



# CIVIL SERVICE COMMISSION CITY AND COUNTY OF SAN FRANCISCO

## CIVIL SERVICE COMMISSION REPORT TRANSMITTAL (FORM 22)

Refer to Civil Service Commission Procedure for Staff - Submission of Written Reports for Instructions on Completing and Processing this Form

1. Civil Service Commission Register Numbers: **n/a**
2. For Civil Service Commission Meeting of: **August 17, 2020**
3. Check One:
  - Ratification Agenda
  - Consent Agenda
  - Regular Agenda
  - Human Resources Director's Report
4. Subject: **Annual Report on Certification of Eligibles – Entry and Promotion – Uniformed Ranks of Fire, Police, and Sheriff**
5. Recommendation: **Adopt the report.**
6. Report prepared by: **Dave Johnson** Telephone number: **415.557.4871**
7. Notifications: **(Attach a list of the person(s) to be notified in the format described in IV. Commission Report Format-A).**
8. Reviewed and approved for Civil Service Commission Agenda:

Human Resources Director:

A handwritten signature in blue ink, appearing to read "W. Johnson".

Date: 08.04.20

9. Submit the original time-stamped copy of this form and person(s) to be notified (see Item 7 above) along with the required copies of the report to:

**Executive Officer  
Civil Service Commission  
25 Van Ness Avenue, Suite 720  
San Francisco, CA 94102**

10. Receipt-stamp this form in the ACSC RECEIPT STAMP box to the right using the time-stamp in the CSC Office.

**CSC RECEIPT STAMP**

Attachment

## NOTIFICATIONS

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**DATE:** July 31, 2020  
**TO:** The Honorable Civil Service Commission  
**THROUGH:** Micki Callahan, Human Resources Director  
**FROM:** Dave Johnson, Manager, Public Safety Team  
**SUBJECT:** Annual Report on the Certification of Eligibles - Entry and Promotion - Uniformed Ranks of Fire, Police, and Sheriff

## Background

The Department of Human Resources [DHR] summarizes examination and hiring activities for the San Francisco Fire and Police Departments, and Sheriff's Office in an annual report to the Civil Service Commission [CSC]. This report covers the fiscal year July 1, 2019 through June 30, 2020. Some selection processes are discussed in consecutive annual reports because those processes occur across fiscal years.

## FY 2019-20 Public Safety Appointments

New hires and promotions in the three entities during the past fiscal year were as follows:

	Job Title	Class	#
	Firefighter	H002	44
	Emerg. Med. Tech. [EMT]	H003	25
	Inspector, Prevention	H004	5
	Investigator, Investigation	H006	1
	Lieutenant, Suppression	H020	26
	Lieutenant, Prevention	H022	2
	Captain, Suppression	H030	13
	Captain, EMS	H033	7
	Battalion Chief	H040	8
	Police Officer	Q002	116
	Sergeant	Q050	66
	Lieutenant	Q060	21
	Captain	Q080	7
	Deputy Sheriff 1	8302	46
	Deputy Sheriff	8504	89
	Sheriff's Sergeant	8308	15
	Sheriff's Lieutenant	8310	7

## FY 2019-20 Examination Activities

### *San Francisco Fire Department (SFFD)*

**H002 Firefighter** - DHR posted the initial eligible list for the Continuous Testing Program on May 11, 2015. We have received 19,923 qualified applications since opening this program, and tested 10,881 candidates using the FireTEAM test through the National Testing Network [NTN]. Candidates who apply, but do not take the written test remain in the pool for up to two years at which point the application expires, and then they must reapply if they decide to take the written test.

Over 8,000 candidates submitted a valid California EMT certification after passing the written test to earn a place on the eligible list and be available for consideration for hire. This selection process continually provides a diverse, well-qualified pool of candidates for the Fire Department. Effective March 16, 2020 upon the issuance of the shelter-in-place directive hosted testing at the Test Center at 1740 Cesar Chavez was suspended. Fortunately, NTN quickly implemented virtual, proctored testing to keep the candidate pipeline open. We recognize that not all applicants will have access to the virtual, proctored testing and will resume reduced-capacity hosted testing at the Test Center as soon as feasible under the virus spread mitigation protocols.

**H030 Captain, Fire Suppression** - DHR has a contract with Berkeley Research Group for the development and administration of the selection process for H030 Captain. The process began in April 2020 with job analysis. The job announcement was posted on June 1, 2020 and application filing commenced under minimum qualifications of a permanent appointment and having passed probation by the close of application filing on June 14, 2020. This was in accordance with



agreement from the Fire Department and the recognized bargaining agent Local 798 upon review and approval of the job announcement prior to issuance. A number of applicants appealed the terms of the announcement because they would not meet the minimum requirements by the close of application filing. Upon the request of the Fire Department and Local 798, DHR extended the filing and MQ computation date to July 31, 2020. This revision to the announcement will qualify as many as six additional candidates. Test component development commenced in July 2020.

A discussion of test administration and eligible list promulgation will be included in the Fiscal Year 2020-21 Annual Report.

**H032 Captain, Division of Fire Prevention / Investigation** -- DHR issued the job announcement on November 1, 2019 and deemed qualified ten of the 15 applications received during the filing period. Eight of the 10 qualified candidates who were scheduled for the two test components

successfully completed the selection process. The test consisted of a two-component, one-day, assessment center: an in-basket exercise, and a management exercise. The eight candidates are named on the eligible list which DHR posted on January 29, 2020 and adopted on February 6, 2020. The list has a 24-month duration and may be extended upon request for an additional 12 months.

**H033 Captain, Emergency Medical Services Division** -- DHR issued the job announcement on August 19, 2019. One-hundred and fifteen of the 133 applications received during the filing period were deemed qualified. The two-component assessment center for this class was administered on November 19 and 21, 2019, one component each day. Eighty-six of the 115 scheduled candidates successfully completed the selection process and are named on the eligible list. The eligible list was posted on December 13, 2019 and adopted on December 23, 2019. The list has a 24-month duration and may be extended upon request for an additional 12 months.

### *San Francisco Police Department (SFPD)*

**Q002 Police Officer** - DHR suspended in-person testing for Police Officer in conjunction with the shelter-in-place directive. NTN also implemented virtual, proctored testing to keep the candidate pipeline open. However, effective June 4, 2020 DHR suspended even that option to test in line with the Board of Supervisors resolution to review hiring and promotion for law enforcement classes. Once the review has been completed and provided the NTN Frontline National testing meets the concerns of the various parties, we will lift the suspension on virtual, proctored testing and resume reduced-capacity hosted testing at the Test Center as soon as feasible under the virus spread mitigation protocols.

Hiring for Police Officer continues to be a challenge both locally and nation-wide. Testing enough candidates to meet the hiring needs of the Police Department to fill each Academy class has proven difficult. DHR and the Police Department are sharing data in unprecedented fashion to identify efficiencies that may be leveraged. Police also recently began analysis of candidate rating dimension profiles provided by NTN [see sample in Attachment A] as a means of earlier identification of areas in which candidates may benefit from focused attention. This analysis may help Academy and Field Training officers work in a focused manner with recruits to increase their probability of success as Police Officers, and could reduce attrition from the Academy and Field Training.

As a follow-up to last year's report regarding the "LEAN" type analysis of the background investigation process DHR ascertained that the Police Department had already conducted such an analysis and any DHR involvement at that point would have been duplicative of their efforts.

**Q050 Sergeant** - DHR has a contract with Ergometrics and Applied Personnel Research, Inc. for the development and administration of the selection process for Q050 Captain. The process began in November 2019 with job analysis, and test development began in January 2020.

The job announcement was posted on January 6, 2020. The application filing period was from 8:00 AM on January 06 to 4:00 PM on January 17, 2020. The filing period was subsequently extended to

January 24, 2020, as requested by the Police Department to ensure member notification in line with their past practice. The minimum qualifications (MQs) listed in the job announcement were *"Sworn members of the San Francisco Police Department who have completed probation as a Q002 Police Officer and possess a minimum of two (2) years of experience with the SFPD at the rank of Q002 Police Officer or higher as of January 17, 2020. Length of service is calculated from completion of probation."*

DHR received 591 applications during the filing period. DHR review of the applications against a report of probation end dates provided by the Police Department showed that 575 applicants met the MQs and 16 did not meet the MQs. A number of those 16 applicants filed appeals with the Civil Service Commission [CSC] of the DHR determination that they were not qualified.

While DHR was preparing staff reports to address these appeals to the CSC, the COVID-19 related shelter-in-place directive was announced and the anticipated April 2020 administration of the written, multiple-choice test was cancelled. In light of the delay due to COVID-19 and to administratively resolve the appeals, DHR chose to re-issue the job announcement and extend the filing period in line with past practice in similar situations. This action prompted an appeal from the Police Officer's Association who filed a grievance. All of these actions were made moot when based on a resolution from the Board of Supervisors and inquiry from the CSC all law enforcement testing and hiring was suspended. This suspension was to allow time for a review of whether the selection processes appropriately differentiate applicants and candidates who have a propensity to abuse authority and/or endanger people of color in the performance of their job. The Q050 selection process was cancelled, and applicants were notified that they would have to re-apply.

The development of the test components continued apace after beginning in early January. As mentioned in the Annual Report for fiscal year 2018-19, all of the test components include either a direct measure of knowledge of the content of the Final Report of the President's Task Force on 21<sup>st</sup> Century Policing and Collaborative Reform Initiative - An Assessment of the San Francisco Police Department [written, multiple-choice test] or application of knowledge of the content of that material [Performance Exercise]. A conscious effort was made by SFPD subject matter experts, DHR staff, and the consultant to ensure that this information was incorporated into the selection process. Although test development has been completed, the content will be reviewed and revised as appropriate to reflect the results of the audit and any relevant changes to SFPD policy and procedure that occur during the suspension of testing.



This summary of the Q050 Sergeant selection process including discussion of what the test components measure will continue in the Fiscal Year 2020-21 Annual Report.

**Q060 Lieutenant** -- DHR issued the job announcement on September 1, 2019. One-hundred and eighty-six of the 188 applications received during the filing period were deemed qualified. The six-

component assessment center for this class was administered on December 17 and 18, 2019, three components each day. The assessment center components included as appropriate measures of the application of knowledge of the content of the Final Report of the President's Task Force on 21<sup>st</sup> Century Policing [building trust and legitimacy, policy and oversight, community policing and crime reduction, and officer wellness and safety] and Collaborative Reform Initiative - An Assessment of the San Francisco Police Department [policies governing use of force, crisis intervention training, community interaction and communication, responding to community complaints and concern over police bias, the role of leadership, community policing in San Francisco, SFPD policies and processes related to community policing practices, organizational efforts to build community trust, homelessness as a unique challenge, accountability, complaint and discipline policies and procedures, communication, performance evaluation, etc.].

One-hundred thirty-one of the 186 scheduled candidates successfully completed the selection process and are named on the eligible list. The eligible list was posted on January 29, 2020 and adopted on February 6, 2020. The list has a 36-month duration and may be extended upon request for an additional 12 months.

**Q080 Captain** - The job announcement was issued on April 1, 2020. Sixty of the 64 applications received during the filing period were deemed qualified. Two applicants subsequently withdrew from the process. The four-component assessment center for this class was administered on July 9, 2020. Fifty-seven scheduled candidates participated in the selection process. One candidate will be tested in August 2020 upon return from military deployment. The administration of this selection process was not suspended because although there is no current eligible list, there is an urgent need for permanent appointees to the rank.

The Q080 test components measured the application of knowledge of the content of the Final Report of the President's Task Force on 21<sup>st</sup> Century Policing [building trust and legitimacy, policy and oversight, community policing and crime reduction, and officer wellness and safety] and Collaborative Reform Initiative - An Assessment of the San Francisco Police Department [policies governing use of force, crisis intervention training, community interaction and communication, responding to community complaints and concern over police bias, the role of leadership, community policing in San Francisco, SFPD policies and processes related to community policing practices, organizational efforts to build community trust, homelessness as a unique challenge, accountability, complaint and discipline policies and procedures, transparency in communication, performance evaluation, etc.].

The urgency of establishing an eligible list did not exclude the Q080 selection process from scrutiny. Despite the comprehensive scope of the test as described above, there is room for improvement. The SFPD is currently working with DHR to identify questions and responses to those questions that specifically explore promotional candidates' visceral reaction to current controversial events in policing. This will further differentiate attitudes and bias that could perpetuate racism. The concept is to pose these questions to eligibles in the context of an interview with the Chief of Police and two designees. This process will be implemented for all three promotional ranks - Q050, Q060, and Q080.

The Q080 test results and eligible list will be discussed in the Fiscal Year 2020-21 Annual Report.

### *San Francisco Sheriff's Department (SFSD)*

**8302 Deputy Sheriff** - Commissioners may recall that DHR implemented continuous testing for 8302 using the REACT test from Ergometrics. This video-based test has a much lower cognitive load than the previously used POST test and measures emotional intelligence through situational judgement questions.

Testing for 8302 Deputy Sheriff has been suspended pending the previously mentioned review of law enforcement selection processes.

**8308/8508 Sheriff's Sergeant** -- DHR issued the job announcement on November 8, 2019. One-hundred fifty-four of the 163 applications received during the filing period were deemed qualified. The two-component assessment center for this class was administered on February 11 and 13, 2020, one component each day. One-hundred fifteen of the 154 scheduled candidates successfully completed both components of the selection process and are on the eligible list. The eligible list



score report was posted on March 23, 2020, and adopted on March 27, 2020. The eligible list has a 24-month duration and may be extended upon request for an additional 12 months.

**8310/8510 Sheriff's Lieutenant** -- DHR issued the job announcement on November 8, 2019. Twenty-one of the 29 applications received during the filing period were deemed qualified. The two-component assessment center for this class was administered on February 11 and 14, 2020, one component each day. Nineteen of the 21 scheduled candidates successfully completed both components of the selection process and are on the eligible list. The eligible list score report was posted on March 23, 2020 and adopted on March 27, 2020. The eligible list has a 24-month duration and may be extended upon request for an additional 12 months.

**8312 Sheriff's Captain** - To conclude the discussion from the FY 2018-19 report, the eligible list score report was posted on July 9, 2019 and adopted on July 16, 2019. The duration of the eligible list is 24 months with an option to extend an additional 12 months upon request.

### *Test Center*

DHR and other City departments continue to effectively use the City's dedicated Test Center at 1740 Cesar Chavez. During FY 2019-20, the facility's main test room was used 149 days, the computer lab 53 days, and the interview rooms 90 days. This, as well as usage over the last four fiscal years, is shown in the table below.

## Days of Facility Usage Across Fiscal Years

Fiscal Year	Main Test Room	Computer Lab	Interview Rooms
2015-16	206	120	73
2016-17	246	148	104
2017-18	209	113	96
2018-19	183	106	71
2019-20	149	53	90
<b>Totals</b>	<b>993</b>	<b>540</b>	<b>434</b>

In the last report to the Commission, we reported that we expected an increase in facility usage over 2018-19. I am happy to report that we were on target as of mid-March. Then, as you know, a shelter-in-place directive was issued related to mitigating the spread of COVID-19, and all testing was suspended. Consequently, the only usage of the facility from March 16 through June 30 was by Public Safety Team staff for test development meetings conducted in accordance with virus mitigation protocol.

In June 2020, DHR prepared and submitted a proposal to “re-open” the Test Center for testing. Again, in compliance with virus-spread-mitigation protocol, capacity for testing will be significantly reduced in the Main Test room [50 rather than 200] and in the computer lab [12 rather than 28]. In addition, DHR instituted the role of Safety Plan Monitor to oversee adherence to the newly established protocol. A copy of the Office of the City Administrator-approved Test Center Re-Opening Proposal is attached for your reference.

### *Examination Plan for Fiscal Year 2020-21*

DHR will work on public safety examinations in the coming fiscal year for the following classifications: H002 Firefighter [continuous], H020 Fire Suppression Lieutenant, H030 Fire Suppression Captain, H040 Battalion Chief, H120 Fireboat Pilot, Q002 Police Officer [continuous], Q050 Police Sergeant, and 8302 Deputy Sheriff [continuous].

### *Recommendation*

The DHR Public Safety Team appreciates the opportunity to present this report, and respectfully recommends that it be adopted as submitted.

Attachments:

Q002 Score Dimension Profile Sample  
Testing Center Reopening Proposal

c: Kate Howard, Managing Deputy Director  
Anna Biasbas, Deputy Director, Employment Services

Q002 Score Dimension Profile Sample

Restraint in Use of Authority	Ethical Orientation	Ability to Understand and Help with Human Distress	Organizational Orientation
NORMAL	NORMAL	NORMAL	NORMAL
NORMAL	GOOD	NORMAL	NORMAL
NORMAL	NORMAL	NORMAL	NORMAL
GOOD	NORMAL	NORMAL	NORMAL
NORMAL	SOME PROBLEM	NORMAL	NORMAL
NORMAL	GOOD	SOME PROBLEM	GOOD
NORMAL	NORMAL	NORMAL	NORMAL
SOME PROBLEM	NORMAL	NORMAL	NORMAL
GOOD	NORMAL	NORMAL	NORMAL
NORMAL	HIGH RISK	SOME PROBLEM	HIGH RISK
NORMAL	NORMAL	NORMAL	SOME PROBLEM
NORMAL	NORMAL	NORMAL	NORMAL
GOOD	NORMAL	NORMAL	NORMAL
GOOD	NORMAL	NORMAL	NORMAL
NORMAL	GOOD	GOOD	GOOD
NORMAL	NORMAL	GOOD	NORMAL
NORMAL	NORMAL	GOOD	NORMAL
NORMAL	GOOD	NORMAL	NORMAL
GOOD	SOME PROBLEM	NORMAL	NORMAL
NORMAL	NORMAL	SOME PROBLEM	NORMAL
GOOD	GOOD	GOOD	GOOD
GOOD	NORMAL	GOOD	NORMAL
GOOD	NORMAL	NORMAL	SOME PROBLEM
NORMAL	NORMAL	GOOD	NORMAL



## Department of Human Resources Testing Center Reopening Proposal

### Department/Facility Information:

- Name: Department of Human Resources Testing Center
- Address: 1740 Cesar Chavez, San Francisco, CA
- Contact Person:
  - Anna Biasbas, Employment Services Director
    - Tel: (415) 557-4806 / Email: [anna.biasbas@sfgov.org](mailto:anna.biasbas@sfgov.org)
  - Dave Johnson, Public Safety Team Manager
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  - Stephanie Mayorga-Tipton, Miscellaneous Examinations Manager
    - Tel: (925) 765-8846 / Email: [stephanie.mayorga@sfgov.org](mailto:stephanie.mayorga@sfgov.org)
- Safety Plan Monitor: (*Rotational*)
  - Scott Dewolfe, Principal Human Resources Analyst
  - Jennifer Landgren, Principal Human Resources Analyst
  - Jen Lo, Principal Human Resources Analyst
  - Noemi (Amy) Herndon, Senior Human Resources Analyst
  - Deana Kwan, Senior Human Resources Analyst
  - Liezel Cruz, Senior Human Resources Analyst
  - Stephanie Lim, Senior Human Resources Analyst
  - Casey Botkin, Senior Human Resources Analyst
  - Elizabeth Maier, Senior Human Resources Analyst
  - Verilyn Bellamy, Senior Human Resources Analyst
  - Queena Poon, Senior Human Resources Analyst

### Employee Information:

- The number of City employees and proctors reporting to the Testing Center will depend on the type of test being administered.

### General Employee Guidelines Reporting to the Testing Center:

- Safety Plan Monitor (SPM) will be designated per exam administration.
- The SPM will screen each employee's health self-assessment certification at the entrance to the facility.
- All employees are required to maintain physical distancing of a minimum of six feet whenever possible.
- Facial Coverings must be worn by all individuals when they enter the facility and within the facility in compliance with requirements set forth in the Health Officer's Order.

Reason for In-Person Transactions:

While virtual delivery of exams is technically feasible, it is not a practical approach for some exams at this time. We have identified several challenges to delivering a consistent and reliable virtual assessment for all candidates including, among other things, inconsistencies in test administration, necessitating knowledge of and ability to navigate in a foreign computer environment, difficulty in ensuring the integrity of test content, and unequal access to testing equipment and testing environments. Other challenges include cost and time in converting exams into un-proctored remote testing instruments. In contrast, in-person assessment allows us to provide a consistent and legally defensible delivery of the exams.

Protocols for Testing:

Below are the protocols for “in-person” testing at the Test facility at 1740 Cesar Chavez in compliance with restrictions related to mitigating the spread of the COVID-19 virus. Until further notice:

- Facility use will be restricted to testing of essential positions in response to COVID-19 or as otherwise directed by the Human Resources Director or her designee.
- No more than one test/event will be conducted at the facility at a time.
- Departments wishing to conduct an in-person exam will be required to submit their test plan to DHR examination managers or supervisors for approval at least three weeks prior to the administration.
- All planned use of the facility must be approved at least 14 calendar days in advance by a Department of Human Resources Examination staff person at the level of 1246 Principal Human Resources Analyst or higher.
  - Once approved, the Department may select their examination dates based on availability of the Testing Center.
  - Departments may not reserve Testing Center space without a preapproved test plan.
- A Department of Human Resources staff person at the level of 1244 Senior Human Resources Analyst or higher will be on site for any scheduled event to monitor adherence to the protocol outlined below.

**Virus Spread Mitigation Capacity / Layout**

Main Test Room:

Test sessions are limited to a maximum of 50 candidates scheduled and routed to ensure no necessary contact between subsequent groups. Candidates shall be seated one per table located to ensure physical distancing between candidates.

Computer Lab:

Test sessions are limited to a maximum of 14 candidates scheduled and routed to ensure no necessary contact between subsequent groups. Candidates shall be seated two per row, and staggered such that they are not seated directly behind or in front of each other.

Interview Rooms:

Test sessions are limited to a maximum of 18 candidates scheduled and routed to ensure no necessary contact between subsequent groups. Panels are limited to two persons and must be physically distanced from each other and from the candidate. The panelists must be seated at opposite ends of a table, and the candidate must be seated at a table separate from the panel and six feet distant.

Messaging:

To Departments:

If and when approved, DHR Public Safety and Miscellaneous Examinations Teams will announce via email the Testing Center's availability and required protocols for test administration. This message will go out to all decentralized exam units (citywide) along with other departmental representatives with delegation authority to conduct their own exams. They will also hold a Citywide Decentralized Examinations Meeting through MS Teams to communicate this information.

To Candidates:

All exam schedule notices to candidates will include the following health screening information and questions:

*COVID-19 VIRUS SYMPTOM SELF-CERTIFICATION*

Upon arrival at the Test site you will be asked to affirm negative responses to the questions listed below. Staff or candidates that refuse to comply with this directive will be barred from the Test Site. Your responses should reflect physical symptoms that are manifesting recently, and not long-term issues [e.g., reaction to a pollen allergy, etc.]

1. Do you currently have or have you in the past 24 hours had any one of the following symptoms which is new or not explained by another reason: fever at or above 100.4°F (38°C), chills, cough, shortness of breath, difficulty breathing, sore throat, unusual weakness or fatigue, loss of smell or taste, muscle aches, headache, runny nose different from your allergies, or diarrhea?

Yes  No

2. Have you had close contact with anyone in the last 14 days at home or in the community who has been confirmed to have COVID-19? Close contacts includes people in your home, sex partners, or people who you take care of or who take care of you. It also includes people who were within 6 feet of you for more than 10 minutes while they were not wearing a face cover, or with whom you had contact with their body fluids or secretions while you were not wearing a face cover or sufficient protective equipment.

Yes  No

3. Within the past 10 days, have you been diagnosed or tested positive for COVID-19?

Yes  No

If you respond affirmative to any of the questions above within 24 hours prior to the test, do not come to the Test Site. Send an email describing your circumstance to *{Insert email address for department analyst}*. The department analyst will respond to your email at the first opportunity.

**Signage:** The document below will be posted in multiple locations throughout the Test Center:



**ATTENTION:** All employees, contractors and visitors to DHR abide by the following instructions:

- Do not touch your face with unwashed hands or with gloves.
- Frequently wash your hands with soap and water for at least 20 seconds or use hand sanitizer with at least 60% alcohol.
- At least daily, clean and disinfect frequently touched objects and surfaces such as workstations, keyboards, telephones, handrails, machines, shared tools, elevator control buttons and doorknobs.
- Cover your mouth and nose when coughing or sneezing or cough, or sneeze into the crook of your arm at your elbow/sleeve.
- Do not enter the worksite if you have a fever, cough, or other COVID-19 symptoms. If you feel sick, or have been exposed to anyone who is sick, stay at home. San Francisco offers free testing through [CityTestSF](#).
- Constantly observe your work distances in relation to other staff. Always maintain a minimum six feet of separation between individuals.

- “Cleaning and Disinfecting Your Facility” guidelines from the CDC will be posted in numerous locations throughout the Testing Center
  - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

## Virus Spread Mitigation Protocols

### Pre-Arrival:

- A poster of the COVID-19 Virus Self-Certification Questions will be posted at the front door and in the reception area.
- Masks will be required for candidates and test administration staff.
- Candidates will bring a clear plastic bag in which to store their electronic communication devices.
- Candidates will bring their own hi-liter, pens, and pencils in a clear plastic bag - [Staff will have a limited supply of sanitized writing implements on hand for exigent circumstances or upon request].
- Hand sanitizer station at the front of the test site.
- Virus spread mitigation signage posted in prominent locations in facility.

Qualified candidates who are quarantined or showing COVID-19 related symptoms will be offered a make-up exam.

### Upon Arrival:

- Exterior doors to remain open to increase ventilation.
- Candidate answers screening questions.
  - Candidates reporting COVID-19 symptoms will be deferred for accommodation or a make-up exam.
- Traffic flow directions for entering and exiting the test site labeled; enter through one side, exit through the other side.
- Lines locations with 15 spots taped at six feet apart on approach to test site.

### Registration:

- Plexiglass shields (if available) will be at each registration table.
- Registration tables six feet apart, “no-touch” procedures in place for registering candidates including viewing photo ID, ensuring electronic devices are powered down, etc.
- Candidates will be asked to shutdown all electronic devices and place them in a clear plastic bag along with their ID.
- Test packets (if needed) will be handled and distributed to candidates by one person masked and gloved.

### During the Test:

- Candidates will be asked to place their clear plastic bag with their electronic devices and ID on top of their tables so that it is visible.

### Test Material Collection:

- Masked proctor will direct candidate to place all test materials in a collection box; wipe down relevant surfaces [table, chair, keyboard, etc.]; escort/direct candidate for release.

### Facility Maintenance:

- Restrooms
  - Hand soap dispensers and paper towels stocked
  - Marked lines taped at six foot intervals on approach to restroom
  - Access to restrooms regulated to maintain physical distancing
- Disinfectant wipe-down of tables, chairs, keyboards, and other relevant surfaces between candidate groups
- Follow cleaning guidelines set forth by the CDC

### Supplies Required:

- Disposable gloves
- Hand Sanitizer
- EPA approved disinfecting products
- Masks/Face Covering
- Tape for marking lines
- Plexiglass shields - (if available)