

3/31/2020

Dear Client,

Out of concern for your health and wellbeing we will be temporarily moving you to an isolation site where you will be able to get healthy in a more private setting. This will protect your health, and the health of your fellow shelter residents and staff. Your stay at this site is temporary and your bed will be held at your shelter.

You may bring items that you feel you may need to have during your temporary stay. The remainder of your items will be secured for you at your official shelter.

Your temporary location is: **[Insert Address]**

Your temporary location will provide:

- Meals
- Personal hygiene items
- Linen and towels
- Medication (if needed)
- Nursing on site

For 24/7 access to emotional support and crisis counseling if you are experiencing distress or mental health concerns related to your illness or stay at the isolation site, you can call 888-NYC-WELL (888-692-9355), or text "WELL" to 65173 for a confidential help line.

A nurse will check in with you by phone or with a knock at your door to make sure you are doing fine. If you feel worse during your stay please let the onsite medical staff know or call 911. Site staff will keep you informed of the length of your stay at this temporary location. If you take any medications, take them with you. If you take methadone, call your treatment provider to have it delivered.

If you have any questions please contact your on-site director.

We wish you a safe and speedy recovery.