



Date: March 20, 2020

Subject: Coronavirus Latest Information

During these challenging times, we want to share updates on Selfhelp's response to COVID-19 and the status of our current programs.

It goes without saying that our priority is ensuring the safety of the 20,000 older New Yorkers in our care, whose advanced age makes them particularly vulnerable during this time.

From our earliest days, Selfhelp has acted swiftly and proactively during times of crisis and we will continue to do so. Caring for our clients during these difficult days and weeks is paramount. We ask that you join us in grateful acknowledgement to our dedicated staff that continues Selfhelp's long tradition of dedicated service to our clients, even in the most challenging of times.

Resources for contacting Selfhelp:

www.selfhelp.net

212-947-8701

info@selfhelp.net

Program-specific phone numbers: www.selfhelp.net/locations.php

Home Care

- Our home health aides continue to deliver compassionate care to their patients, while taking every precaution to reduce the risk of infection.
- Families can contact our team at 212-971-7697.
- Home Care Training: existing classes are continuing as scheduled and new classes are cancelled.

Community Based Programs

- While visits to our clients are always preferred, at this time we are limiting in-person contact by our social workers. That said, we have increased our contact via phone with clients – who are now experiencing extreme isolation – to assess whether they are in need of additional supportive care, and to ensure that they have essential items, such as ample food and medication.
- We have suspended all congregate events and have introduced virtual programming where possible



- **Senior centers** are closed effective 3/19. For those in need of meals at home, we have made referrals to a home delivered meals provider. Our staff is also calling members on a regular basis and checking on their food status in particular.
- **NORCs:** All group events have been suspended and NORC members can reach their social workers by phone during typical business hours.
- **Friendly Visiting:** In-person contact is suspended. Visits will be held via phone call.

Holocaust Survivor Program

- While visits to our clients are always preferred, at this time we are limiting in-person contact by our social workers. We have increased our contact via phone with clients – who are now experiencing extreme isolation – to assess whether they are in need of additional supportive care, and to ensure that they have essential items, such as ample food and medication.
- We have temporarily suspended all congregate events, including Coffee Houses for Holocaust survivors and Passover Seders.
- During this time we have also suspended Witness Theater sessions and our home friendly visiting program.

Affordable Housing

- All Selfhelp housing buildings are receiving an anti-bacterial deep cleaning.
- All Congregate events have been suspended.
- Residents can reach their social workers at their usual phone during typical business hours.

General Notes

- As of March 18, 2020 our staff will be working remotely. They can still be reached by email and phone.
- As of March 18, 2020 our HR staff can be reached by email (jobs@selfhelp.net). While we are accepting job applications, we are not actively reviewing applications or hiring. Our HR staff will be in touch with job applicants once interviewing begins again.
- Anti-bacterial deep cleaning is taking place at Selfhelp's 27 sites, including all offices.
- We are closely monitoring communications from the appropriate city, state and federal government and health agencies so that we may respond appropriately to all new developments.