



April 1, 2020

Dear 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 when those with the virus cough or sneeze. Symptoms of this virus may include fever, sore throat, cough, or shortness of breath. If you or someone you live with is experiencing symptoms, please tell staff immediately.

As community spread continues to occur in New York City, your family members or families in your shelter could become sick. If this happens, families that are in private units with their own bathrooms will be isolate in this this space. They will not be allowed to use recreation, common rooms or participate in group activities for a short period of time. If a family that becomes sick does not have a private room or bathroom, they will be temporarily moved out of this shelter to another shelter 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 where family members spent a lot of time. 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 you need emotional support and/or crisis counseling related to COVID-19, NYC Well is available 24/7 to help. You can call NYC well at 888-NYC-WELL (888-692-9355), or text "WELL" to 65173.

If you have any other questions or concerns, or want help sharing information about COVID-19 with younger family members, please speak with staff at your residence.

We wish you health and safety during this time.