

When you arrived at intake or returned to shelter, you told us that you had been to a state with a high and/or increasing rate of COVID-19. Because of this, you fall under a 14-day quarantine order. This quarantine order is based on the Governor's Executive Order 205 which also provides for fines for failure to quarantine.

Out of concern for your health and wellbeing, and that of your fellow residents and all New Yorkers, you will be brought to a quarantine site for 14 days. Your quarantine is temporary and will not impact your ability to go into shelter. While you are quarantined, you must remain inside the unit at all times. Once your 14 days is complete, you will be assigned to a shelter. If you were tested 3 days before you traveled back to New York City and were found negative, the process is different. In this case you can quarantine for at least four days, test again on day 4, and if the second test is negative, you no longer need to quarantine. This will protect your health and the health of your fellow shelter residents and staff and help prevent an increase in COVID-19 in NYC.

While you are quarantined, staff on site will provide you with food and other necessary items. If you need medications, staff can arrange access to a pharmacy that can deliver medications. Staff on site can also help you access tele-health and care through the NYC Health and Hospitals. You can also call 844-692-4692 on your own for a telephone appointment if you need one.

For 24/7 access to emotional support and crisis counseling if you are experiencing distress or mental health concerns, you can call 888-NYC-WELL (888-692-9355), or text "WELL" to 65173 for a confidential help line. This service is available to you, even if your need for it is not related to the quarantine.

If you have any questions, please speak with your on-site director.

Thank you for helping keep all New Yorkers healthy.