance. Doodle while listening to music. Make music. Sing. Experiment and have fun creating.

GO FOR A SHORT WALK. Getting outside can feel restorative. Stretch and breathe. Find some fresh air or someone to wave to. During the coronavirus pandemic, remember to wear your mask and socially distance.

REACH OUT TO SOMEONE. You're not alone. Call a neighbor or friend to see how they're doing. Send a text message, email, or letter to loved ones. If you have a computer or phone and can use the technology, schedule a video call to see someone's face. Guides like [this one](#) can help you figure out how to make video calls with a phone or computer. You can even join a virtual support group (for more information, contact the resources below).

TAKE BREAKS FROM SOCIAL MEDIA. Some of us might have no technology, and some of us can feel so "connected" that it's stressful. Find time to disconnect from your social media accounts and focus on yourself.

SET WELLNESS GOALS. Focus on what matters to you about your mental health and try to find small things you can do once a day or once a week to take a step towards them. Here are some possibilities:

- Eating healthier foods more often.
- Stretching or exercising more often.
- Taking a virtual exercise course.
- Reaching out for support when you need it.
- Finding more time for yourself.
- Other supports from this list.

You can make whatever goal, small or large, that feels right for you. Starting healthy habits is hard at first but can really help your mental health in the long run.

WORSHIP REMOTELY. Many religious services are being held remotely, and not just in San Francisco. Find a place that speaks to you. In SF, small religious gatherings and ceremonies for up to 12 people can be held outside when everyone wears a mask and socially distances.

PRACTICE "MINDFULNESS." Mindfulness means paying attention to how you feel in the moment and just noticing, but not necessarily acting on, those feelings. According to the National Alliance on Mental Illness, "part of reducing anxiety is accepting that sometimes life is going to make you feel that way. This is a lot easier said than done, but it comes with practice. So, the next time you feel your thoughts and heartbeat start to race, take a moment to tell yourself: 'I feel anxious right now and that's okay. I'm uncomfortable with this feeling and that's okay. I don't know how long this will last, and I'm okay with that.' Tell yourself these things and mean them. It can be surprising how much this small act can help."

BE KIND TO YOURSELF. We're not always easy on ourselves and we often have a lot of difficult responsibilities. Forgiving yourself or being kind to yourself can be a necessary part of healing or staying mentally healthy.

When to Ask for Help

Asking for help is hard. There are many reasons people don't ask for help, even if they need it. Sometimes, we don't even realize that certain behaviors or feelings are connected to our mental health, something just feels wrong. Ask yourself:

- **ARE YOU STRESSED OUT?**
Common signs of stress include feeling tense or irritable, fear or anxiety about the future, feeling numb, loss of interest in activities you used to do, loss of appetite, increased use of alcohol or drugs, sadness or depression, crying, feeling powerless, trouble sleeping, recurring nightmares, trouble concentrating, headaches, back pain, stomach problems, and feeling powerless or trapped.
- **DO YOU HAVE SERIOUS FAMILY, WORK, OR OTHER OBLIGATIONS?**
- **ARE YOU PART OF A GROUP OF PEOPLE THAT EXPERIENCES RACISM, SEXISM, HOMOPHOBIA, TRANSPHOBIA, OR OTHER DISCRIMINATION?**
Does your identity include more than one of these groups?
- **DO YOU HAVE A HISTORY OF MENTAL HEALTH CHALLENGES?**
Does someone in your family or care have these challenges?
- **DO YOU HAVE A PHYSICAL DISABILITY?**
Does someone in your family or care have a physical disability?
- **HAVE YOU RECENTLY EXPERIENCED A TRAUMATIC EVENT?**
- **DO YOU THINK ABOUT HARMING YOURSELF OR OTHERS?**
- **HAVE YOU RECENTLY BEEN ACTING MORE RECKLESS OR TAKING BIG RISKS?**

Resources you can reach out to are on the next two pages. The following organizations also have their own additional resources they can provide to you.

Resources

San Francisco Agencies

DEPARTMENT OF PUBLIC HEALTH, COMMUNITY BEHAVIORAL HEALTH SERVICES

www.sfdph.org/dph/comupg/oservices/mentalHlth/CBHS

- 24-Hour Access Helpline: (415) 255-3737 or (888) 246-3333; TDD (888) 484-7200
- Psychiatric Emergency Services: (415) 206-8125
- Mobile Crisis Team: (415) 970-4000
- Comprehensive Child Crisis: (415) 970-3800
- Westside Community Crisis: (415) 355-0311
- S.F. Suicide Prevention: (415) 781-0500

San Francisco Service Providers

MENTAL HEALTH ASSOCIATION OF SAN FRANCISCO

mentalhealthsf.org

- The Peer-Run Warm Line (1-855-845-7415) is a non-emergency resource for anyone in California seeking emotional support. We provide assistance via phone and webchat on a nondiscriminatory basis to anyone in need. Some concerns callers share are challenges with interpersonal relationships, anxiety, panic, depression, finance, and alcohol and drug use.
- For support groups, see www.mentalhealthsf.org/support-groups for current listing of support groups. Due to COVID-19, all support groups will be held remotely via Zoom until further notice.
- For any support group questions, contact Lisa-Sun, lisa-sun@mentalhealthsf.org or (415) 341-9502.

DORE URGENT CARE CLINIC

- Call (415) 553-3100 for crisis evaluation and triage to a Crisis Residential Treatment Program. Walk-ins still accepted at 52 Dore Street.
- The Dore Urgent Care Clinic is designed to offer clinical intervention for an individual who is experiencing an escalating psychiatric crisis and who requires rapid engagement, assessment, and intervention in order to prevent further deterioration into an acute crisis or grave disability. Dore is also a voluntary alternative to Psychiatric Emergency Services at San Francisco General Hospital.

TRAUMA RECOVERY CENTER

- (415) 437-3000, traumarecoverycenter.org

NATIONAL ALLIANCE ON MENTAL ILLNESS IN SAN FRANCISCO (NAMI SF)

- Contact the Help Line at (415) 237-0039 for free information, resources, or to speak to a friendly volunteer who understands.
- Also online at www.namif.org/helpline, email: info@namif.org

COMMUNITY FORWARD SF, MEDICAL RESPITE/SOBERING CENTER

- 1171 Mission St, San Francisco, CA 94103, (415) 734-4200

A WOMAN'S PLACE

- 1049 Howard St, San Francisco, CA 94103, (415) 487-2140
- A Woman's Place is the only 24-hour supportive residential service in San Francisco that offers both emergency shelter and long-term treatment to all women, no matter their special needs. A Woman's Place offers support to women who have mental health issues, HIV+/AIDS, a history of mental illness, and/or who are victims of sexual or domestic violence.

A WOMEN'S PLACE, DROP-IN CENTER

- 211 13th St, San Francisco, CA 94103, (415) 293-7360
- A Woman's Place Drop In Center offers women and trans women with children 24-hour, low-threshold, drop-in services targeted to complex needs. That includes easy access to primary care, case management, residential substance abuse and HIV transitional housing and care.

Resources to Deal With Intimate Partner Violence & Domestic Violence

There are lots of resources available in San Francisco if you are a survivor of intimate partner violence or domestic violence. Even if you don't identify as a survivor and just think something might be off.

There are also services tailored for our LGBTQIA+ community.



What is intimate partner violence or domestic violence?

According to the National Domestic Violence Hotline, “Domestic violence (also called intimate partner violence (IPV), domestic abuse, or relationship abuse) is a pattern of behaviors used by one partner to maintain power and control over another partner in an intimate relationship.

“Domestic violence does not discriminate. Anyone of any race, age, sexual orientation, religion or gender can be a victim – or perpetrator – of domestic violence. It can happen to people who are married, living together or who are dating. It affects people of all socioeconomic backgrounds and education levels.

“Domestic violence includes behaviors that physically harm, arouse fear, prevent a partner from doing what they wish or force them to behave in ways they do not want. It includes the use of physical and sexual violence, threats and intimidation, emotional abuse and economic deprivation. Many of these different forms of domestic violence/abuse can be occurring at any one time within the same intimate relationship.”

For more information on what these terms mean, visit www.thehotline.org/is-this-abuse/abuse-defined.

What are the signs of a potentially abusive relationship?

The National Domestic Violence Hotline also says, “It’s not always easy to tell at the beginning of a relationship if it will become abusive.

“In fact, many abusive partners may seem absolutely perfect in the early stages of a relationship. Possessive and controlling behaviors don’t always appear overnight, but rather emerge and intensify as the relationship grows.

“Domestic violence doesn’t look the same in every relationship because every relationship is different. But one thing most abusive relationships have in common is that the abusive partner does many different kinds of things to have more power and control over their partner.

“Some of the signs of an abusive relationship include a partner who:

- Tells you that you can never do anything right
- Shows extreme jealousy of your friends and time spent away
- Keeps you or discourages you from seeing friends or family members
- Insults, demeans or shames you with put-downs
- Controls every penny spent in the household
- Takes your money or refuses to give you money for necessary expenses
- Looks at you or acts in ways that scare you
- Controls who you see, where you go, or what you do
- Prevents you from making your own decisions
- Tells you that you are a bad parent or threatens to harm or take away your children
- Prevents you from working or attending school
- Destroys your property or threatens to hurt or kill your pets
- Intimidates you with guns, knives or other weapons
- Pressures you to have sex when you don't want to or do things sexually you're not comfortable with
- Pressures you to use drugs or alcohol”

The National Domestic Violence Hotline also defines six types of abuse and their warning signs. They add, “Experiencing even one or two of these behaviors in a relationship is a red flag that abuse may be present. Remember, each type of abuse is serious, and no one deserves to experience abuse of any kind, for any reason. If you have concerns about what’s happening in your relationship, contact us. We’re here to listen and support you!” Contact information is on page 35.

Physical Abuse

You may be experiencing physical abuse if your partner has done or repeatedly does any of the following tactics of abuse:

- Pulling your hair, punching, slapping, kicking, biting or choking you
- Forbidding you from eating or sleeping
- Hurting you with weapons
- Preventing you from calling the police or seeking medical attention
- Harming your children
- Abandoning you in unfamiliar places
- Driving recklessly or dangerously when you are in the car with them
- Forcing you to use drugs or alcohol (especially if you've had a substance abuse problem in the past)

Emotional Abuse

You may be in an emotionally/verbally abusive relationship if your partner exerts control through:

- Calling you names, insulting you or continually criticizing you
- Refusing to trust you and acting jealous or possessive
- Trying to isolate you from family or friends
- Monitoring where you go, who you call and who you spend time with
- Demanding to know where you are every minute
- Trapping you in your home or preventing you from leaving
- Using weapons to threaten to hurt you
- Punishing you by withholding affection
- Threatening to hurt you, the children, your family or your pets
- Damaging your property when they're angry (throwing objects, punching walls, kicking doors, etc.)
- Humiliating you in any way
- Blaming you for the abuse
- Gaslighting
- Accusing you of cheating and being often jealous of your outside relationships
- Serially cheating on you and then blaming you for his or her behavior
- Cheating on you intentionally to hurt you and then threatening to cheat again
- Cheating to prove that they are more desired, worthy, etc. than you are
- Attempting to control your appearance: what you wear, how much/little makeup you wear, etc.
- Telling you that you will never find anyone better, or that you are lucky to be with a person like them

Sexual Abuse and Coercion

Sexually abusive methods of retaining power and control include an abusive partner:

- Forcing you to dress in a sexual way
- Insulting you in sexual ways or calls you sexual names
- Forcing or manipulating you into to having sex or performing sexual acts
- Holding you down during sex
- Demanding sex when you're sick, tired or after hurting you
- Hurting you with weapons or objects during sex
- Involving other people in sexual activities with you against your will
- Ignoring your feelings regarding sex
- Forcing you to watch pornography
- Purposefully trying to pass on a sexually transmitted disease to you

About "sexual coercion:" sexual coercion lies on a "continuum" of sexually aggressive behavior. It can vary from being egged on and persuaded, to being forced to have contact. It can be verbal and emotional, in the form of statements that make you feel pressure, guilt, or shame. You can also be made to feel forced through more subtle actions. For example, an abusive partner:

- Making you feel like you owe them – ex. Because you're in a relationship, because you've had sex before, because they spent money on you or bought you a gift
- Giving you drugs and alcohol to "loosen up" your inhibitions
- Playing on the fact that you're in a relationship, saying things such as: "Sex is the way to prove your love for me," "If I don't get sex from you I'll get it somewhere else"
- Reacting negatively with sadness, anger or resentment if you say no or don't immediately agree to something
- Continuing to pressure you after you say no
- Making you feel threatened or afraid of what might happen if you say no
- Trying to normalize their sexual expectations: ex. "I need it, I'm a man"

Even if your partner isn't forcing you to do sexual acts against your will, being made to feel obligated is coercion in itself. Dating someone, being in a relationship, or being married never means that you owe your partner intimacy of any kind.

Reproductive Coercion

Reproductive coercion is a form of power and control where one partner strips the other of the ability to control their own reproductive system. It is sometimes difficult to identify this coercion because other forms of abuse are often occurring simultaneously.

Reproductive coercion can be exerted in many ways:

- Refusing to use a condom or other type of birth control
- Breaking or removing a condom during intercourse
- Lying about their methods of birth control (ex. lying about having a vasectomy, lying about being on the pill)
- Refusing to “pull out” if that is the agreed upon method of birth control
- Forcing you to not use any birth control (ex. the pill, condom, shot, ring, etc.)
- Removing birth control methods (ex. rings, IUDs, contraceptive patches)
- Sabotaging birth control methods (ex. poking holes in condoms, tampering with pills or flushing them down the toilet)
- Withholding finances needed to purchase birth control
- Monitoring your menstrual cycles
- Forcing pregnancy and not supporting your decision about when or if you want to have a child
- Forcing you to get an abortion, or preventing you from getting one
- Threatening you or acting violent if you don’t comply with their wishes to either end or continue a pregnancy
- Continually keeping you pregnant (getting you pregnant again shortly after you give birth)

Reproductive coercion can also come in the form of pressure, guilt and shame from an abusive partner. Some examples are if your abusive partner is constantly talking about having children or making you feel guilty for not having or wanting children with them — especially if you already have kids with someone else.

Financial Abuse

Economic or financial abuse is when an abusive partner extends their power and control into the area of finances. This abuse can take different forms, including an abusive partner:

- Giving an allowance and closely watching how you spend it or demanding receipts for purchases
- Placing your paycheck in their bank account and denying you access to it
- Preventing you from viewing or having access to bank accounts
- Forbidding you to work or limiting the hours that you can work
- Maxing out credit cards in your name without permission or not paying the bills on credit cards, which could ruin your credit score
- Stealing money from you or your family and friends
- Using funds from children's savings accounts without your permission
- Living in your home but refusing to work or contribute to the household
- Making you give them your tax returns or confiscating joint tax returns
- Refusing to give you money to pay for necessities/shared expenses like food, clothing, transportation, or medical care and medicine

Digital Abuse

Digital abuse is the use of technologies such as texting and social networking to bully, harass, stalk or intimidate a partner. Often this behavior is a form of verbal or emotional abuse perpetrated online. You may be experiencing digital abuse if your partner:

- Tells you who you can or can't be friends with on Facebook and other sites.
- Sends you negative, insulting or even threatening emails, Facebook messages, tweets, DMs or other messages online.
- Uses sites like Facebook, Twitter, foursquare and others to keep constant tabs on you.
- Puts you down in their status updates.
- Sends you unwanted, explicit pictures and demands you send some in return.
- Pressures you to send explicit videos.
- Steals or insists on being given your passwords.
- Constantly texts you and makes you feel like you can't be separated from your phone for fear that you will be punished.
- Looks through your phone frequently, checks up on your pictures, texts and outgoing calls.
- Tags you unkindly in pictures on Instagram, Tumblr, etc.
- Uses any kind of technology (such spyware or GPS in a car or on a phone) to monitor you

YOU NEVER DESERVE TO BE MISTREATED, ONLINE OR OFF

REMEMBER:

- Your partner should respect your relationship boundaries.
- It is ok to turn off your phone. You have the right to be alone and spend time with friends and family without your partner getting angry.
- You do not have to text any pictures or statements that you are uncomfortable sending, especially nude or partially nude photos, known as “sexting.”
- You lose control of any electronic message once your partner receives it. They may forward it, so don’t send anything you fear could be seen by others.
- You do not have to share your passwords with anyone.
- Know your privacy settings. Social networks such as Facebook allow the user to control how their information is shared and who has access to it. These are often customizable and are found in the privacy section of the site. Remember, registering for some applications (apps) require you to change your privacy settings.
- Be mindful when using check-ins like Facebook Places and foursquare. Letting an abusive partner know where you are could be dangerous. Also, always ask your friends if it’s ok for you to check them in. You never know if they are trying to keep their location secret.
- You have the right to feel comfortable and safe in your relationship, even online.

REMEMBER:

Experiencing even one or two of these behaviors in a relationship is a red flag that abuse may be present. Remember, each type of abuse is serious, and no one deserves to experience abuse of any kind, for any reason. If you have concerns about what’s happening in your relationship, contact us. We’re here to listen and support you! Contact information is on page 35.

Resources

San Francisco Service Providers

ASIAN WOMEN'S SHELTER

- www.sfaws.org
- Crisis Line: (877) 751-0880

COMMUNITY UNITED AGAINST VIOLENCE (CUAV)

- (415) 777-5500 or (415) 333-HELP, email: info@cuav.org, cuav.org
- Serves LGBTQIA+ individuals
- Provides peer-based counseling, direct assistance, education and outreach, grassroots organizing, and policy advocacy.

LA CASA DE LAS MADRES

- www.lacasa.org
- Adult Crisis Line: (877) 503-1850
- Teen Crisis Line: (877) 923-0700
- Crisis Line that Accepts Texting/SMS Texts: (415) 200-3575

LAVENDER YOUTH RECREATION AND INFORMATION CENTER (LYRIC)

- (415) 703-6250, extension 100, email: lyricinfo@lyric.org, <https://lyric.org>
- Serves LGBTQIA+ youth

MUJERES UNIDAS

- mujeresunidas.net
- Counselors available M-F 10am – 5pm, (415) 621-8140

NATIVE AMERICAN HEALTH CENTER

- www.nativehealth.org
- (415) 503-1046

SAINT VINCENT DE PAUL SOCIETY, RILEY CENTER

- svdp-sf.org
- Crisis Line: (415) 255-0165

SAN FRANCISCO WOMEN AGAINST RAPE (SFWAR)

- (415) 861-2024, email: info@sffwar.org, www.sffwar.org
- Provides a 24-hour rape crisis hotline via (415) 647-7273 as well as counseling & support groups, legal advocacy, medical accompaniment and advocacy, case management, prevention education, and community outreach.

W.O.M.A.N., INC.: www.womaninc.org

- Crisis Line: (877) 384-3578

San Francisco Agencies

SAN FRANCISCO DISTRICT ATTORNEY'S OFFICE, VICTIM SERVICES DIVISION

- (628) 652-4100, email: victimservices@sfgov.org, sfdistrictattorney.org/victim-services

SAN FRANCISCO OFFICE OF SEXUAL HARASSMENT AND ASSAULT RESPONSE AND PREVENTION (SHARP)

- (415) 252-2512, email: sharp@sfgov.org, sf-hrc.org/sharp
- Serves individuals who have an existing case(s) with the city and are having difficulty with their case(s).

National Service Providers

NATIONAL DOMESTIC VIOLENCE HOTLINE

- (800) 799-7233, www.thehotline.org

NATIONAL DEAF DOMESTIC VIOLENCE HOTLINE

- thedeafhotline.org
- (855)812-1001. This hotline is available 24/7 through video phone, nationaldeafhotline@adwas.org and chat for Deaf, Deaf/Blind, Deaf/Disabled survivors.

TRANS LIFELINE

- www.translifeline.org
- (877) 565-8860. This hotline is staffed exclusively by trans operators and is the only crisis line with a policy against non-consensual active rescue.

For more information, go to Futures Without Violence's resources page: <https://www.futureswithoutviolence.org/get-updates-information-covid-19>

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