What You Need to Safely Separate at Home and Fight COVID-19
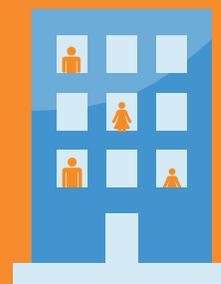
What You Can Do to Fight COVID-19

TEST

Know your status. Get free COVID-19 and antibody tests.

TRACE

Answer the call of our Contact Tracers to help stop the spread of COVID-19 in your community.

TAKE CARE

Safely separate to protect others and take care at a hotel or home.

The NYC Test & Trace Corps is committed to protecting the privacy and security of your personal and health information. All information we receive is confidential and protected under the New York City Health Code. The Test & Trace Corps will not ask about anyone's immigration status.

Dear New Yorker:

You play an important role in safely reopening our city and reducing the spread of COVID-19. It's important that you take care of yourself, and protect your loved ones and your community.

The NYC Test & Trace Corps is sending you this "Take Care" package with essential items to help you safely separate at home, stay healthy and protect your loves ones.

Your Contact Tracer will also call you every day to help you. It is important to answer their call so they can help monitor your symptoms and get you the resources you need to stay healthy.

Your Take Care package includes:

- Face masks to wear when you need to be around others
- Hand sanitizer to keep hands clean
- Cleaning wipes or cleaning spray to disinfect surfaces
- A disposable thermometer to monitor your temperature
- Snacks, games and educational resources to make you smile
- If you tested positive for COVID-19, we included a fingertip oxygen meter to check your oxygen levels

In this Take Care Guide, you'll find more information about how to safely separate at home and how to use these items.

For more information call 1-877-CVD-19NY (1-877-283-1969) or visit **testandtrace.nyc**.

Thank you for helping to reduce the spread of COVID-19.

Stay strong! Stay healthy!
NYC Test & Trace Corps

Visit testandtrace.nyc
or scan the QR code to
learn more.

Protect your loved ones.

Have you been in close contact (less than 6 feet) with anyone in the past 2 weeks? Don't let their health be at risk.

You can all have peace-of-mind by getting tested for COVID-19. The test is free, safe, fast and confidential. Share this code to help your close contacts learn about COVID-19 and find a testing site near their home:

Hold your phone over the code and open the link.
Text the link to contacts and loved ones.

Tips to Safely Separate at Home and Fight COVID-19

Most people with COVID-19 have mild illness and can recover at home without medical care. It's important to follow these safety steps to protect yourself and others while you are separating at home.

- Wash or sanitize your hands thoroughly and often
- Wear a face mask if you have to be with others
- Clean commonly used surfaces every day
- Do not share! Keep your things to yourself, especially in shared spaces like bathrooms
- Find your own space. It is important to have a room where you can safely separate from others.
- Monitor your temperature and symptoms
- If you tested positive for COVID-19, monitor your oxygen levels with a fingertip oxygen meter

Can't Safely Separate at Home?

It's not always easy to safely separate at home if you live with others or have limited space to keep safe distances. The NYC Test & Trace Corps offers free, private hotel rooms to help you separate from your loved ones for up to 14 days and keep everyone safe.

Take Care Hotels offer 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 and cable TV
- Unlimited local phone calls to stay connected
- Breakfast, lunch, and dinner daily
- Medication delivery
- Interpreter services
- On site health care supports by skilled doctors and nurses
- Telepsychiatry to access expert mental health providers

If you need a space to separate from loved ones call 1 -877-CVD-19NY (1-877-283-1969) to book a room at a Take Care Hotel.

Wear a Face Mask

Did you know there is a right way and a wrong way to use a face mask?

How do I put on a face mask?

- Wash your hands with soap and water or use an alcohol-based hand sanitizer to avoid contaminating your mask.
- Hold your mask by the ear loops or strings. Then, place a loop around each ear or tie the strings behind your head.
- Expand your mask to cover both your nose and mouth. Secure it under your chin.
- Pinch the bendable piece at the bridge of your nose if there is one to secure it.
- Make sure your mask fits snuggly against the sides of your face.

How do I take off a face mask?

- Untie the strings behind your head or grab the ear loops. Avoid touching the front of your mask.
- Pull forward and away from your face. Be careful not to touch your face.
- Wash your hands with soap and water or use an alcohol-based hand sanitizer.

Tips for wearing a mask:

- The outer part of the mask gets contaminated. If you touch it, wash your hands or use alcohol-based hand sanitizer immediately.
- Avoid placing a used mask on a bare surface or counter. Place the mask on a napkin or inside a paper bag.
- You don't need to change a mask every day unless it becomes wet or damaged. If that happens, throw it away and use a new mask.

Keep Your Hands Clean!

Washing your hands is one of the best ways to prevent spreading germs. Washing your hands with soap and water is the best way to remove germs, but you can also use hand sanitizer that contains at least 60% alcohol.

How to wash hands properly with soap and water:

1. Wet your hands with clean running water (warm or cold) and apply soap.
2. Lather your hands with the soap by rubbing them together, making sure the soap covers the backs of your hands, between your fingers, under your nails and over your wrists.
3. Scrub your hands for at least 20 seconds.
4. Rinse your hands thoroughly with clean running water.
5. Dry your hands using a clean towel or air dry. Turn off the water with a clean paper towel.

How to use hand sanitizer:

1. Apply the hand sanitizer to the palm of one hand.
2. Lather your hands by rubbing them together, making sure the hand sanitizer covers the backs of your hands, between your fingers, under your nails and over your wrists. Continue rubbing until hands are dry.

Keep Track of Your Oxygen Levels

If you have tested positive for COVID-19, you will receive a fingertip oxygen meter — a small, easy to use device to help you monitor the oxygen levels in your blood. For your safety, we recommend that you measure your oxygen levels every day.

If you test positive for COVID-19 *after* receiving this Take Care package, a fingertip oxygen meter will be sent to you separately.

What is a fingertip oxygen meter?

A fingertip oxygen meter is a small, easy to use device to help you monitor the oxygen levels in your blood. For your safety, we recommend that you measure your oxygen levels every day.

Why is it important to monitor my oxygen levels?

COVID-19 can cause an infection in your lungs, which can lower the oxygen levels in your blood before you feel it. This can be dangerous. You should keep track of your oxygen levels using a fingertip oxygen meter every day. If your oxygen levels drop, you should seek medical help right away.

How do I use my fingertip oxygen meter?

Turn the device on. Put your index finger into the oxygen meter with your fingernail facing up. Wait for the screen to show a number. If the screen does not show a number, try another finger (not your thumb). Make sure your finger is not wet or cold. Oxygen meters may not work on cold or wet fingers, or with nail polish.

Can I use the fingertip oxygen meter on a child?

Fingertip oxygen meters are not recommended for children younger than 14 years old. Monitor your child's symptoms closely and call the doctor if they look ill, have a worsening cough, or difficulty breathing.

How do I read the numbers on the screen?

Your oxygen meter shows two numbers. The oxygen level is labeled "SpO2." The other number is your heart rate.

For most people, a normal oxygen level is 94% or higher. Your oxygen levels can change based on your activity, body position and overall health.

OXYGEN LEVEL

HEART RATE

Inform Your Doctor Of Your Oxygen Levels

Your Contact Tracer will call you each day to monitor your symptoms. This does not replace your regular doctor.

It is important to keep your doctor informed about your health and your oxygen levels. Call or email your doctor with your oxygen levels each day.

If you do not have a doctor, call 1-844-NYC-4NYC (1-844-692-4692) to find one and request an appointment by phone or video.

What should I do if my oxygen level is low?

First, try taking several deep breaths and then follow this guidance.

Oxygen level	Guidance
Below 90%	**Call 911** or go to your nearest Emergency Room immediately. You may need an urgent X-ray or heart test.
90% - 94%	**Call your doctor immediately.** If you do not have a doctor, seek urgent care. Go to www.ExpressCare.nyc on any device or call 1-332-220-1337. A doctor will evaluate you over phone or video. There will be no cost to you.
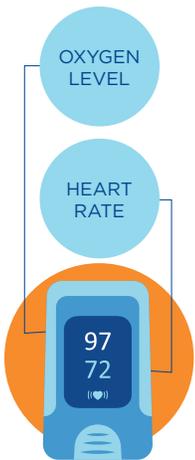
Sign Up for Personalized Text Message Support

You can receive personalized instructions by text message each day to help you monitor your oxygen levels. You will be asked for your oxygen level readings and heart rate. Based on your response, you will receive personalized tips and instruction. To sign up, text "COVID" to 1-844-TXT-SAFE (844-898-7233). You will still receive a separate call every day from your Contact Tracer. It is important to answer when they call.

Record and Report Your Temperature and Symptoms

CHECK

RECORD

NYC Test &
Trace Corp
212 *### ###*

ANSWER!

REPORT

Fevers are a common symptom of COVID-19 and may indicate more severe illness. Record your temperature two times per day, once in the morning and once at night. If your temperature is above 100.4°F (38°C), call your doctor.

Your Contact Tracer will call you every day to monitor your symptoms. This does not replace your regular doctor. If you do not have a doctor call 1-844-NYC-4NYC (844-692-4692) to be connected to one.

Use the chart below to record your temperature and any other symptoms over the 14 days of your separation.

_____ 's Temperature and Symptom Log

INSERT NAME

Date	Time	Temperature (Indicate °F or °C)	Other symptoms (e.g., cough, shortness of breath, respiratory issues, non-respiratory issues) or notes
	AM		
	PM		
	AM		
	PM		
	AM		
	PM		
	AM		
	PM		
	AM		
	PM		
	AM		
	PM		
	AM		
	PM		

Date	Time	Temperature (Indicate °F or °C)	Other symptoms (e.g., cough, shortness of breath, respiratory issues, non-respiratory issues) or notes
	AM		
	PM		
	AM		
	PM		
	AM		
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Information on fevers for ages 18 and younger

If you believe your child is very ill, you should talk to their doctor, regardless of their temperature. If you feel their symptoms require emergency attention, call 911 or go to your nearest Emergency Room.

Age	Temperature	Guidance
0 – 3 months	100.4°F (38°C) or higher	Call their doctor or go to the Emergency Room immediately
3 months – 3 years	102.2°F (39°C) or higher	Call their doctor to see if your child needs to be seen
3 months - 18 years	More than 2 days of fever of 100.4°F (38°C) or higher	Call their doctor. Let them know if your child has any of the following symptoms: ■ Abdominal pain ■ Vomiting ■ Diarrhea ■ Rash ■ Red eyes ■ Red or cracked lips or tongue ■ Swelling or redness of the hands or feet ■ Headaches ■ Neck pain or swelling

More Resources for You and Your Loved Ones

Do you have questions about NYC Test & Trace or COVID-19? Call 1-877-CVD-19NY (1-877-283-1969) or visit testandtrace.nyc.

- **Feeling anxious or sad?** Call 1-888-NYC-WELL (1-888-692-9355), Text WELL to 65173 or chat online at nycwell.cityofnewyork.us to speak with a professional counselor.

- **Do you have concerns about family violence?** Call 1-800-621-HOPE (1-800-621-4673) to speak with a trained counselor who can provide confidential crisis counseling, safety planning and connect you to a confidential, safe place to live.

- **If you need access to food,** a Resource Navigator from the Test & Trace Corps can help connect you to free meal delivery. Please call the Test & Trace Corps Call Back number 1-212-242-2692 and press 3 for Resource Navigator. You can leave a voicemail, and someone will call you back. Alternatively, you can call 311 and say "Get Food" or visit nyc.gov/getfood for information about the closest food pantry to see if you are eligible for free meal delivery.

- **Speaking with a Contact Tracer will not impact your ability to apply for permanent residency (green card).** If you have questions about your immigration status, call the ActionNYC hotline at 1-800-354-0365 and say "public charge" from 9:00 am to 6:00 pm, Monday to Friday, to get answers to your questions.

- **Need access to health care or health insurance?** Call 311 or text CoveredNYC to 877877.

- **Access Fun at Home,** a free new digital platform to provide safe, fun and entertaining virtual activities for New York City's teens and young adults at nyc.gov/funathome or by texting Fun to 97743.

- **The New York Public Library** offers e-books and virtual programming to New Yorkers. Visit nypl.org or culturepass.nyc/virtual-programs for more information.

- **To speak with an aging specialist,** older adults can call 1-212-Aging-NYC (1-212-244-6469).

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