File No.	150118	Committee Item No1	
		Board Item No	

COMMITTEE/BOARD OF SUPERVISORS

AGENDA PACKET CONTENTS LIST

Committee	Covernment Audit and Oversight	Data	March 10, 2015
	Government Audit and Oversight		March 19, 2015
Board of Su	pervisors Meeting	Date	
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	Motion Resolution Ordinance Legislative Digest Budget and Legislative Analyst Report Introduction Form Department/Agency Cover Letter and MOU Grant Information Form Grant Budget Subcontract Budget Contract/Agreement Form 126 – Ethics Commission Award Letter Application Public Correspondence		port
OTHER	(Use back side if additional space is r	neede	d)
\square	Legislation Referral FYI - 02/09/2015		
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Completed I	oy: <u>Erica Major</u> Date	Marcl	n 13, 2015
Completed I	py:Date_		,

NOTE:

[Police Code - Prohibiting Discrimination Against Lesbian, Gay, Bisexual, and Transgender Residents by Long-Term Care Facilities]

Ordinance amending the Police Code to prohibit discrimination against residents or patients at long-term care facilities in San Francisco on the basis of sexual orientation or gender identity; to provide aggrieved persons with the right to seek investigation and mediation by the Human Rights Commission, as well as a private right of action; and to impose treble damages on violators.

Unchanged Code text and uncodified text are in plain Arial font.

Additions to Codes are in single-underline italics Times New Roman font.

Deletions to Codes are in strikethrough italics Times New Roman font.

Board amendment additions are in double-underlined Arial font.

Board amendment deletions are in strikethrough Arial font.

Asterisks (* * * *) indicate the omission of unchanged Code subsections or parts of tables.

Be it ordained by the People of the City and County of San Francisco:

Section 1. The Police Code is hereby amended by adding Sections 3304.1 and 3313, and by revising Sections 3305.2, 3306, 3307, and 3310, to read as follows:

SEC. 3304.1. LONG-TERM CARE FACILITIES.

- (a) Short Title. This Section 3304.1 shall be known and may be referenced as the "LGBT Long-term Care Facility Residents' Bill Of Rights."
 - (b) Findings and Purpose.

In 2006, the California Legislature found that "lifelong experiences of marginalization place lesbian, gay, bisexual, and transgender (LGBT) seniors at high risk for isolation, poverty, homelessness, and premature institutionalization. Moreover, many LGBT seniors are members of multiple underrepresented groups, and as a result, are doubly marginalized. Due to these factors,

many LGBT seniors avoid accessing elder programs and services, even when their health, safety, and security depend on it." California Welfare and Institutions Code § 9103.

Recent studies confirm the state's findings and provide evidence that LGBT seniors experience discrimination, including in long-term care facilities, where residents are particularly vulnerable because they must rely on others for necessary care and services, and may no longer enjoy the privacy of having their own home or even their own room.

Discrimination against LGBT individuals in long-term care facilities has gone largely unaddressed according to "Stories from the Field: LGBT Older Adults in Long-Term Care Facilities," a 2011 study published by the National Senior Citizens Law Center. In that study, 43% of respondents reported personally witnessing or experiencing instances of mistreatment of LGBT seniors in a long-term care facility, including: verbal or physical harassment from other residents; being refused admission or re-admission or being abruptly discharged; verbal or physical harassment from staff; staff refusal to accept medical power of attorney from the resident's spouse or partner; discriminatory restrictions on visitation; and staff refusal to refer to a transgender resident by his or her preferred name or pronoun. 81% of respondents believed that other residents would discriminate against an LGBT elder in a long-term care facility; 89% of respondents believed that staff would discriminate against an LGBT elder in a long-term care facility; and 53% believed that staff discrimination would rise to the level of abuse or neglect.

Even more recently, in 2013, the San Francisco LGBT Aging Policy Task Force commissioned a report by Professor Karen Fredriksen-Goldsen of the University of Washington, "Addressing the Needs of LGBT Older Adults in San Francisco: Recommendations for the Future," based on information collected from over 600 LGBT seniors residing in San Francisco, including nearly 140 LGBT seniors of color. This report found that nearly 60% of the study participants lived alone, and of the 15% with children, 60% reported that these children would not be available to assist them. Many reported poor physical and mental health: nearly one third of all respondents reported poor general

health; close to half reported having one or more disabilities; and one third of male participants

reported that they were living with HIV or AIDS. These results indicate that, as compared to seniors in

San Francisco generally, LGBT seniors have a heightened need for care but often lack family support

networks available to non-LGBT seniors. Further, LGBT seniors' fear of accessing services is

justified. Nearly half of the participants in the San Francisco study reported experiencing

discrimination in the prior 12 months because of their sexual orientation or gender identity.

While state and local laws already prohibit discrimination in public accommodations on the basis of actual or perceived sexual orientation, gender identity, gender expression, and HIV status, the promise of these laws has not yet been fully actualized in long-term care facilities. The purpose of this LGBT Long-term Care Facility Residents' Bill Of Rights is to accelerate the process of freeing LGBT residents and patients from discrimination, both by specifying prohibited discriminatory acts in the long-term care setting and by providing additional information and remedies to ensure that LGBT residents know their rights—and have the means to vindicate them.

(c) Definitions. For the purposes of this Section 3304.1,

"City" means the City and County of San Francisco.

"Gender Expression" means a person's gender-related appearance and behavior whether or not stereotypically associated with the person's assigned sex at birth.

"Gender Identity" means a person's gender as designated by that person. A person's gender identity shall be determined based on the individual's stated gender identity, without regard to whether the self-identified gender accords with the individual's physical appearance, surgical history, genitalia, legal sex, sex assigned at birth, or name and sex as it appears in medical records, and without regard to any contrary statement by any other person, including a family member, conservator, or legal representative. An individual who lacks the present ability to communicate his or her gender identity shall retain the gender identity used by that individual prior to losing his or her expressive capacity.

may or may not include hormone use and surgery.

"Gender-nonconforming" means a person whose Gender Expression does not conform
to stereotypical expectations of how a man or woman should appear or act.
"HRC" means the San Francisco Human Rights Commission.
"LGBT" means lesbian, gay, bisexual, or transgender.
"Long-term Care Facility" or "Facility" has the same meaning as in California
Welfare and Institutions Code section 9701, as amended from time to time, and refers only to those
Facilities that are located within the geographical boundaries of the City. Long-term Care Facilities
include both privately owned and City-owned Facilities.
"Long-term Care Facility Staff" or "Facility Staff" means all directors, medical
personnel, administrators, employees, independent contractors, and others who provide services or
care to Residents of a Long-term Care Facility on Facility premises and on behalf of or with the
permission of the Facility.
"Ombudsman Program" means the San Francisco Long-Term Care Ombudsman
Program, a program mandated by the Older Americans Act and the Older Californians Act to
investigate and resolve complaints regarding care in long-term care facilities.
"Resident" means a short-term or long-term resident or patient of a Long-term Care
Facility.
"Transgender" means a person whose Gender Identity differs from his or her assigned
or presumed sex at birth.
"Transition" means to undergo a process by which a person changes their physical sex
characteristics and/or Gender Expression to match their inner sense of being male or female. This
process may include, among other things, a name change, a change in preferred pronouns, and a
change in social Gender Expression as indicated by hairstyle, clothing, and restroom use. Transition

- (10) Deny or restrict medical or non-medical care that is appropriate to a Resident's organs and bodily needs, or provide medical or non-medical care in a manner that demeans the Resident's dignity or causes avoidable discomfort.
- (e) Exception. The prohibitions in subsection (d) of this Section 3304.1 shall not apply to the extent that they are incompatible with any professionally reasonable clinical judgment that is based on articulable facts of clinical significance.

(f) Additional Requirements.

(1) Recordkeeping. Facilities shall employ procedures for recordkeeping, including but not limited to records generated at the time of admission, that include the Gender Identity, preferred name, and preferred pronoun of each Resident.

(2) Confidentiality and Privacy.

(A) Confidentiality. Long-term Care Facilities shall protect personally identifiable information regarding Residents' sexual orientation, Transgender status, Transition history, and HIV status from unauthorized disclosure, as required by the Health Insurance Portability and Accountability Act, the California Medical Information Act, Article 1 of the California Constitution, the California Health and Safety Code and regulations promulgated thereunder, and any other applicable provision of federal or state law. Facilities shall take such steps as reasonably necessary to minimize the likelihood of inadvertent or incidental disclosure of such information to other Residents, visitors, or Facility Staff, except to the minimum extent necessary for Facility Staff to perform their duties.

(B) Privacy. Persons not directly involved in providing personal or medical care to a Transgender or Gender-nonconforming Resident shall not be present during case discussions, physical examination, treatment, or the provision of personal care to that Resident without the express permission of that Resident. Facilities shall use doors, curtains, screens, or other effective visual barriers to provide bodily privacy to Transgender or Gender-nonconforming Residents whenever such

Residents are partially or fully unclothed. In addition, LGBT Residents shall be informed and have the right to refuse to be examined, observed, or treated by any Facility Staff when the primary purpose is educational or informational rather than therapeutic, and such refusal shall not diminish the Resident's access to care for the primary purpose of diagnosis or treatment.

- (3) LGBT Liaison. Each Facility shall designate a staff member to serve as an LGBT liaison and shall submit the name and contact information of the designated staff member to the HRC and Ombudsman Program. The LGBT liaison shall complete an annual training concerning the requirements of this Section 3304.1 and general LGBT cultural competency that shall be organized and sponsored by the HRC and Ombudsman Program.
- (4) Anti-discrimination Notice. Each Facility shall post the following notice alongside its current nondiscrimination policy, in all places and on all materials where that policy is posted:

 "[Name of Facility] does not discriminate and does not permit discrimination, including bullying, abuse, or harassment, on the basis of actual or perceived sexual orientation, gender identity, gender expression, or HIV status, or based on association with another individual on account of that individual's actual or perceived sexual orientation, gender identity, gender expression, or HIV status. You may file a complaint with the San Francisco Human Rights

 Commission [provide contact information] or the Long-Term Care Ombudsman [provide contact information] if you believe that you have experienced this kind of discrimination."

 (g) Publications. Within six months of the effective date of this Section 3304.1, the HRC, in collaboration with the Ombudsman Program, shall publish a layperson's handbook to assist Facilities in complying with this Section 3304.1 and to suggest model practices to serve the needs of LGBT

 Residents. The HRC shall also collaborate with the Ombudsman Program to publish a list of medical

providers available to provide medical care to Transgender Residents of Long-term Care Facilities and

(h) Enforcement.

shall update this list on an annual basis.

(1) Human Rights Commission. Any person who believes that a Facility or Facility

Staff has discriminated against him or her in violation of Sections 3304.1or 3305.2, as that Section

3305.2 applies to the rights protected by Section 3304.1, may file a complaint with the Human Rights

Commission, which shall serve as a request to have the Commission investigate and mediate the

complaint pursuant to Section 12A.5 of the Administrative Code.

(2) Civil Action. Any aggrieved person may enforce the provisions of Sections 3304.1 or 3305.2, as that Section 3305.2 applies to the rights protected by Section 3304.1, against privately owned Facilities or their Staff by means of a civil action. Any privately owned Facility or its Staff found to have violated any of the provisions of Sections 3304.1 or 3305.2, as that Section 3305.2 applies to the rights protected by Section 3304.1, or to have aided in any such violation, shall be liable for, and the court must award to the individual whose rights are violated, three times the amount of special and general damages. The court may also award punitive damages in an amount not less than \$200 but not more than \$400, as well as attorneys' fees and costs of action. There shall be no right of action under this subsection 3304.1(h)(2) against the City or its officers, agents, or employees.

(3) Injunction. Any privately owned Facility or its Staff that commits, or proposes to commit, an act in violation of Sections 3304.1 or 3305.2, as that Section 3305.2 applies to the rights protected by Section 3304.1, may be enjoined therefrom by any court of competent jurisdiction. An action for injunction under this subsection (h)(3) may be brought by any aggrieved person, by the District Attorney, by the City Attorney, or by any person or entity that will fairly and adequately represent the interests of the protected class. There shall be no right to injunctive relief under this subsection 3304.1(h)(3) against the City or its officers, agents, or employees.

(4) Limitation. An aggrieved person must file a complaint with the Human Rights

Commission pursuant to subsection 3304.1(h)(1) or a civil action pursuant to subsection 3304.1(h)(2)

within one year of the alleged violation of Section 3304.1or 3305.2, as that Section 3305.2 applies to

the rights protected by Section 3304.1.

(5) Bar. A complaint to the Human Rights Commission pursuant to subsection 3304.1(h)(1) is not a prerequisite to the filing of a civil action pursuant to subsection 3304.1(h)(2) or to seeking injunctive relief pursuant to subsection 3304.1(h)(3). The pendency of a complaint before the Human Rights Commission shall not bar any civil action, but a final judgment in any civil action involving the same parties and claims shall bar any further proceedings by the Human Rights Commission.

(6) Exclusive Remedies. Sections 3306 and 3307 notwithstanding, the provisions of this Section 3304.1(h) shall be the exclusive remedies for violations of Sections 3304.1 or 3305.2, as that Section 3305.2 applies to the rights protected by Section 3304.1.

SEC. 3305.2. ASSOCIATION AND RETALIATION.

- (a) Association. It shall be unlawful for any person to do any of the acts described in Sections 3303(a), 3304(a), 3304.1(d), 3305(a), or 3305.1(a) wholly or partially because a person associates with a person or persons who are protected by this Article 33 from discrimination based on their actual or perceived race, color, ancestry, national origin, place of birth, sex, age, religion, creed disability, sexual orientation, gender identity, weight or height.
- (b) Retaliation. It shall be unlawful for any person to do any of the acts described in Sections 3303(a), 3304(a), 3304.1(d), 3305(a), or 3305.1(a) wholly or partially in retaliation against a person because that person: (1i) Hhas opposed any act or practice made unlawful by this Article 33; (2ii) Hhas supported this Article 33 and its enforcement; (3iii) Hhas filed a complaint under this Article 33 with the San Francisco Human Rights Commission or any court; or (4iv) Hhas testified, assisted or participated in any investigation, proceeding, or litigation under this Article 33.

SEC. 3306. LIABILITY.

Any person who violates any of the provisions of this Article <u>33</u> or who aids in the violation of any provisions of this Article <u>33</u> shall be liable for, and the court must award to the

individual whose rights are violated, three times the amount of special and general damages, or, in the case of unlawful discrimination in the rental of a unit, three times the amount of one month's rent that the landlord charges for the unit in question. In all cases, the court_may <u>also</u> award <u>in addition thereto</u>, <u>punitive damages in an amount</u> not less than \$200 but not more than \$400, <u>together with attorney's as well as attorneys'</u> fees, <u>and</u> costs of action, <u>and punitive damages</u>.

SEC. 3307. ENFORCEMENT.

(a) Human Rights Commission. Any person who believes that he or she has been discriminated against in violation of Sections 3303, 3305, and/or 3305.2 of this Article *relating* to employment or business establishments and public accommodations may file a complaint with the Human Rights Commission, which shall serve as and a request to have the Commission investigate and mediate his or her the complaint pursuant to under the provisions of Chapter Section 12A.5 of the Administrative Code of the City and County of San Francisco.

* * * *

- (c) Civil Action. Any aggrieved person may enforce the provisions of this Article <u>33</u> by means of a civil action.
 - (d) Injunction.
- (1) Any person who commits, or proposes to commit, an act in violation of this Article <u>33</u> may be enjoined therefrom by any court of competent jurisdiction.
- (2) <u>An aAction for injunction under this subsection 3307(d)</u> may be brought by any aggrieved person, by the District Attorney, by the City Attorney, or by any person or entity which that will fairly and adequately represent the interests of the protected class.
- (e) Bar. A complaint to the Human Rights Commission is not a prerequisite to the filing of a civil action under this Section <u>3307</u>. The pendency of a complaint before the Human Rights Commission shall not bar any civil action under this Section <u>3307</u>, but a final judgment

in any civil action <u>involving the same parties and claims</u> shall bar any further proceedings by the Human Rights Commission.

SEC. 3310. DEFINITION.

The word "person" as used in this Article <u>33</u> shall mean any individual, person, firm, corporation, business or other organization or group of persons however organized. For the purposes of Section 3305(a)(5), "person" shall also mean, and include the partners, managers, employees, agents, business associates, suppliers or customers of a firm, corporation, business or other organization. *For the purposes of Section 3304.1, the word* "person" as used in this Article 33 shall mean any individual, or Long-term Care Facility or Facility Staff as those terms are defined in Section 3304.1, except as otherwise stated.

SEC. 3313. NO CONFLICT WITH STATE OR FEDERAL LAW.

Nothing in this Article 33 shall be interpreted or applied so as to create any requirement, power, or duty in conflict with any federal or state law.

Section 2. Effective Date. This ordinance shall become effective 30 days after enactment. Enactment occurs when the Mayor signs the ordinance, the Mayor returns the ordinance unsigned or does not sign the ordinance within ten days of receiving it, or the Board of Supervisors overrides the Mayor's veto of the ordinance.

Section 3. Undertaking for the General Welfare. In enacting and implementing Section 3304.1, the City is assuming an undertaking only to promote the general welfare. It is not assuming, nor is it imposing on its officers and employees, an obligation for breach of which it is liable in money damages to any person who claims that such breach proximately caused injury.

Section 4. Scope of Ordinance. In enacting this ordinance, the Board of Supervisors intends to amend only those words, phrases, paragraphs, subsections, sections, articles, numbers, letters, punctuation marks, charts, diagrams, or any other constituent parts of the Police Code that are explicitly shown in this ordinance as additions, deletions, Board amendment additions, and Board amendment deletions in accordance with the "Note" that appears under the official title of the ordinance.

APPROVED AS TO FORM:

DENNIS J. HERRERA, City Attorney

By:

SHERRI KAISER Deputy City Attorney

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LEGISLATIVE DIGEST

[Police Code - Prohibiting Discrimination Against Lesbian, Gay, Bisexual, and Transgender Residents by Long-Term Care Facilities]

Ordinance amending the Police Code to prohibit discrimination against residents or patients at long-term care facilities in San Francisco on the basis of sexual orientation or gender identity; to provide aggrieved persons with the right to seek investigation and mediation by the Human Rights Commission, as well as a private right of action; and to impose treble damages on violators.

Existing Law

Article 33 of the Police Code currently prohibits discrimination in employment, housing, and public accommodations, and by home delivery services, on the basis of race, color, ancestry, national origin, place of birth, sex, age, religion, creed, disability, sexual orientation, gender identity, weight, or height. These anti-discrimination provisions may be enforced administratively by the Human Rights Commission; the aggrieved individual, the City Attorney, or the District Attorney may seek an injunction; and any aggrieved person may file a civil action. Civil penalties for a violation consist of treble general damages, punitive damages, attorneys' fees, and costs.

Amendments to Current Law

This ordinance would add a new Section 3304.1 to prohibit discrimination on the basis of sexual orientation, gender identity, and HIV status in long-term care facilities located in the City and County of San Francisco. Section 3304.1 would prohibit ten enumerated actions from being taken in whole or in part on the basis of sexual orientation, gender identity, or HIV status, except on the basis of reasonable clinical judgment. Section 3304.1 would also require long-term care facilities to keep records that reflect a resident or patient's preferred name and pronoun, post a non-discrimination notice specific to sexual orientation and gender identity, require confidentiality and privacy, and designate an LGBT liaison to complete an annual training. Within six months of the effective date of the ordinance, the Human Rights Commission would be required to publish a manual for Facilities to assist them with compliance in collaboration with the San Francisco Long Term Ombudsman Program.

The Human Rights Commission would investigate complaints and seek to resolve them through mediation. Violators other than City facilities would also be subject to the injunction, civil action, and damages provisions of the current Article 33.

Background Information

While state and local laws already prohibit discrimination in public accommodations on the basis of actual or perceived sexual orientation, gender identity, gender expression, and HIV status, the promise of these laws has not yet been fully actualized in long-term care facilities, where LGBT persons are particularly vulnerable. The purpose of the ordinance is to accelerate the process of eliminating such discrimination in the long-term care setting and provide additional remedies for violations.

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BOARD of SUPERVISORS



City Hall
1 Dr. Carlton B. Goodlett Place, Room 244
San Francisco 94102-4689
Tel. No. 554-5184
Fax No. 554-5163
TDD/TTY No. 554-5227

MEMORANDUM

TO:

Bevan Dufty, Director, Housing Opportunity, Partnership and Engagement

Theresa Sparks, Executive Director, Human Rights Commission

Greg Suhr, Chief, San Francisco Police Department

Anne Hinton, Executive Director, Department of Aging and Adult Services

Barbara A. Garcia, Director, Department of Public Health

George Gascon, District Attorney, Office of the District Attorney

FROM:

Erica Major, Assistant Committee Clerk, Government Audit and Oversight

Committee, Board of Supervisors

DATE:

February 9, 2015

SUBJECT:

LEGISLATION INTRODUCED

The Board of Supervisors' Government Audit and Oversight Committee has received the following proposed legislation, introduced by Supervisor Wiener on February 3, 2015:

File No. 150118

Ordinance amending the Police Code to prohibit discrimination against residents or patients at long-term care facilities in San Francisco on the basis of sexual orientation or gender identity; to provide aggrieved persons with the right to seek investigation and mediation by the Human Rights Commission, as well as a private right of action; and to impose treble damages on violators.

If you have any additional comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94102.

C

Dee Schexnayder, Housing Opportunity, Partnership and Engagement Christine Keener, Housing Opportunity, Partnership and Engagement Christine Fountain, San Francisco Police Department LaShaun Williams, Department of Aging and Adult Services Greg Wagner, Department of Public Health Colleen Chawla, Department of Public Health Cristine Soto DeBerry, Office of the District Attorney

Major, Erica

From:

Major, Erica

Sent:

Monday, February 09, 2015 3:56 PM

To:

Dufty, Bevan (MYR); Sparks, Theresa (HRC); Suhr, Greg (POL); Hinton, Anne (HSA); Garcia,

Barbara (DPH); Gascon, George (DAT)

Cc:

Schexnayder, Dee (MYR); Keener, Christine (MYR); Fountain, Christine (POL); Williams, LaShaun (ADP); Wagner, Greg (DPH); Chawla, Colleen (DPH); DeBerry, Cristine (DAT);

Somera, Alisa (BOS)

Subject:

REFERRAL FYI - (File 150118) Police Code - Prohibiting Discrimination Against Lesbian,

Gay, Bisexual, and Transgender Residents by Long-Term Care Facilities

Attachments:

150118 FYI.pdf

Greetings:

This matter is being forwarded to your department for informational purposes. If you have any comments or reports to be included with the file, please forward them to me at the Board of Supervisors, City Hall, Room 244, 1 Dr. Carlton B. Goodlett Place, San Francisco, CA 94012.

Thank You.

Erica Major

Assistant Committee Clerk

Board of Supervisors

1 Dr. Carlton B. Goodlett Place, City Hall, Room 244 San Francisco, CA 94102

Phone: (415) 554-4441 | Fax: (415) 554-5163

Print Form

Introduction Form

By a Member of the Board of Supervisors or the Mayor

I herel	by submit the following item for introduction (select only one):	or meeting date
\boxtimes	1. For reference to Committee. (An Ordinance, Resolution, Motion, or Charter Amendment	t)
	2. Request for next printed agenda Without Reference to Committee.	
	3. Request for hearing on a subject matter at Committee.	
	4. Request for letter beginning "Supervisor	inquires"
	5. City Attorney request.	
	6. Call File No. from Committee.	
	7. Budget Analyst request (attach written motion).	
	8. Substitute Legislation File No.	
	9. Reactivate File No.	
	10. Question(s) submitted for Mayoral Appearance before the BOS on	
Please	check the appropriate boxes. The proposed legislation should be forwarded to the followin Small Business Commission Youth Commission Ethics Commis	=
	☐ Planning Commission ☐ Building Inspection Commission	
Note: I	For the Imperative Agenda (a resolution not on the printed agenda), use a Imperative F	form.
Sponso	r(s):	
Superv	risors Wiener and Campos	,
Subject	t:	
Police	Code - Discrimination Against LGBT Residents By Long-term Care Facilities Prohibited	
The tex	xt is listed below or attached:	
facilitie right to	nce amending the Police Code to prohibit discrimination against residents or patients at longes in San Francisco on the basis of sexual orientation or gender identity; to provide aggrieved seek investigation and mediation by the Human Rights Commission as well as a private rigose treble damages on violators.	d persons with the
	Signature of Sponsoring Supervisor:	Cron

For Clerk's Use Only:

Time stamp