

# NYC Test & Trace Corps Commitments to New Yorkers



Be part of the NYC Test & Trace Corps efforts to fight COVID-19: it is for your health and the health of other New Yorkers! To all New Yorkers who participate in NYC Test & Trace Corps programming, we commit to:

1. Provide you access to services that are respectful, compassionate, and judgment-free, regardless of your race, ethnicity, religion, national origin, disability, sexual orientation, gender identity or gender expression, immigration status, age, insurance status, or ability to pay.
2. Protect your privacy and keep your information safe. Any information you give us is confidential and protected under the New York City Health Code and other New York City and State Laws. We will store it securely, and only authorized staff will use it. The NYC Test & Trace Corps database will not be linked to any law enforcement databases.
3. Treat you with dignity, respect, and professionalism.
4. Not ask about your or your family members' immigration status.
5. Provide you with culturally responsive language interpretation services, including American Sign Language, if you need them.
6. Offer you NYC Test & Trace Corps services free of charge. Getting tested for COVID-19 and speaking with a contact tracer will not be considered under the public charge rule.
7. Include you in respectful discussions with NYC Test & Trace Corps staff about our services.
8. Provide resources for you to safely separate from others if you have COVID-19 or have been exposed:
  - In your own home, with access to resources, such as free meal delivery; or
  - In a free hotel room or other setting that our staff will arrange for. In this temporary space, you will have all meals provided, monitoring by skilled nurses and clinicians 24/7, access to mental health and wellness supports, internet access, and unlimited free local phone calls to connect with your loved ones.
9. Answer your questions about our staff providing you services, such as staff from hotels and community-based organizations, including their names, positions and functions.
10. Give you the opportunity to speak with a supervisor or an ombudsperson. The role of an ombudsperson is to defend your rights and address any concerns that you have about the NYC Test & Trace Corps. If you have experienced or witnessed discrimination or harassment, you can report it by calling 212-416-0197, or visiting [nyc.gov/humanrights](https://nyc.gov/humanrights), and using the Report Discrimination form.
11. Ensure you understand NYC Test & Trace Corps commitments to you and work with you to answer any questions that you have.

# What You Can Do to Fight COVID-19

## TEST



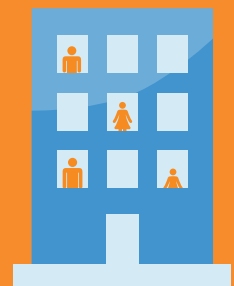
Know your status. Get free COVID-19 and antibody tests.

## 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.

**NYC**  
**HEALTH+**  
**HOSPITALS**

 **Test & Trace  
Corps**