

Take Care

New York City Test and Trace Corps

January 2021

Take Care Overview

The NYC Test & Trace Corps will make sure that anyone who tests positive for COVID-19 and their close contacts will have the resources needed to safely separate **in a hotel**, free of charge, **or at home** to help prevent the spread of the virus.

Information to Safely Separate in a Take Care Hotel

- New Yorkers who test positive for COVID-19 or who may have been exposed to the virus can qualify for a FREE hotel room for up to 10 days to safely separate and protect their loved ones.
- If you choose to separate in a Take Care Hotel it will not be considered under the public charge rule and will not affect any other benefits you receive. Take Care Hotels will not affect your ability to apply for a green card.
- Additionally, medical treatment or preventive healthcare services related to COVID-19 will NOT be considered under the public charge rule.
- **Anyone can call 1-212-COVID19 (212-268-4319) to book a room.**

Information to Safely Separate in a Take Care Hotel

- Hotel guests will have FREE:
 - Round-trip transportation to and from the hotel and any necessary medical appointments
 - Private rooms and bathrooms
 - Onsite COVID-19 testing
 - Free Wi-Fi, cable TV, and unlimited local phone calls to stay connected
 - Breakfast, lunch, and dinner daily (includes vegetarian and kosher meals)
 - Medicine delivery
 - On site health care services by skilled doctors and nurses
 - Telepsychiatry to access expert mental health providers
- **Anyone can call 1-212-COVID19 (212-268-4319) to book a room.**

Information to Safely Separate in a Take Care Hotel

- Find more information at:
<https://www.nychealthandhospitals.org/test-and-trace/take-care/>
- Anyone can call 1-212-COVID19 (212-268-4319) to book a room.

Safely Separate at Home – Resources

- The NYC Test & Trace Corps will make sure that anyone who has COVID-19, or has been in contact with someone with COVID-19, has the resources to safely separate at home.
- To do so, we work with resource navigators from community-based organizations in your neighborhood.
- They can help you connect with resources in your neighborhood.

Safely Separate at Home – Resources

FREE Resources Include:

- food delivery
- paid leave from your employer
- help to get a quarantine order
- medicine
- health insurance
- utilities (electricity, water, gas)
- a primary care provider
- mental health support
- help with domestic violence
- social services
- housing and homelessness resources
- pet care
- Take Care Package with enough personal protective equipment for a household of three to quarantine/isolate for 10 days.
- and much more!

Safely Separate at Home – Resources

- We work with Community-Based Organizations (“CBOs”) to do resource navigation. CBOs are best set up to do this work because they:
 - Understand the local communities they serve
 - Have the language capabilities most needed in the community
 - Have expertise in local resources, which is critical to providing appropriate wrap-around services

Resource Highlight – Get Food

An emergency food home-delivery service is available for New Yorkers in need during the COVID-19 crisis if:

- You or no one you know can go out and get food for you
- You cannot afford meal or grocery delivery
- Vegetarian, Kosher, Halal, Latinx, and pan-Asian options are available upon request.

To sign up for emergency food delivery:

- Speak with your Resource Navigator
- Call the **Test & Trace Corps Hotline at 1-212-COVID19 (1-212-268-4319)**. Press 5 for Resources, and then press 5 to leave a message for a Resource Navigator. A Resource Navigator will call you back and help with enrollment.
- Sign up online at nyc.gov/getfood or call 311 and say “Get Food.”

Resource Highlight - Take Care Package

- The 'Take Care' Package is offered to all cases and contacts.
- It includes enough personal protective equipment for a household of three to quarantine for 10 days.
- This includes medical grade masks, hand sanitizer, thermometers and a pulse oximeter to help those who test positive for COVID-19 monitor their oxygen levels.
- Contacts can also request an at-home testing kit.



Safely Separate at Home – How to Connect with Resources?

- If you or a member of your community has COVID-19, or has been in contact with someone with COVID-19 they will be offered a referral to a resource navigator.
- Anyone can call 1-212-COVID19 (212-268-4319), press 5 to safely separate at home, and 5 to leave a voicemail for other resources. A Resource Navigator will call you back.
- You can go to DOHMH's website to find citywide and neighborhood specific resources at: <https://www1.nyc.gov/site/doh/covid/covid-19-communities.page>

Discussion & Questions

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Methadone Delivery

- New Yorkers who test positive for COVID-19 or who may have been exposed to the virus and are quarantining/isolating can get methadone delivered to the hotel or their home. Delivery is also available for people who are 50 or older and have an underlying condition putting them at increased risk for severe illness.
- How to set up Methadone Delivery:
 1. If you quarantine/isolate in a Take Care Hotel a social worker onsite will arrange for methadone delivery to the hotel.
 2. If you quarantine/isolate at home a Resource Navigator can make a referral to arrange for methadone delivery to your home. You can also call your methadone clinic and let them know that you need home delivery.