



April 1, 2020

Dear DHS Client,

As you may know, a State of Emergency has been declared for New York City because of COVID-19 (coronavirus).

COVID-19 is spread from person-to-person contact when those with the virus cough or sneeze. Symptoms of this virus may include fever, cough, sore throat, or shortness of breath. If you or someone in your shelter is experiencing symptoms, please tell staff immediately. There are many things you can do to protect your health, and the health of others, including washing your hands, practicing social distancing, and telling staff if you feel sick or have been tested for COVID-19.

As community spread continues to occur in New York City, residents and even your dorm mates could become sick. If someone becomes sick, they will be isolated on-site and will use a separate bathroom. If this isolation is not available, they will be temporarily moved out of this shelter to another facility where they can safely recover.

To ensure the health and safety of everyone in the shelter, staff have been instructed to deeply clean the areas that the positive resident occupied. You also may have noticed other actions the staff at your shelter have taken, such as staggered meal schedules, to decrease the chances of getting COVID-19.

If your symptoms of stress become overwhelming, reach out for support and help. You can contact NYC Well, a confidential helpline for mental health and substance misuse services. Trained counselors can provide you with support 24 hours a day, 7 days a week, in over 200 languages. Call 888-NYC-WELL (888-692-9355), Text "WELL" to 65173, or Chat at nyc.gov/nycwell. If you have any other questions or concerns, please speak with staff at your shelter.

We wish you health and safety during this difficult time.