



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

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

 **Test & Trace  
Corps**



## Dear New Yorker:

You play an important role in keeping our city safe and open, and in 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 loved ones.

It is important to monitor your symptoms and get 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
- A thermometer to monitor your temperature
- Rapid antigen tests to detect a potentially active COVID-19 infection

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

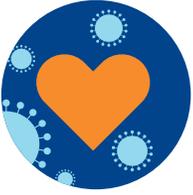
You can also call 212-COVID19 (212-268-4319) for more information or visit [testandtrace.nyc](https://testandtrace.nyc) or [bit.ly/NYCTraceInfo](https://bit.ly/NYCTraceInfo) to learn more.

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

**Stay safe! Stay healthy!**  
**NYC Test & Trace Corps**



Visit [testandtrace.nyc](https://testandtrace.nyc)  
or scan the QR code to  
learn more.



## Protect Your Loved Ones

Have you been in close contact (less than six feet) with anyone in the past two weeks? Don't let their health be at risk. For information on how to notify your close contacts, go to [bit.ly/tellcontacts](https://bit.ly/tellcontacts).

You and your contacts can all have peace of mind by getting tested for COVID-19. The test is safe, fast and confidential. You can visit [nyc.gov/covidtest](https://nyc.gov/covidtest) or share the code below 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.
- Sleep alone in a room that has a window with good airflow. If you share a bed, sleep head-to-toe or have one person sleep on the couch or floor.
- Monitor your temperature and symptoms



## 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?

- Some masks and respirators offer higher levels of protection than others. Cloth masks offer the least protection, surgical masks offer more protection, and KN95s and N95s offer the highest level of protection.
- Do not wear a mask over or under an N95 or KN95 mask
- If you want to wear a cloth mask, you can get better protection by wearing two face coverings (a cloth mask over a disposable mask), which improves the fit and adds layers
- Do not wear two disposable masks
- 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, if there is one, at the bridge of your nose to secure the mask
- Make sure your mask fits snugly 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 (“SpO2”) Levels with a Pulse Oximeter

- COVID-19 can cause an infection in your lungs. The infection can lower the oxygen levels in your blood, sometimes even before you feel it. This can be dangerous.
- If you have tested positive for COVID-19, you may decide to buy a pulse oximeter **or** you may receive one from a health care provider
- Keep track of your oxygen levels using the pulse oximeter meter every day. Check your oxygen levels three times during the day.
- Call 911 or go to the emergency room if your oxygen levels drop below 90%

### Sign up for free personalized text message support

Test & Trace’s COVID-19 Oxygen Monitoring Program sends you free daily texts with instructions to help you monitor your oxygen and know when to seek care. Each day, after texting your oxygen levels and heart rate, you will receive personalized tips and instructions based on your readings.

To sign up, text “COVID” to 89888.



## How does a pulse oximeter work?

A pulse oximeter is easy to use. It uses light to check the levels of oxygen in your blood. For most people, a normal oxygen level is higher than 94%.

## How do I use my pulse oximeter?

- **Step 1:** Turn on the pulse oximeter.
- **Step 2:** Put your index finger into the pulse oximeter with your fingernail facing up.
- **Step 3:** Wait for the screen to show a number. If the screen does not show a number, try another finger (not your thumb).
- **Step 4:** The number labeled “SpO2” is your oxygen level. The other number is your heart rate.

## How do I get the most accurate oxygen readings?

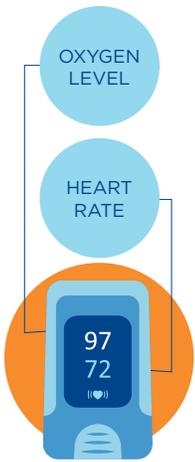
- Use the pulse oximeter indoors, at rest and during quiet breathing
- Wait 30-60 seconds after putting on the pulse oximeter
- Use the pulse oximeter on a finger that has no nail polish on it
- Make sure your fingers are not cold when using the pulse oximeter

## Call or email your doctor and tell them your oxygen levels

If you do not have a doctor, call 844-692-4692 to find one. We will set up an appointment for you to speak to the doctor by telephone or video chat.

## What should I do if my oxygen level is low?

First, try taking several deep breaths. Then follow the guidance below based on your reading.



Oxygen level	Guidance
Below 90%	<b>Call 911</b> or go to your nearest Emergency Room immediately. You may need an urgent X-ray or heart test.
90% - 94%	<b>Call your doctor immediately.</b> If you do not have a doctor, seek urgent care. Go to <b>www.ExpressCare.nyc</b> on any device or call <b>332-220-1337</b> . A doctor will evaluate you over phone or video.



# Record and Report Your Temperature, Oxygen Levels and Symptoms

Fever is 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.



Monitor your symptoms daily and talk to your doctor if you have questions or concerns. If you do not have a doctor, call 844-NYC-4NYC (844-692-4692) to be connected to one.



Use the chart below to record your temperature, oxygen level (“SpO2”) if you have a pulse oximeter at home, and any other symptoms during your separation.



## \_\_\_\_\_’s Temperature, Oxygen Level, and Symptom Log

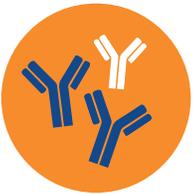
INSERT NAME

Date	Time	Temperature (Indicate °F or °C)	Oxygen Level “SpO2”	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

Below is guidance for children who have COVID-19 symptoms. 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 years - 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: <ul style="list-style-type: none"><li>Abdominal pain</li><li>Vomiting</li><li>Diarrhea</li><li>Rash</li><li>Red eyes</li><li>Red or cracked lips or tongue</li><li>Swelling or redness of the hands or feet</li><li>Headaches</li><li>Neck pain or swelling</li></ul>



## COVID-19 Treatment

### Are treatments available for COVID-19?

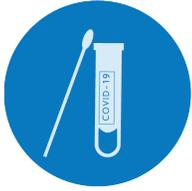
Yes! There are treatment options available for COVID-19 that can prevent higher-risk people from getting sicker, including those who have already been vaccinated. They work best when given as early as possible after you start to feel sick. Some treatments are free through NYC Health + Hospitals, even if you do not have insurance.

### What are the treatment options?

The two types of treatment available for COVID-19 are oral medications and monoclonal antibodies. Monoclonal antibodies mimic your body's natural response to fight an infection. For both treatments, the earlier you start, the more likely it is to help! Your doctor can recommend the best treatment for you.

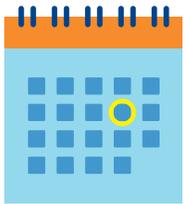
### How do I sign up for treatment?

NYC Health + Hospitals offers both treatments free of charge to high-risk individuals. To speak with a medical professional, call Virtual ExpressCare at 631-397-2273 or visit online at [expresscare.nyc](https://www.expresscare.nyc).



## Tips for Performing an At-Home Test

- **Check the test expiration date.** Do not use expired tests or test parts that are damaged or discolored.
- **Read the instructions on the box.** Follow the steps carefully and in the order they are listed. Otherwise your test result may not be correct.
- **Do not open test kits until you are ready to start.** Disinfect the table or other surface where you are performing the test.
- **Before taking your sample, wash your hands with soap and water**
- **Do not reuse test kits or parts**
- **Wash your hands when you are finished**



## Isolation and Quarantine Guidance

For up-to-date and more detailed guidance, such as what to do if you have symptoms but no test result yet, please visit [bit.ly/covidguidancenyc](https://bit.ly/covidguidancenyc) or scan the QR code below to use our COVID-19 Quarantine and Isolation Guidance Tool. After answering a few short questions, you will receive individualized guidance based on your own specific circumstances.



Hold your phone over the code and open the link.

Text the link to contacts and loved ones.

You can also receive personalized guidance by calling the NYC Test & Trace Hotline at 212-COVID19.

And to make sure you have all the most up-to-date COVID-19 information, please visit [bit.ly/NYCTraceInfo](https://bit.ly/NYCTraceInfo), where you will find current quarantine and isolation guidance and a link to the personalized guidance tool, plus information on medical treatment, testing, obtaining a letter for your employer and much more.

### If You Test Positive for COVID-19

If you test positive for COVID-19, you should follow the below guidance, regardless of your vaccination status.

- Stay home and away from others for 5 days
- If you have no symptoms or your symptoms are resolving after 5 days, you can leave your home
- Continue to wear a mask around others for 5 additional days



- Do not travel until a full 10 days after your symptoms started or, if you have no symptoms, the date your positive test was taken
- If you have a fever, continue to stay home and away from others until your fever resolves

### **If You Were Exposed to Someone With COVID-19**

#### **If you are up to date with your COVID-19 vaccines, meaning you:**

Have received a booster shot

**OR**

Completed the primary series of the Pfizer or Moderna vaccine within the last 5 months

**OR**

Completed the primary series of the Johnson & Johnson vaccine within the last 2 months

#### **Then you should:**

- Wear a mask around others for 10 days
- Test on day 5, if possible
- If you develop symptoms, get tested, stay home and away from others and follow the appropriate guidance

#### **If you are not up to date with your COVID-19 vaccines, meaning you:**

Completed the primary series of the Pfizer or Moderna vaccine more than 5 months ago and are not boosted

**OR**

Completed the primary series of the Johnson & Johnson vaccine over 2 months ago and are not boosted

**OR**

Are unvaccinated

#### **Then you should:**

- Stay home and away from others for 5 days. After that, continue to wear a mask around others for 5 additional days.
- If you can't quarantine, you must wear a mask when around others for 10 full days
- Test on day 5, if possible
- Do not travel for 10 full days. If you must travel during days 6 – 10, wear a well-fitting mask the entire time you are in transit.
- If you develop symptoms, get tested, stay home and away from others and follow the appropriate guidance



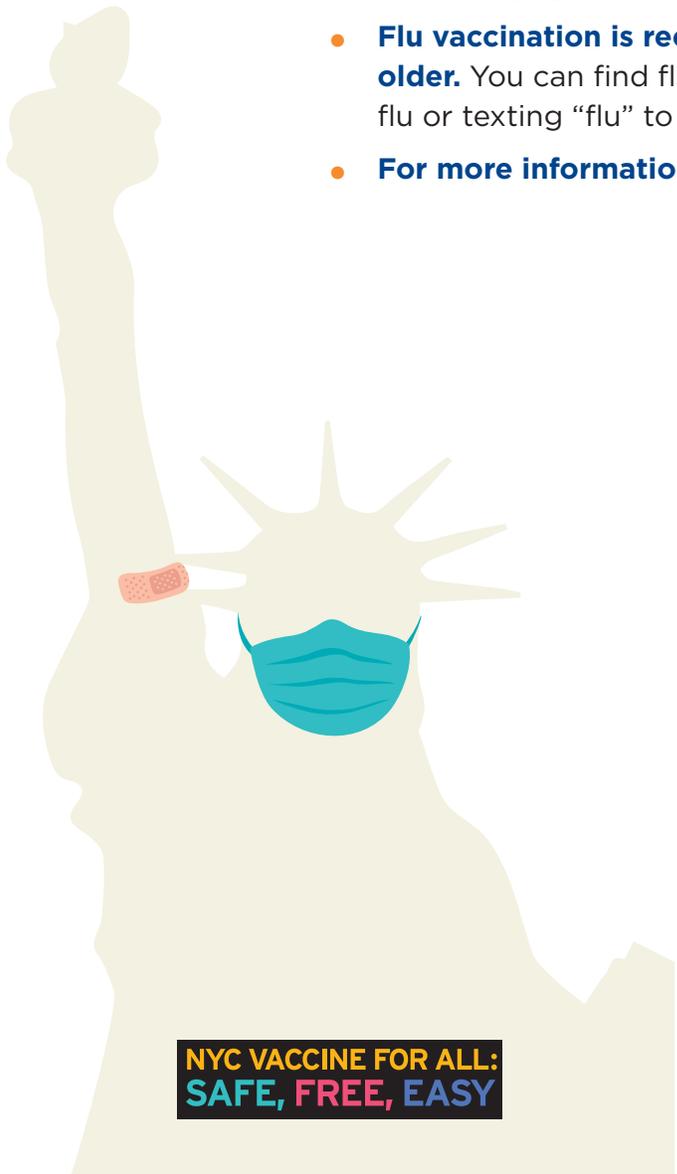
## More Resources for You and Your Loved Ones

Do you have questions about NYC Test & Trace or COVID-19? Call 212-COVID19 (212-268-4319) or visit [testandtrace.nyc.gov](https://testandtrace.nyc.gov) or [bit.ly/NYCTraceInfo](https://bit.ly/NYCTraceInfo).

- **The COVID-19 vaccines save lives.** When you get vaccinated, you are helping to protect yourself and making your community safer. If you've had COVID-19, it is still important to get vaccinated. You should wait until you are recovered and have completed isolation to avoid exposing other people at the vaccination site while you may be contagious. All New Yorkers should receive a booster dose once eligible, and some New Yorkers may also be eligible for a third or fourth dose. At-home vaccination is available to everyone. Visit [nyc.gov/vaccinefinder](https://nyc.gov/vaccinefinder) or call 877-VAX-4NYC (877-829-4692) to find a site or schedule a vaccine at home.
- **Paid leave for vaccination:** New Yorkers can receive up to four hours of paid leave for each vaccine dose, including booster shots. An employee is allowed four hours total for a single-dose vaccine or eight hours total for a two-dose vaccine. This leave is paid at the employee's regular rate of pay, and cannot be charged against any other leave. If you feel any side effects from your vaccination, you may use any accrued sick leave to recover.
- **If you need access to food,** please call the Test & Trace Corps Hotline at 212-COVID19 (212-268-4319). Press 5 for help to safely separate or quarantine at home and then press 2 for emergency food delivery.
- **COVID-related sick leave:** Workers who have COVID-19 or were in contact with someone with COVID-19 can get sick leave regardless of immigration status. State and local laws let workers take time off to care for themselves or a family member. If you need a document for your employer confirming that you tested positive you can go to [coronavirus.health.ny.gov/new-york-state-contact-tracing](https://coronavirus.health.ny.gov/new-york-state-contact-tracing). If you have questions or need help filling out the form, call 311 or 855-491-2667 and press 1 for "If you need a document for your employer."
- **Need access to health insurance?** Call 311 or text CoveredNYC to 877877. You may also be eligible for NYC CARE, a program that guarantees low-cost and no-cost services, regardless of immigration status, through NYC Health + Hospitals. Call 646-NYC-CARE (646-692-2273) for more information about enrolling.
- **Visit Take Care's AfterCare website** at [nyc.gov/aftercare](https://nyc.gov/aftercare) or call 212-COVID19 (212-268-4319) and press 4 if you are still experiencing COVID-related symptoms in the weeks or months after your isolation period



- **COVID-19 Centers of Excellence:** NYC Health + Hospitals has Community Health Centers dedicated to those recovering from COVID-19 and offering a wide range of services to keep New Yorkers healthy. Learn more at [nyc.gov/aftercare](https://nyc.gov/aftercare) or call 212-COVID19 (212-268-4319) and press 0.
- **For essential benefits such as cash assistance, emergency rental assistance or utility payments,** call ACCESS HRA at 718-557-1399 (Monday-Friday 8am-5pm) or visit [access.nyc.gov](https://access.nyc.gov)
- **Feeling anxious or sad?** Call 888-NYC-WELL (888-692-9355), text WELL to 65173 or chat online at [nyc.gov/nycwell](https://nyc.gov/nycwell) to speak with a professional counselor
- **Do you have concerns about family violence?** Call 800-621-HOPE (800-621-4673) to speak with a trained counselor who can provide confidential crisis counseling and safety planning, and connect you to a confidential, safe place to live
- **Report discrimination related to COVID-19 to the New York City Commission on Human Rights COVID Response Team.** Anyone who has experienced harassment or discrimination related to COVID-19 in housing, at work or in any public place can make a report by filling out an online form at [nyc.gov/StopCOVIDHate](https://nyc.gov/StopCOVIDHate) or calling 212-416-0197.
- **Flu vaccination is recommended for all persons 6 months of age and older.** You can find flu vaccination locations by calling 311, visiting [nyc.gov/flu](https://nyc.gov/flu) or texting “flu” to 877877.
- **For more information on COVID-19,** visit [nyc.gov/health/coronavirus](https://nyc.gov/health/coronavirus)



**NYC VACCINE FOR ALL:  
SAFE, FREE, EASY**



Visit [testandtrace.nyc](https://testandtrace.nyc)  
or scan the QR code to  
learn more.



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