



Tenderloin Community Hub FAQ

What day and time can the resource service be present?

The Resource Hub is available to host services Monday – Friday, 9:00 am to 4:00 pm. One way to decide which day may work best for your organization is to review the calendar to gauge what other services are being offered already to see if there are opportunities to collaborate and/or leverage on each other's strengths. Please see below for some of more popular services currently. Our most updated 300 Ellis Resource Hub Calendar can be found [here](#).

1. **Mondays:** SF Marin Food Bank Tenderloin Pop-Up Food Pantry serves anyone who is not already enrolled in another SFFB food pantry location or wishes to make this site their new enrollment location. Many Tenderloin Seniors and Families access this food pantry. Serves both housed and unhoused residents.
2. **Tuesdays and Wednesdays:** GLIDE hosts the Tenderloin pop-up COVID-19 Testing site in partnership with DPH. This walk-up testing is open to the general public.
3. **Thursdays:** GLIDE World Famous Fried Chicken is served during the Lunch Distribution from 12:00 pm to 1:00 pm. Many of the participants are unhoused and nearby neighborhood residents.

What are the ongoing activities happening regularly on the 300 Ellis Block?

- GLIDE at 330 Ellis St. offers various resources and services from Monday – Friday, 9:00 am to 5:00 pm and limited services on the weekends. Find our most updated services calendar [here](#).
- YWAM at 357 Ellis St. is another anchor partner on the 300 Ellis Block. Find their most updated services calendar [here](#).

What kind of support does GLIDE provide for the 300 Ellis Block Resource Hub?

- **Set Up** GLIDE is happy to support the resource provider with scheduling, set up, and safety for the event. We can also provide supplies such as tents, tables, chairs, etc. and access to Wi-Fi.
- **Safety Support** GLIDE Community Safety Team has been actively managing the street closure weekly and can help before, during and after Resource Hub hours. We are happy offer our expertise on line management, client interaction, outreach strategies, and client/provider expectations to help make the event as successful as possible.
- **Volunteers** With advanced notice, GLIDE may also be able to help recruit volunteers as needed.

Who should I reach out to if my organization is interested in tabling/engaging in the community at the 300 Ellis Resource Hub?

Please contact Alana Ulrich, GLIDE's Community Safety and Training Assistant Manager, who is serving as the Resource Coordinator for the 300 Ellis Resource Hub with any questions or inquiries you may have at 300resourcehub@glide.org. If you are already in contact with another GLIDE staff regarding your event/resource, please continue to work with them. They will know when to get in touch with Alana for further assistance as needed.



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What is expected of the Community Partner/Resource Provider tabling/engaging at the 300 Ellis Resource Hub?

To remain compliant of City and State regulations in response to COVID-19, we ask that all partners adhere to the recommended health and safety practices from the SF Department of Public Health. Below are some examples:

- Any partner staff or volunteer should review this [health screener](#) as provided by SFDPH before they arrive for their shift at the Resource Hub.
- All partner staff and volunteers should wear a face covering while on-site
- Partner organizations should have hand sanitizer and extra face coverings for their participants. GLIDE is also able to furnish supplies to partners as needed.
- All participants should maintain 6' physical distance from one another. Any sit-down or facilitated activity should adhere to 6' physical distancing requirements, face covering, and current number limits on outdoor gatherings.

We are honored to be a part of this effort and thank all those who continue their important work to help better our community!

GLIDE Community Safety and Training Team

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