

Welcome! Rest, Recover and Feel Better Soon!

Welcome to this DHS isolation site! This site is here to help make sure you get the rest you need to recover and feel better. While here, you will be in a more private setting so you can get good rest and make sure others don't get sick, too. You will stay at this site temporarily until you are no longer sick from the virus and not at risk of spreading the virus to others.

It is very important that you stay in your room and rest. This will help you become healthy again and will help keep others from getting sick. Staying in your room is the most important thing you can do right now to protect yourself and your fellow New Yorkers!

Below is information about your stay. We wish you a safe and speedy recovery!



Stay at the isolation site except to get medical care

- **Stay in your room.** Most people with COVID-19 have mild illness and can recover without medical care. Do not leave your isolation site, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated. Food and other personal care items will be delivered to your room. If you need assistance with obtaining medication (prescriptions or over-the-counter), please let staff at the isolation site know.
- **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.
- **Stay in touch with medical staff.** A nurse will check in with you on a regular basis to take your temperature and make sure you are doing okay. Be sure to let the nurse know if you have trouble breathing, or have any other emergency warning signs, or you think it is an emergency. You can also call 911 if it is an emergency.
- **Do not go back to your shelter until cleared.** Going back to your shelter to meet with friends puts them at risk. It is important to stay at the isolation site for the safety of all New Yorkers.
- **Avoid public transportation, ride-sharing, or taxis.**
- **Site staff will keep you informed.** If you have questions about the length of your stay at this temporary location, please ask a nurse or other site staff.



Wear a cloth covering over your nose and mouth

- **You should wear a cloth face covering or mask over your nose and mouth** if you must be around other people (even at the isolation site).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing, for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



Cover your coughs and sneezes

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw away used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



Clean your hands often

- **Wash your hands** often with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, sneezing, or going to the bathroom, and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water** are the best option, especially if hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.