



COVID-19 Update

Wednesday, March 18, 2020

We want to thank all our staff for the teamwork, support and commitment to our patients that has been demonstrated as we manage this serious public health crisis. Your skilled, compassionate approach to care for New Yorkers is essential to our ability to deliver quality services and prepare to respond to the continued challenges ahead.

In today's COVID-19 Update, you can watch a video of **national celebrities saying thanks** for the work we do, learn about **support services to help staff manage stress and anxiety**, view our **new telecommuting policy** for workers who can serve remotely, and get **guidance for our social service CBO partners** who are co-located inside our facilities.

Celebrities Say Thanks for Your Duty and Heroism

NYC Health + Hospitals is full of heroes – particularly at a time of crisis. Celebrities from across the country -- including Lin-Manuel Miranda, Vanessa Hudgens, Jimmy Fallon, Robert de Niro, La La Anthony - have sent this video message of gratitude in recognition of the bravery and sense of duty that is shared by our workforce and health care workers everywhere. [View the video.](#)

Emotional Support for Health Care Workers

Like a fire-fighter running into a fire, health care workers are a special group of public servants who are in the front lines of care, putting themselves at risk during a public health crisis. We take great responsibility for caring for people. We must help calm public fears and take care of sick patients. This is a high stress situation that requires self-care. That's why NYC Health + Hospitals is providing support to any staff experiencing fatigue, stress, anxiety, fear, burnout or depression. We have launched a system-wide emotional staff support hotline at [646-815-4150](tel:646-815-4150). Call us to get the support you need. Licensed professionals are available 9 a.m. to 3 p.m. [View flyer here.](#)

New Telecommuting Policy

Although most health care workers are considered essential employees who must stand ready to serve in the front lines of care during a public health crisis, some NYC Health + Hospitals workers may be allowed to serve and support the health system remotely with approval of their leadership and Human Resources. No employees can self-designate themselves as telecommuting, including Central Office staff. This new policy ensures a coordinated, well-orchestrated approach to permit eligible employees the option to telecommute, and at the same time ensure every facility has the staff resources in place to provide the safe, quality care New Yorkers need more than ever. [View the Telecommuting Policy.](#)

New Guidance on Co-located Social Services Provided by Community-Based Partners

Many of our facilities share space with social service providers. The services of these community-based partners will be needed more than ever as patients and families navigate financial, legal, and social challenges resulting from the outbreak. Individual facilities and their organizational partners can determine whether to continue onsite services, shift to telephonic services or temporarily suspend services. Facilities and their

organizational partners may recommend or require that CBO staff wear a surgical mask if interacting with patients who have not been evaluated for COVID-19.

If you have questions, write to us at COVID-19Readiness@nychhc.org – our Special Pathogens and Emergency Response colleagues will be available to help.

Other resources:

[Video Message from Mitch](#) - From March 13, 2020

[NYC Health + Hospitals COVID-19 Guidance & Resources](#)

[NYC Department of Health](#)

[Centers for Disease Control](#)

[Stay Home To Stop the Spread of Coronavirus](#)

Live Your Healthiest Life.

NYC
HEALTH+
HOSPITALS