



# San Francisco Department of Public Health

## Frequently Asked Questions for Workers Who Must Isolate or Quarantine Due to COVID-19

Updated November 20, 2020

*This document was updated to include the updated definition of a “close contact”, provide new/additional information on available resources, and clarify what to do if you have COVID-19 but don’t feel sick.*

**AUDIENCE:** Workers who have been asked to quarantine or isolate because they have either been in close contact with someone with COVID-19 or they have been diagnosed with COVID-19 themselves.

**BACKGROUND:** The arrival of COVID-19 has led to several new Federal, State, and Local laws that assist workers who must “isolate” because they are diagnosed with COVID-19 or “quarantine” because they have close contact with someone who is diagnosed with COVID-19.

### Frequently Asked Questions

#### 1) Why would I have to miss work related to COVID-19?

- **If you are diagnosed with COVID-19**, you are required to self-isolate and stay out of work for at least 10 days (the minimum possible period of isolation) and until you haven’t had a fever for 24 hours (without the use of a fever reducing medication) and you’ve been feeling better as stated on [www.sfgdcp.org/rtw](http://www.sfgdcp.org/rtw). If you are unable to telework, your employer is required to allow you time off from work while you are required to self-isolate.
- **If you were in close contact with someone who has COVID-19**, you are required to self-quarantine and stay out of work for 14 days (the minimum period of quarantine) since the last time you had close contact with that person. Exceptions apply for certain workers: see [www.sfgdcp.org/Home-Isolation-Quarantine-Guidelines](http://www.sfgdcp.org/Home-Isolation-Quarantine-Guidelines) or [www.sfgdcp.org/i&q](http://www.sfgdcp.org/i&q) for other languages. If you are unable to telework, your employer must allow you time off from work while you are required to self-quarantine.
- A “**close contact**” is someone who had any of the following types of contact with a person with COVID-19 (regardless of whether either party was masked) while they were “**contagious**”: 1) was within 6 feet of the person with COVID-19 for a total of 15 minutes or more during a 24 hour period; 2) lived or stayed overnight with a person with COVID-19; 3) was the intimate sex partner of a person with COVID-19, including only kissing; 3) took care of or got taken care of by someone with COVID-19; 4) had direct contact with the body fluids or secretions with a person with COVID-19 (e.g. got coughed or sneezed on or shared eating or drinking utensils).

People with COVID-19 are considered “**contagious**” starting 48 hours before their symptoms began until 1) at least 10 days have passed since their symptoms began, 2) they haven’t had a fever for at least 24 hours AND 3) their symptom have improved. If the person with COVID-19 never had symptoms, they are considered contagious starting 48 hours before their positive COVID-19 test was collected until 10 days after they were tested.



## San Francisco Department of Public Health

### 2) Can I lose my job or have my hours cut if I am sick and cannot go to work?

- The State of California has many laws that protect you. If you feel that your employer is punishing you for not being able to work, or discriminating against you, information can be found at [www.dir.ca.gov/dlse/HowToFileLinkCodeSections.htm](http://www.dir.ca.gov/dlse/HowToFileLinkCodeSections.htm).
- California Department of Fair Employment and Housing Employment FAQ on COVID-19 has a factsheet at [www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ\\_ENG.pdf](http://www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ_ENG.pdf). The factsheet contains information about California's nondiscrimination laws.
- The Stay-Safer-At-Home Order at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp) lets businesses know they are prohibited from taking any adverse action against any worker for staying home if they have to isolate or quarantine for any of the reasons listed in question #1.
- Many San Francisco, State, and Federal leave programs offer protections for workers who must isolate or quarantine because of COVID-19. For example, if you are taking San Francisco or California paid sick leave, San Francisco Public Health Emergency Leave, or sick or family medical leave under the Families First Coronavirus Response Act ("FFCRA"), employers may not take adverse action against you because you are taking COVID-19-related leave.
- If you feel you have been discriminated against, the U.S. Equal Employment Opportunity Commission (EEOC) can help you file a complaint by calling 1-800-669-4000 or visiting their website at [www.eeoc.gov/](http://www.eeoc.gov/).

### 3) I have tested positive for COVID-19 and been told to self-isolate, but I need to work. What can I do?

- If you are able to **telework**, you should speak with your employer and find out if this is an option. If you cannot telework, you may be entitled to paid leave benefits.
- If you have earned any San Francisco or California **paid sick leave**, you can use that to cover your time away from work. You can also use your paid sick leave if you have been placed under quarantine or to care for a family member who has been directed to isolate or quarantine due to COVID-19.
  - In California, most employers are required to provide paid sick leave benefits. Check with your employer to see how many hours you have accrued.
- If you have used up all your sick leave, you may be able to take other leave days such as **vacation or paid time off**. It is best to check with your supervisor to see what is allowed.

### 4) What kinds of sick leave are available to me?

- The San Francisco Paid Sick Leave Ordinance (SF PSLO) mandates that all SF employers provide paid sick leave to their employees. Employers are required to list the number of paid sick leave hours available to each employee on their paychecks. More information can be found here: <https://sfgov.org/olse/paid-sick-leave-ordinance-pslo>
- San Francisco's Public Health Emergency Leave Ordinance (PHEL) requires that employers with 500 or more employees provide two weeks of paid sick leave for use for COVID-related emergencies. PHEL hours should also be listed on the employee's paycheck. Information can be found here: <https://sfgov.org/olse/>.
- The federal Families First American Response Act (FFCRA) requires employers with less than 500 employees to provide two weeks of paid sick leave for use if they are ill or taking care of



## San Francisco Department of Public Health

someone who is ill with COVID (among other things). Information can be found here: [www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave](http://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave). *The FFCRA is set to expire 12/31/2020 and it is unclear whether it will be extended.*

### 5) I or a family member have COVID-19 and have to miss work. I have used all my paid sick leave or don't have any paid sick leave. What other financial help is available to me while I can't work?

- There is a state disability program that will replace some of the income you lose while you are not working. Apply online at [www.edd.ca.gov](http://www.edd.ca.gov) for **State Disability Insurance (SDI)**. A healthcare provider or local health official will need to certify your application.
- You may qualify for **workers' compensation benefits**. For more information visit [www.dir.ca.gov/dwc/forms.html](http://www.dir.ca.gov/dwc/forms.html).
- **Paid Family Leave** is available if you need to take time off from work to care for a seriously sick family member (parent, parent in-law, child, spouse, domestic partner, sibling, grandparent, or grandchild). It is usually 60% or 70% of your pay for up to 6 weeks. Your employer may require that you use up to two weeks of vacation leave or paid time off before you can get Paid Family Leave benefits. The benefits can start immediately after your vacation leave/PTO ends. Your family member's health condition would need to be certified by a health care provider. You can make a claim at [www.edd.ca.gov/claims.htm](http://www.edd.ca.gov/claims.htm).
- **If you work in the food sector** (including a bar/restaurant, grocery store, food preparation facility, food delivery service, or transportation company) and your employer has more than 500 employees, you are entitled to an additional 80 hours of paid leave from your employer through California's COVID-19 Supplemental Paid Sick Leave law. Find more information here: [www.dir.ca.gov/dlse/COVID-19-Food-Sector-Workers-poster.pdf](http://www.dir.ca.gov/dlse/COVID-19-Food-Sector-Workers-poster.pdf).

### 6) I or my family member have COVID-19, but I feel fine and I need to keep working. Can't I just go to work as usual but wear a mask?

- NO! Sick employees should follow [CDC-recommended steps](#) to isolate. Employees should not return to work until the criteria to [discontinue home isolation](#) are met, in consultation with healthcare providers. Returning to work before this time could lead to more people getting sick.

### 7) If I am laid off or asked to work fewer hours due to coronavirus, what resources would help me?

- Unemployment Insurance (UI) benefits could be available for you. You can file a claim with the California Employment Development Department at [www.edd.ca.gov/Unemployment/](http://www.edd.ca.gov/Unemployment/) to receive unemployment benefits which are usually between \$40 - \$450.
- If you are a shift worker and report for work but are sent home early due to business being slow, you might be able to get part-time pay under Reporting Time Pay provision site here [www.dir.ca.gov/dlse/FAQ\\_ReportingTimePay.htm](http://www.dir.ca.gov/dlse/FAQ_ReportingTimePay.htm). However, this does not apply if your workplace has been told to close by government authorities.



## San Francisco Department of Public Health

### 8) Will my employer be informed if I test positive for COVID-19 or have had close contact with someone with COVID-19?

- The San Francisco Department of Health will contact your workplace if you voluntarily provide your workplace location and indicate that you may have been contagious while you were at work or exposed at the workplace. Providing this information helps health authorities enable your employer to assess other potential exposures to COVID-19 among your co-workers. If necessary, your name would be disclosed to your supervisor or your human relations department, however would not be disclosed to your co-workers.
- If you wish to inform your employer, you may also send this letter from the San Francisco Department of Public Health at [www.sfdcph.org/workletter](http://www.sfdcph.org/workletter).

### 9) If I or someone I know is an undocumented worker, what resources can I look at?

- Undocumented workers are eligible for many State and San Francisco laws and programs, including San Francisco and California paid sick leave, San Francisco Public Health Emergency Leave, Disability Insurance, Paid Family Leave, and Workers' Compensation (details in Questions #3 and #4). Undocumented workers are not eligible for State Unemployment Insurance and the federal Families First Coronavirus Response Act.
- The City and County of San Francisco does provide some options for undocumented workers at their Help for Immigrants During Coronavirus site at <https://sf.gov/information/help-immigrants-during-coronavirus>.
- California Department of Social Services is providing state-funded disaster relief assistance to undocumented adults who can't get other forms of assistance. An undocumented adult who qualifies can receive \$500 with a maximum of \$1000 in assistance per household. The list is at <https://cdss.ca.gov/inforesources/immigration/covid-19-drai>.
- Techqueria is a fund for undocumented workers. You can get financial help if you are an undocumented immigrant in the Bay Area at <https://lp.techqueria.org/tq-covid-fund>.
- Undocufund SF helps undocumented workers and families. You can get help if you live, work or recently lost work in San Francisco at [www.undocufund-sf.org/en/apply/](http://www.undocufund-sf.org/en/apply/).
- The Right to Recover program at <https://oewd.org/employees-impacted-covid-19>, guarantees two weeks of minimum wage replacement, or \$1285, to any worker who lives in San Francisco who tests positive for COVID-19 at a City testing site or hospital. Once a person tests positive, they will get a call from the Department of Public Health. They will be asked if they need financial assistance in order to safely quarantine. If they say yes, they will get a follow up call from a community group who will help to get a check sent to them. The worker can call the Worker Information Line at 415-701-4817 if they missed the initial phone call and would like to request assistance.

### 10) What resources do Self-employed / Independent Contractors / "Gig Workers" have?

- There is a new program called Pandemic Unemployment Assistance (PUA) for self-employed adults and independent contractors who normally aren't able to get Unemployment Insurance. You will have to apply for Unemployment Insurance benefits on the California



## San Francisco Department of Public Health

Employment Development Department (EDD) site at [www.edd.ca.gov](http://www.edd.ca.gov) to be able to get the assistance.

- You still might qualify for regular Unemployment Insurance, State Disability Insurance, or Paid Family Leave. This can happen if you feel you have been misclassified or worked as an employee before becoming self-employed. You may need to submit a misclassification claim at the same time as you submit your unemployment insurance claim. Find more information here: [www.labor.ca.gov/employmentstatus/workers/#rights](http://www.labor.ca.gov/employmentstatus/workers/#rights).

### 11) Do I need a note for work?

- The San Francisco Department of Public Health has encouraged employers not to require a note for employees to stay home from work or return to work. This information can be found on our website at: [www.sfcdcp.org/rtw](http://www.sfcdcp.org/rtw). In addition, employers may not require a doctor's note for employees taking San Francisco paid sick leave or Public Health Emergency Leave.
- The Shelter in Place Order at [www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp) lets businesses know that they are prohibited from taking any adverse action against any worker for staying home in the circumstances listed on page 3 of Appendix A, sections 2.1 through 2.4.

### 12) Do I need a negative COVID-19 test to return to work?

- Once you have completed the required period of self-isolation or quarantine and are not considered contagious, you may return to work. According to the Centers for Disease Control and Prevention and the San Francisco Department of Public Health, employers should not request that employees who were diagnosed with COVID-19 provide proof of a negative COVID-19 test.
- In some healthcare settings, testing may be required before you can return to work. Check to see if your employer has additional policies and procedures if you have been in self-isolation or quarantine due to COVID-19. For specific guidance, please see [www.sfcdcp.org/covid19hcp](http://www.sfcdcp.org/covid19hcp) under "Long Term Care and Senior Care."

### 13) I'm feeling overwhelmed by all the different programs. Can someone help me understand?

- If you are overwhelmed by all the local, state and national options, a help line is available. The San Francisco Office of Economic and Workforce Development can help you get answers – they can be reached at their website [www.oewd.org/employees-impacted-covid-19](http://www.oewd.org/employees-impacted-covid-19), phone 415-701-4817, or email [workforce.connection@sfgov.org](mailto:workforce.connection@sfgov.org).



# San Francisco Department of Public Health

## Additional Resources

### Local:

Where to get a COVID-19 test in San Francisco

[www.sf.gov/find-out-how-get-tested-coronavirus](http://www.sf.gov/find-out-how-get-tested-coronavirus)

Help for immigrants during coronavirus

[www.sf.gov/information/help-immigrants-during-coronavirus](http://www.sf.gov/information/help-immigrants-during-coronavirus)

Interim Guidance: Leaving Isolation or Returning to Work for Those Who Have Confirmed or Suspected COVID-19

[www.sfcddcp.org/rtw](http://www.sfcddcp.org/rtw)

Isolation and Quarantine Information in English and other languages

[www.sfcddcp.org/i&q](http://www.sfcddcp.org/i&q)

San Francisco Office of Economic and Workforce Development COVID-19 site

[www.oewd.org/employees-impacted-covid-19](http://www.oewd.org/employees-impacted-covid-19)

San Francisco Office of Labor Standards Enforcement

[www.sfgov.org/olse](http://www.sfgov.org/olse)

Current Shelter in Place Health Order

[www.sfdph.org/dph/alerts/coronavirus-healthorders.asp](http://www.sfdph.org/dph/alerts/coronavirus-healthorders.asp)

Techqueria

<https://lp.techqueria.org/tq-covid-fund>

UndocFundSF

[www.undocfund-sf.org/en/apply/](http://www.undocfund-sf.org/en/apply/)

### State:

California Disaster Relief Assistance for Immigrants (DRAI)

<https://cdss.ca.gov/inforesources/immigration/covid-19-drai>

FAQs on Laws Enforced by the California Labor Commissioner's Office

[www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm](http://www.dir.ca.gov/dlse/2019-Novel-Coronavirus.htm)

Healthy Workplace Healthy Family Act of 2014 (AB 1522)

[www.dir.ca.gov/DLSE/ab1522.html](http://www.dir.ca.gov/DLSE/ab1522.html)

Paid Family Leave, Pandemic Unemployment Assistance, SDI Online and Unemployment Insurance

[www.edd.ca.gov](http://www.edd.ca.gov)

California Laws that Prohibit Retaliation and Discrimination

[www.dir.ca.gov/dlse/HowToFileLinkCodeSections.htm](http://www.dir.ca.gov/dlse/HowToFileLinkCodeSections.htm)



## San Francisco Department of Public Health

California Department of Fair Employment and Housing COVID-19 FAQ

[www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ\\_ENG.pdf](http://www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ_ENG.pdf)

Supplemental Paid Sick Leave for Food Sector Workers

[www.dir.ca.gov/dlse/COVID-19-Food-Sector-Workers-poster.pdf](http://www.dir.ca.gov/dlse/COVID-19-Food-Sector-Workers-poster.pdf)

Worker Resources

[www.labor.ca.gov/employmentstatus/workers/#rights](http://www.labor.ca.gov/employmentstatus/workers/#rights)

### **National:**

Families First Coronavirus Response Act: Employer Paid Leave Requirements

[www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave](http://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave)

Families First Coronavirus Response Act: Mandatory posting requirement intended to ensure employees understand their rights.

[www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA\\_Poster\\_WH1422\\_Non-Federal.pdf](http://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_Non-Federal.pdf).

U.S. Equal Employment Opportunity Commission COVID-19 site for filing a claim

[www.eeoc.gov/newsroom/eeoc-continues-serve-public-during-covid-19-crisis](http://www.eeoc.gov/newsroom/eeoc-continues-serve-public-during-covid-19-crisis)

California Department of Fair Employment and Housing Employment Information on COVID-19

[www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ\\_ENG.pdf](http://www.dfeh.ca.gov/wp-content/uploads/sites/32/2020/03/DFEH-Employment-Information-on-COVID-19-FAQ_ENG.pdf)