Paula Tibbitts

From: Anita Murphy <anita.murphy@neric.org>
Sent: Tuesday, March 10, 2020 10:23 AM
To: 2nd Patterson email address (pgreen6415@gmail.com); Brian Bailey - RCS; Brian Dunn - Middleburgh; Carl Mummenthey - Cobleskill-Richmondville; Carol Pallas - Schalmont; Cosimo Tangorra - Nisky; David Blanchard - Schoharie; David Perry - South Colonie; Frank Macri - Voorheesville; Jeffery Ziegler - Duanesburg; Jennifer Spring - Cohoes; Jody Monroe - Bethlehem; Joseph Corr - North Colonie; Joseph Dragone; Kaweeda Adams - Albany City; Kimberly Ross - Green Island; Larry Spring - Schdy; Lori Caplan - Watervliet; Marie Wiles - Guilderland; Maureen Long - Menands; Oliver Robinson; Patrick McGrath - BH-BL; Patterson Green - Sharon Springs; Shannon Shine - Mohon; Susan Swartz - S-G; Timothy Mundell - BKW
Cc: Mark Jones; Lauren Gemmill; Adrienne Leon; Jennifer Bennett; Michael Doughty
Subject: Takeaways from NYSED Guidance
Attachments: COVID-19_Guidance_Update_031020.pdf; CoronaVirus_Toolkit_030720.pdf

Good morning,
Attached please find a summary that our Communications team created from the SED guidance yesterday. We are also resending the toolkit. Much of what was in the NYSED guidance that came out yesterday, was already included in this document (the toolkit).

Please remember to work with your local department of health should you have individual questions about a student or staff member.
Thank you,
Anita

NYSED/NYSDOH School (PreK-12) Guidance: COVID 19
ITEMS IN ADDITION TO PREVIOUSLY RELEASED BOCES TOOLKIT
March 10, 2020

General guidance

- While schools have the authority to exclude a student in the public schools who shows symptoms of any disease reportable under the public health law that imposes a significant risk of infection of others, schools DO NOT have the authority to exclude well or asymptomatic students and staff based on race, country of origin, religious affiliation or any of these perceived statuses.
- School administrators should work in close collaboration and coordination with state and local health officials to close school and/or cancel large events. ***Schools are not expected to make decisions about closing or canceling events due to COVID-19 on their own. Please work with your local and NYS health departments.***
- When a student or staff member attended school prior to being confirmed as a COVID-19 case, NYSDOH requires an initial 24-hour closure in order to begin an investigation. That investigation will inform the plan determined by the Local DOH as to any further required closure, or other necessary precautions to take for specific classrooms, or for specific individuals.
- Students/staff who are well but are taking care of, or share a home with, someone with a case of COVID-19 must not attend school and follow quarantine instructions.
- If the president declares a national disaster or if U.S. Department of Agriculture or New York state declares a situation of distress, public schools administering Child Nutrition Programs can contact the state Office of General Services and request to use USDA foods for feeding purposes. Schools could also request to administer the Summer Food Service Program or the Seamless Summer Option during times of emergency closure by contacting the state Education Department, Child Nutrition Program Administration office.
- Schools should discourage offering perfect attendance awards or incentives that might dissuade students from staying home when they are sick.

Stigma-related guidance

- People from affected countries that live in the U.S. may be worried or anxious about friends and relatives living in those regions. Facing stigma can make their fears and anxiety worsen. Social support during this outbreak can help them cope.
- People who returned more than 14 days ago from an area with an ongoing spread of COVID-19 and do not have symptoms are not infected with the virus. Contact with them will not give you the virus.
- Communicators and public health officials are vitally important to help counter stigma during the COVID-19 response. (Our toolkit can help you with much of the following):
    - Maintain privacy and confidentiality of those seeking health care and those who may be part of any contact investigation.
    - There should be timely communication of the risk – or lack of risk – from associations with products, people and places.

- Raise awareness about COVID-19 without increasing fear.
- Share accurate information about how the virus spreads along with information on what families and communities can do to limit the spread.
- Speak out against negative behaviors, including negative statements on social media about groups of people or exclusion from regular activities of people who pose no risk.
- Make sure that images shared do not reinforce stereotypes.
- Engage with stigmatized groups in person and through media channels, including news media and social media.
- Share the need for social support for people who have returned from areas of geographic spread or who are worried about friends or relatives in an affected region.

Additional resources to share:

- Coping with Stress During Infectious Disease Outbreaks: https://store.samhsa.gov/system/files/sma14 4885.pdf
- Just for Kids: A Comic Exploring the New Coronavirus: https://www.npr.org/sections/goatsandsoda/2020/02/28/809580453/just-for-kids-a-comic-exploring-the-new-coronavirus
- Fear of Coronavirus A Good Time to Talk to Kids About Keeping Fears Realistic and Manageable: https://www.deseret.com/indepth/2020/1/28/21112457/fear-coronavirus-china-children-anxiety-health-medicine-virus
- How Do You Talk to Children About Coronavirus? Stay Honest and Simple to Avoid Anxiety: https://www.usatoday.com/story/news/health/2020/02/28/talking-children-coronavirus-keep-simple-avoid-stress/4906147002/
- How to Talk to Your Kids About the Coronavirus (and Ease Their Fears): https://www.nbcnews.com/better/lifestyle/how-talk-your-kids-about-coronavirus-ease-their-fears-ncna1129851

CAPITAL REGION BOCES

FOR INTERNAL USE
Updated March 7, 2020

Guidance for School Leaders Regarding COVID-19

Background

The U.S. Centers for Disease Control and Prevention is responding to an outbreak of the respiratory disease caused by a novel (new) coronavirus that was first detected in Wuhan City, Hubei Province, China and has now been detected internationally, including cases in the United States.

The virus has been named "SARS-CoV-2," and the disease it causes has been named "coronavirus disease 2019" (abbreviated "COVID-19").

On Jan. 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency (PHE) for the United States to aid the nation's healthcare community in responding to COVID-19.

As COVID-19 continues to spread across the globe, health officials, elected leaders and school officials are planning responses to the disease. Exposure to COVID-19 can occur from any person-to-person contact and is not limited to a particular race or ethnicity. Schools are being encouraged to use appropriate practices to minimize exposure to respiratory diseases, such as the flu or COVID-19.

School officials need to be prepared since this disease has the potential to threaten the health, safety and/or welfare of a school district's students and employees.

In response to the emerging situation surrounding COVID-19, the Capital Region BOCES Health-Safety-Risk Management and Communications services have collaborated to provide school districts with action steps and communications guidance.

TABLE CONTENTS

BACKGROUND 1
OPERATIONS 2-3
- GENERAL GUIDANCE 2
- DEPARTMENT OF HEALTH GUIDANCE 2
- CLEANING AND DISINFECTION PRACTICES 3

CORONAVIRUS EMERGENCY PREPAREDNESS CHECKLIST 4-5
- STUDENT AND STAFF HEALTH AND WELL-BEING 4
- FACILITIES 4
- REPORTING 4
- CONTINUITY OF SERVICES 4
- COMMUNICATION DISRUPTIONS 4
- COMMUNICATION CHANNELS 5
- STUDENT TRAVEL 5
- SCHOOL CLOSURES, CONFIRMED CASES AND/OR QUARANTINES 5
- DISCRIMINATION/PUBLIC PERCEPTION 5

COMMUNICATIONS 6-8
- BEFORE AN OUTBREAK: PLANNING 6
- DURING AN OUTBREAK: RESPONSE 6
- SAMPLE COVID-19 KEY MESSAGES 7
- CHANNELS 7
- AUDIENCES 7
- WORKING WITH THE MEDIA 8
- SAMPLE COVID-19 COMMUNICATION SCRIPTS 8
- COMMUNICATING WITH STAFF 8

RESOURCES 9
SUPPLEMENTAL MATERIALS 10
- SAMPLE MESSAGES 10-14
- REVISION OF EMERGENCY RESPONSE PLANS 15-16
- NYS COUNTY HEALTH DEPARTMENT CONTACT INFORMATION 17-19

Operations

GENERAL GUIDANCE

- Exposure to COVID-19 can occur from any person-to-person contact and is not limited to a particular race or ethnicity.
- Stay home when sick.
- Use appropriate practices to minimize exposure to respiratory diseases, such as the flu and COVID-19, which include:
  - Wash hands frequently with soap and water for 20 seconds. If soap and water are not available, use an alcohol-based sanitizer (60% or greater alcohol concentration) by thoroughly wetting all surfaces of the hand.
  - Hand washing with soap and water should be done before eating; after sneezing, coughing or nose blowing; after using the restroom; before handling food; after touching or cleaning surfaces that may be contaminated; and after using shared equipment like computer keyboards/mice.
  - Alcohol-based hand sanitizer (ABHS) can be used, when soap and water are not available. School medical directors should approve and permit the use of ABHS by students. Students should always be supervised by adults when using ABHS.
  - Incorporate frequent breaks to allow for handwashing at these times.
  - Ensure hand-washing policies and procedures are in place (e.g., post signs, communicate to faculty/staff/students).
  - Have tissues available in classrooms.
- Disinfect shared supplies (e.g., toys, musical instruments, classroom supplies).
- No special personal protective equipment is recommended for the general public at this time, such as masks, coveralls, etc.
- Promote early treatment for those who may be at higher risk.
- Increase social distances within the school environment:
  - Elementary schools where students and teachers work in close proximity may require different practices than high schools where person-to-person proximity in classrooms is less.
  - In elementary schools, consider limiting the sharing of supplies such as scissors, crayons, etc.
- Review District-wide Safety Plans and Building-level Emergency Response Plans, and update any information with consideration for addressing a potential COVID-19 case, outbreak, epidemic or pandemic. Descriptions of the specific annexes to review are included in the Supplemental Materials.
- Develop contingency plans now in the event that a quarantine, school closure or widespread communications (internet) outages disrupt internal school systems and operations. See page 5.

DEPARTMENT OF HEALTH GUIDANCE

- Keep in contact and work with your local Department of Health (LDOH) and school medical director, who will provide guidance to schools on how to proceed. Advice from the health department will be specific to a particular COVID-19 situation and the health department will determine appropriate monitoring plans, restricted movements or quarantine requirements.
- Quarantine, restricted movement and monitoring should only be enacted by the public health authorities and must be overseen by LDOH. Call the LDOH with any questions you may have about suspected or confirmed COVID-19 cases, movement restrictions or other COVID-19 concerns.
- In the event that a person is under investigation (PUI) for COVID-19 infection, a school could receive the information from various sources (e.g., LDOH, parent, employee). If informed of a potential COVID-19 case, contact the LDOH to discuss.
- Keep communication lines with your LDOH open. If you become aware of a COVID-19 case that was symptomatic in your school setting, notify LDOH.
- If a person with laboratory-confirmed COVID-19 has been in the school setting, LDOH/DOH will take action to identify close contacts. This can be challenging in school environments given the varying educational settings where, for example, elementary school populations are in closer contact with each other than in high school communities.

- NYS DOH recommends at this time that schools suspend sponsored travel programs for all students and staff in currently impacted countries (i.e., China, Iran, Italy, Japan, South Korea).
- Schools should develop plans to suspend programs in all other countries, regardless of whether they are currently impacted by CDC travel alerts.
- Students and faculty returning from currently impacted countries or regions of impacted countries will be required to be quarantined for 14 days upon return. This restriction includes school-sponsored travel or individual travel.

CLEANING AND DISINFECTION PRACTICES

Review and update routine cleaning and disinfection policies in line with the recent guidance from the New York State Department of Health "Interim Cleaning and Disinfection Guidance for Primary and Secondary Schools for COVID-19":

- Schools should continue to perform routine cleaning. Specific high-risk locations such as the health office, lunchrooms, athletic rooms and other frequently touched surfaces should be cleaned and disinfected at least daily.
- Frequently touched surfaces include:
  - Classroom desks and chairs;
  - Lunchroom tables and chairs;
  - Door handles and push plates;
  - Handrails;
  - Kitchen and bathroom faucets;
  - Light switches;
  - Handles on equipment (e.g., athletic equipment);
  - Buttons on vending machines and elevators;
  - Shared telephones;
  - Shared desktops;
  - Shared computer keyboards/mice; and
  - School bus seats and handrails.
- **If an individual with laboratory confirmed COVID-19 was symptomatic in a school setting, cleaning and disinfection throughout the school should take place.**
- When using cleaning or disinfectant products, always follow the instructions on the specific product label to ensure effective use.
- Facility staff do not need to wear respiratory protection when cleaning. Safety instructions should be followed as listed on product labels and safety data sheets including wearing personal protective equipment (e.g., gloves). Any gloves used, should be placed in a bag that can be tied closed prior to disposal with other wastes.
- **Always clean surfaces prior to the use of disinfectants.** Dirt and other materials reduce the ability of a disinfectant to kill germs.
- Disinfection products may be used in schools as needed at any time. Disinfectants do not fall under the NYS Green Cleaning Program requirements.
- **Effective Disinfection Steps:**
  - Use an EPA- and DEC-registered product specifically labeled for SARS-CoV-2 if available. If not available, use a disinfectant labeled as effective against rhinovirus or human coronavirus.
  - Always follow the label directions to ensure target pathogens are killed.
  - Always ensure the disinfectant product remains wet on target surfaces for the entire prescribed contact time on the label. Disinfectant wipes will also list effective contact times.
  - For disinfectants that come in concentrated forms (e.g., liquids, tablets), follow instructions for making diluted concentrations carefully.
    - Ensure the diluted solution concentration is effective against the target pathogen.
    - Make sure solid or liquid concentrates have completely dissolved in solution and the correct active ingredient concentration has been achieved.
    - Verify the appropriate contact time for a particular solution concentration and ensure diluted disinfectants are allowed adequate contact time.
    - Keep in mind that the effectiveness of diluted disinfectant solutions can vary depending on how long ago the diluted disinfectant was made. Use freshly diluted disinfectant solutions to ensure the product effectively kills pathogens.

CORONAVIRUS EMERGENCY PREPAREDNESS CHECKLIST

As part of your planning, consider these logistical and policy questions to determine if your district is prepared to maintain necessary services should an outbreak affect school operations:

STUDENT AND STAFF HEALTH AND WELL-BEING

- What policies are in place to minimize exposure or deal with known case(s)? Will you:
  - Permit students and staff at higher risk for disease complications to stay home?
  - Advise students with sick household members to stay home?
  - Extend the time that sick people stay home?
- Are your health office staff members aware of any new protocols, and are they prepared to advise students who become ill at school?
- Do you have the capacity to separate sick students and staff?
- Do you have the capacity to conduct active screening for illness at school?
- Are you actively monitoring attendance rates by building for both staff and students?
- What health care resources exist in your community to serve families who do not have health insurance or a family doctor?
- What support is there for individuals with disabilities or others with access or functional needs?

FACILITIES

- Are there any animals in any of your buildings that need to be cared for? Can you identify temporary alternate locations if necessary? How will you provide access to food and water if school is closed?
- Do all of your buildings have visitor protocols in place to ensure you know who has visited or been in a building?
- Will you restrict large-group activities? How will such determinations be made, and how will you communicate changes or cancellations?
- Do you have a list of vendors and upcoming deliveries, which might need to be canceled or rescheduled?

REPORTING

- Can district officials support DOH by trying to:
  - Identify the source of outbreak, scale and case definition to determine the required response and the level of infectiousness;
  - Identify an unusual cluster of the disease (i.e., an unusually high number of absences); and
  - Develop a case definition:
    - Who is sick?
    - When did they get sick?
    - What are the symptoms?
    - Are new people getting sick?
- Who is responsible for reporting diseases to health officials?
- What is the district's point of contact for reporting a disease outbreak?

CONTINUITY OF SERVICES

- What technology and equipment do you need to deliver services remotely? And do you have the necessary resources to do so?
- Are you aware of gaps in your capabilities, and have you brainstormed alternative options?
- Are there key vendors or third parties to contact for additional support?
- Can you test your plans to identify gaps?

COMMUNICATION DISRUPTIONS

- Can your staff collaborate remotely? Do they have the necessary tools?
- Can key information be accessed without electricity or network access, such as:
  - Staff/parent/media phone numbers and email addresses?
  - Crisis response team contact info and crisis communication plans/documents?
  - Logins/passwords?
- Do you have a way to communicate remotely with your Board of Education?
- Can you identify locations with public access to WiFi where staff could locate?

COMMUNICATION CHANNELS

Telephones

- Is there a list of main school and district office phone numbers? Do key staff know where to access it (including remotely)?
- Can you update the outgoing message on the district's automated directory system? If so, who will be responsible for this and do they have the proper permissions?
- If you have voicemail-to-email capabilities in district, are staff taking advantage of it?
- Is there the ability to immediately create a hotline, and who can do this? Do any current hotline numbers exist (e.g., homework or athletics)?

District website

- Who are authorized web users?
- Do backup web users have current login information?
- Who hosts the district's website? In the event that there are technical issue with the website or if the website isn't accessible, district officials will need to know whom to contact.

Other channels

- Who can update the following and how are these tools used in an emergency?
  - A mass notification system (email, phone, SMS text messaging)
  - A mobile app with push notification capability
- Which channels will you use for internal communications?
  - Intranet
  - Email
  - Video conferencing
  - Walkie talkies (used by emergency response team, etc.)

STUDENT TRAVEL

- Have any students or their families recently traveled to areas where there have been confirmed cases of the virus? Do you have a plan for being notified of recent travel and how to address those situations?
- What trips are planned in the coming weeks and months (including those organized by student clubs, groups, teams or other organizations) that would take students out of the area?
- What criteria will the district use to determine if a student trip is safe? Are there any circumstances under which the district would cancel an upcoming trip due to health concerns?
- If a trip is canceled that has already been paid for, are refunds available?

DISCRIMINATION/PUBLIC PERCEPTION

- Does your district serve a minority population that is at risk of discrimination?
- Are any of your staff members of a minority group that might make them the targets of discrimination?

SCHOOL CLOSURES, CONFIRMED CASES AND/OR QUARANTINES

- What kinds of dismissal policies will you use and in what scenarios?
  - Selective dismissals, which prevent the spread of disease to vulnerable communities;
  - Reactive dismissals, which occur when schools are not able to maintain normal functioning; and
  - Preemptive dismissals, a proactive strategy to decrease the spread of disease.
- How would the district determine the duration of a closure — what would signal that it was appropriate to resume school?
- Would a closure impact the school/district's days of service — will days have to be made up? What is the district's plan for how/when those dates would be added back to the school calendar?
- In the event of a closure, what events might need to be rescheduled?
- Does the district have tools to provide instruction remotely:
  - for a single student?
  - for an entire building?
  - for the entire student body?
- If providing instruction remotely, determine how to provide continuity of learning services:
  - using a variety of instructional services (low-tech to high-tech);
  - including formative and summative assessments; and
  - providing instruction to individuals, small groups or large groups.
- If your district has students enrolled in a program off-site from your campus (such as a BOCES program), what will those students do in the event of an off-site program closure?
- How would students who receive services at school (such as mental health services, occupational therapy or other supports) continue to receive services in the event of a closure or quarantine? What would be the impact if those services are interrupted unexpectedly?
- Are supports available for students whose families are food insecure and rely on school meals and/or food sent home from school (i.e., a Backpack Program)?
- Would staff still be able to perform essential functions?
- Would staff be able to access work files from home (via cloud storage or VPN connection)?
- What about students with school-issued Chromebooks or tablets?

Communications

When a crisis occurs, communication must be immediate and accurate. The district must be prepared to communicate key messages with target audiences directly, through established communication channels, as well as through the news media.

BEFORE AN OUTBREAK: PLANNING

IDENTIFY A PUBLIC INFORMATION OFFICER: All media calls should be directed to the district's public information officer. Make sure district leaders know this individual's contact information, and the contact information for the designated backup.

NO CONFIRMED CASES: Until and unless you have a confirmed case of coronavirus in your school community, every communication should start by stating that you have no known confirmed cases at this time.

PREPARE YOUR STAFF: Keep staff—teachers, principals, clerical staff—informed as the situation and/or guidance changes, since they are likely to be on the front lines in communicating with parents and students. Make sure they know what to do and whom to inform if they hear about a suspected or confirmed case.

PREPARE YOUR BOARD: Make your board of education aware of the district's plans, and provide talking points, so that they are prepared if any community members or reporters contact them.

PREPARE YOUR COMMUNITY: Communicate with parents, guardians and community members, notifying them that your district is monitoring and following guidance from health officials.

SHARE INFORMATION RESPONSIBLY: Encourage your administrators, staff and board members to avoid sharing information that comes from sources other than official channels, which could exacerbate the spread of rumors and misinformation.

HIGHLIGHT PREVENTION: Be aware of the latest guidance and information from the CDC and state and county health departments. Communications should emphasize the recommended prevention methods that have been publicized by these agencies.

WORK TO EASE FEARS: Strike a balance between reassurance and heightened concern in your communications. Messages should focus on the fact that school personnel are working with health officials. Remind your communities that you have plans in place for emergency situations, and that you are reviewing and adapting these plans as necessary.

DURING AN OUTBREAK: RESPONSE

KNOW YOUR COMMUNITY: Each community's situation will likely be different. Consult health experts regarding your district's specific circumstances, in the event of a confirmed case, before making decisions.

USE ONE-WAY COMMUNICATIONS: Use direct communication methods (mass notification systems, letters sent home, parent portal or district website). Refrain from posting information about coronavirus on the district's social media channels unless you want to facilitate and moderate potentially panicked conversations about the situation.

FOCUS ON PROCEDURES: Your communications should focus on school procedures and decisions. Refrain from providing healthcare advice and/or commentary on health-related aspects other than to direct people to information from health experts.

BE CONSISTENT: Be consistent and specific with the language you use to refer to suspected and/or confirmed cases, based on information from health officials (e.g., voluntary quarantine versus self-quarantine).

RESPECT PRIVACY: Do not share any information that would identify individuals. Consider whether the mention of the specific schools that siblings attend could reveal the identity of the family.

SHARE YOUR THINKING: Be ready to explain (to students, staff, the media, parents and the wider community) your reasoning behind how you handle any confirmed cases of coronavirus in your school community, including any guidance that informed your decision.

MONITOR CONTINUALLY: As the situation evolves, continue to monitor social media and other channels for comments, questions and concerns from staff, parents and students, and tailor your communications to address any new issues that come up.

In any crisis, avoid using social media to communicate. Stick with one-way messages sent promptly via the district's mass notification system directly to those who need to know the information first.

SAMPLE COVID-19 KEY MESSAGES

- Exposure can occur from any person-to-person contact and is not limited to a particular race or ethnicity.
- The district's first responsibility is to safeguard the health and well-being of its students, staff and community.
- The district is monitoring the situation, and following the guidance of our local, state and federal health departments.
- The nature of the situation is fluid, and while no additional action is recommended at this time, we will continue to monitor this issue and follow any new guidance that may develop.
- If you are sick, stay home to limit the spread of illness. Health concerns should be brought to a medical professional. Following basic hygiene practices are the best defense against the spread of illness.
- If any action is required, the district will notify students and families as information becomes available.

Remember: Until and unless you have a confirmed case of coronavirus in your school community, every communication should start by stating that you have no known confirmed cases at this time.

CHANNELS

Consistency, speed and appropriateness are key considerations when pushing out messages during a crisis. Districts often cannot provide the level of detail the public desires, whether for security reasons or because a crisis is ongoing, but they can provide a consistent message using effective communication channels that reach a desired audience—where they expect to be reached—as fast as possible.

The severity, timing and impact of a crisis will factor into the channels the district uses to communicate. The district should always reiterate how it will communicate updates.

Tools that provide a direct, unfiltered opportunity to communicate to INTERNAL publics include:

- Staff intranet
- Emails and letters
- Memos
- School public announcement (PA) systems
- Staff meetings
- Virtual staff meetings
- Mass notification systems
- Student information systems
- Phone calling "tree" or "chain"
- Notifications posted on building doors
- Hotline information line

Tools that provide a direct, unfiltered opportunity to communicate to EXTERNAL publics include:

- District website
- Emails and letters
- Opt-in alerts and eNews systems
- Mass notification systems
- Virtual public meetings
- Parent portal, mobile apps
- Phone calling "tree" or "chain"
- Notifications posted on building doors
- Hotline information line

Tools that provide an indirect, filtered approach to communicate to external publics include:

- People (word-of-mouth)
- Media

AUDIENCES

When defining a public in a crisis situation, consider the following questions:

- Who needs to know or understand?
- Who needs to be involved?
- Whose advice or support do you need?
- Who will be affected?

Groups to communicate with:

- Parents or guardians
- Students
- Employees
- Board of education members
- Non-parent residents
- News media
- Consider sub-groups that are specific to your school district. This could include parents and students in a certain classroom or employees of a certain building.

Depending on the scope of a COVID-19 outbreak, the school district might also communicate with:

- Families/employees under quarantine
- Families/employees who suffer loss of life as a result of the outbreak
- Community organizations that regularly use school facilities
- Suppliers or vendors who make regular deliveries to the affected schools
- Visitors to the schools
- Local and state health departments
- Local/municipal government officials
- The New York State Education Department
- The federal Department of Education
- Other district-specific groups

WORKING WITH THE MEDIA

Districts should be prepared to work with media, which will likely request information about how your district is preventing the spread of illness within the school community, how it is preparing for a confirmed case and, if a case is confirmed, what actions the district is taking.

The media can serve as a resource for the district as you share messages.

General Tips for Working with the Media

- Compile a list of local news media contacts.
- Monitor media coverage.
- Refer all media inquiries to the district's public information officer.
- Log all contacts with members of the media.
- Address and correct any fact-based errors in reporting.
- Distribute information as needed when there are significant developments or new information to share.

Press Conferences

If a district receives a large number of media calls and requests for interviews, hold a press briefing at a specific location and time, preferably in a large-group instruction room, conference room or other large classroom.

Consider who will be present to speak at the briefing. In this scenario, the superintendent and an official from a local or state health department could be considered.

At the end of each press briefing, the media spokesperson should inform members of the media when and where they can expect the next update.

SAMPLE COVID-19 COMMUNICATION SCRIPTS

The district should have sample language ready to release for how it is preparing in case the virus affects its community, how it will respond if a confirmed case is detected and if it needs to close. Districts should use the communication channels previously identified to relay these messages. Before releasing any information specific to a diagnosed case, districts should coordinate with their local health department.

Sample messages are available in the Supplemental Materials section.

COMMUNICATING WITH STAFF

Your staff are key in helping your district's message reach the community. Keeping staff informed with accurate, consistent information can help prevent the spread of rumors or misinformation.

Ensure that all staff receive a consistent message about the school's status with regard to COVID-19, such as via an all-staff email.

Inform district staff about prevention efforts in school buildings, including recommended hygiene practices. Particular emphasis should be placed on:

- minimizing the sharing of classroom supplies;
- increasing social distances among students;
- allowing frequent breaks to accommodate frequent hand washing/sanitizing; and
- having ample tissues available in classrooms.

Notify district staff of expectations in the event of illness or infection (such as seeking medical attention, staying home from work, following recommended hygiene procedures etc.).

Remind district staff to be mindful and compassionate to support any students who may be more affected (e.g., international students, students who have recently traveled to affected countries, minority students at risk for discrimination).

Resources

U.S. CENTERS FOR DISEASE CONTROL AND PREVENTION

- Coronavirus Disease 2019 (COVID-19) homepage:
  www.cdc.gov/coronavirus/2019-nCoV
- Interim Guidance for Administrators of US Childcare Programs and K-12 Schools to Plan, Prepare, and Respond to Coronavirus Disease 2019 (COVID-19): www.cdc.gov/coronavirus/2019-ncov/specific-groups/guidance-for-schools.html
  - Includes guidance for schools with and without COVID-19 identified in their communities.
- COVID-19: What is Stigma and What Causes It?
  www.cdc.gov/coronavirus/2019-ncov/faq.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Fstigma-faq.html
- Travel: Frequently Asked Questions and Answers
  www.cdc.gov/coronavirus/2019-ncov/travelers/faqs.html
- Handwashing: Clean Hands Saves Lives
  www.cdc.gov/handwashing/materials.html
  - Includes fact sheets, videos, posters and social media posts and graphics
- Pandemic Preparedness Resources
  www.cdc.gov/coronavirus/2019-ncov/php/pandemic-preparedness-resources.html
  - Pandemic Flu Checklist for K-12 School Administrators
    https://www.cdc.gov/nonpharmaceutical-interventions/pdf/pan-flu-checklist-k-12-school-administrators-item2.pdf
  - Get your School Ready for Pandemic Flu
    https://www.cdc.gov/nonpharmaceutical-interventions/pdf/gr-pan-flu-ed-set.pdf

U.S. DEPARTMENT OF EDUCATION, THE OFFICE OF SAFE AND DRUG-FREE SCHOOLS

- Practical Information on Crisis Planning: A Guide for Schools and Communities
  https://rems.ed.gov/docs/PracticalInformationonCrisisPlanning.pdf
- COVID-19 ("Coronavirus") Information and Resources for Schools and School Personnel
  - https://www.ed.gov/coronavirus

NEW YORK STATE DEPARTMENT OF HEALTH

- COVID-19 section
  - https://www.health.ny.gov/diseases/communicable/coronavirus/
- Interim Cleaning and Disinfection Guidance for Primary and Secondary Schools for COVID-19 (NYSDOH)
  - https://www.health.ny.gov/diseases/communicable/coronavirus/docs/cleaning_guidance_schools.pdf
- Interim Guidance for Cleaning and Disinfection for Non-Healthcare Settings Where Individuals Under Movement Restriction for COVID-19 are Staying (NYSDOH)
  - https://www.health.ny.gov/diseases/communicable/coronavirus/docs/cleaning_guidance_non-healthcare_settings.pdf

Supplemental Materials

SAMPLE MESSAGES

PLANNING MESSAGE

This message should notify publics that the district is monitoring information from local, state and federal sources and is ready to respond if necessary. If you don't communicate about this, others will do so for you and the information may not be accurate. Until and unless you have a confirmed case of coronavirus in your school community, every communication should start by stating that you have no known confirmed cases at this time. Indicate a commitment to communication and explain the ways the district will share updates with the school community.

While the **[SCHOOL DISTRICT NAME]** does not have a **confirmed case** of novel coronavirus, COVID-19, within its school community, district officials are monitoring information from local, state and federal officials about the newly-emerged virus.

If the district becomes aware that one of our students or staff members is diagnosed with COVID-19, we will notify staff and parents/guardians **[insert how you will notify: phone call, email, web article]**. At this time, experts have not recommended that the district cancel or reschedule classes or other school events.

For now, the most important thing you can do to protect yourself and your children is to follow the standard preventive practices for influenza. There are a number of steps that students, staff and community members can take to minimize the spread of all respiratory illnesses, including COVID-19, according to the New York State Department of Health:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

It is important to note that exposure to COVID-19 can occur from any person-to-person contact and is not limited to a particular race or ethnicity.

More information about COVID-19 is available from the U.S. Centers for Disease Control and Prevention at: https://www.cdc.gov/coronavirus/2019-ncov/index.html.

The state Department of Health also has information available on its website, including a coronavirus hotline: https://www.health.ny.gov/diseases/communicable/coronavirus/.

We are preparing to meet the needs of our students and staff in the event the virus affects our community. **[insert examples of preparations: cleaning of school buildings, e-learning options, reinforcing handwashing messages]**

We appreciate your support of our district and will share more information as it becomes available **[insert how information will be shared]**.

Please note: Districts should incorporate in their letter any procedures that have been put into place for children who may be at higher risk for infection (such as those who have traveled, or have family members that have traveled, outside of the country recently).

SAMPLE MESSAGES

VIRUS IDENTIFIED IN SCHOOL COMMUNITY (STAFF)

Districts should notify staff if someone related to the school community is diagnosed with COVID-19. This communication should focus on what the district is doing to contain the infection and limit exposure. Communication with staff should come before communication with the general public. Indicate a commitment to communication and explain the ways the district will share updates with staff.

We wanted to be the first to let you know that **[AGENCY]** notified us that we have a case of COVID-19 involving one of our schools.

[PROVIDE INFORMATION ABOUT WHICH SCHOOL BUILDING/S AFFECTED. DO NOT IDENTIFY INDIVIDUALS BY NAME.]

The district has been in communication with local health department officials regarding the severity of the outbreak. While school and extracurricular activities will continue as scheduled, we will be monitoring the situation and working with health officials to determine whether there is a need to close, or to cancel or reschedule any events. If this becomes necessary, we will immediately notify staff using our usual communication channels.

[DESCRIBE MEASURES BEING TAKEN TO PREVENT THE SPREAD OF ILLNESS, SUCH AS ADDITIONAL CLEANING PROCEDURES.]

Although we appreciate your expertise at school, we encourage you to stay home if you are experiencing any symptoms associated with this current illness/outbreak.

Exposure to COVID-19 can occur from any person-to-person contact and is not limited to a particular race or ethnicity. For now, the most important thing you can do to protect yourself and your family is to follow the standard preventive practices for influenza.

There are a number of steps that can minimize the spread of all respiratory illnesses, including COVID-19, according to the New York State Department of Health:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

We will continue to monitor this situation and will notify staff immediately of any interruptions to the school schedule. We appreciate your patience and cooperation, as we know this is a serious matter of great concern to many of you. Please contact the superintendent's office if you have any questions. Thank you.

SAMPLE MESSAGES

VIRUS IDENTIFIED IN SCHOOL COMMUNITY (PARENTS)

Districts should notify publics if a student, staff member or other individual related to the school community is diagnosed with COVID-19. This communication should focus on what the district is doing to contain the infection and limit exposure. Indicate a commitment to communication and explain the ways the district will share updates with the school community.

We wanted to be the first to let you know that [AGENCY] has notified us that we have a case of COVID-19 involving one of our schools.

[PROVIDE INFORMATION ABOUT WHICH SCHOOL BUILDING/S AFFECTED. DO NOT IDENTIFY INDIVIDUALS BY NAME.]

The district has been in communication with local health department officials regarding the severity of the outbreak. While school will continue as scheduled, we will be monitoring the situation and working with health officials to determine whether there is a need to close.

If this becomes necessary, we will immediately notify parents and guardians so that the necessary arrangements can be made to care for children.

[DESCRIBE MEASURES BEING TAKEN TO PREVENT THE SPREAD OF ILLNESS, SUCH AS ADDITIONAL CLEANING PROCEDURES.]

Although we recognize student attendance is necessary to facilitate the education process, please do not send children to school if they are experiencing symptoms associated with this current illness/outbreak.

Exposure to COVID-19 can occur from any person-to-person contact and is not limited to a particular race or ethnicity. For now, the most important thing you can do to protect yourself and your family is to follow the standard preventive practices for influenza.

There are a number of steps that can minimize the spread of all respiratory illnesses, including COVID-19, according to the state Department of Health:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

We will continue to monitor this situation and will notify families immediately of any interruptions to the school schedule. We appreciate your patience and cooperation, as we know this is a serious matter of great concern to many of our families. Please contact the superintendent's office if you have any questions. Thank you.

SAMPLE MESSAGES

CLOSURE DUE TO ILLNESS — ONE OR MORE SCHOOL BUILDINGS

Due to the presence of coronavirus, or COVID-19, in **[SCHOOL DISTRICT NAME]**, we have decided to close **[SCHOOL/SCHOOLS] [today/tomorrow] [DAY/DATE]** as a precautionary measure to limit the spread of illness.

We recognize that this is an inconvenience to many of our families, but our primary concern is the health and wellness of all students and staff. The district has been in communication with local health department officials.

It is our hope that this closure will provide time to help stop the spread of illness. We plan to open **[SCHOOL BUILDING/S NAME]** on our regular schedule on **[DATE SCHOOL WILL RESUME]**

[MESSAGE ABOUT CLEANING, OTHER STEPS BEING TAKEN TO PREPARE THE SCHOOL TO RE-OPEN.]

Exposure to COVID-19 can occur from person-to-person contact. If you have any concerns about your student's health, we recommend contacting your medical provider.

We encourage families to continue taking steps to minimize the spread of all respiratory illnesses, including COVID-19. The state Department of Health recommends the following:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

[MESSAGE ABOUT PROGRAMS/SERVICES THAT ARE STILL AVAILABLE, INCLUDING DISTANCE LEARNING]

We will continue to monitor this situation and will keep families informed of any new information as it develops. We know this is a serious matter of great concern to many of our families. Please contact the superintendent's office if you have any questions. Thank you for your cooperation.

SAMPLE MESSAGES

CLOSURE DUE TO ILLNESS — ENTIRE DISTRICT

Due to the presence of coronavirus, or COVID-19, in **[SCHOOL DISTRICT NAME]**, we have decided to close our schools **[today/tomorrow] [DAY/DATE]** as a precautionary measure to limit the spread of illness.

We recognize that this is an inconvenience to many of our families, but our primary concern is the health and wellness of all students and staff. The district has been in communication with local health department officials.

[MESSAGE ABOUT CLEANING, OTHER STEPS BEING TAKEN TO PREPARE THE SCHOOL TO RE-OPEN]

It is our hope that this closure will provide time to help stop the spread of illness. We plan to open on our regular schedule on **[DATE SCHOOL WILL RESUME]**

[MESSAGE ABOUT ANY OTHER PROGRAMS/SERVICES THAT ARE STILL AVAILABLE, INCLUDING DISTANCE LEARNING]

Exposure to COVID-19 can occur from person-to-person contact. If you have any concerns about your student's health, we recommend contacting your medical provider.

We encourage families to continue taking steps to minimize the spread of all respiratory illnesses, including COVID-19. The state Department of Health recommends the following:

- Wash your hands often with soap and water for at least 20 seconds. If soap and water are not available, use an alcohol-based hand sanitizer. Heavily soiled hands should be washed.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

In addition, we encourage students and their families to limit the time spent among groups of other people, such as gathering at a friend's house, shopping center or restaurant. The Centers for Disease Control advises that this can help minimize the spread of illness.

We will continue to monitor this situation and will keep families informed if any new information develops. We know this is a serious matter of great concern to many of our families. Please contact the superintendent's office if you have any questions. Thank you for your cooperation.

Revision of Emergency Response Plans

School district personnel should review District-wide Safety Plans and Building-level Emergency Response Plans and update with consideration for addressing a potential COVID-19 case, outbreak, epidemic or pandemic.

THE ANNEXES RELATED TO INFECTIOUS DISEASE PLANNING INCLUDE THE FOLLOWING:

Infectious Disease/Pandemic Flu Annex – This Threat and Hazard-specific annex describes the courses of action that are unique to infectious diseases/flu outbreaks in schools. Review to ensure the following information is available:

☑ Does the Annex take into account multiple diseases (e.g. flu, COVID-19, MRSA)

☑ What practices are in place to minimize exposure (pre-planning)? Can the practices be improved?

☑ What policies are in place to minimize exposure or deal with known case(s)? Will you:

- Permit students and staff at higher risk for disease complications to stay home?
- Advise students with sick household members to stay home?
- Extend the time that sick people stay home?

☑ What kinds of dismissal policies will you use and in what scenarios?

- Selective dismissals, which prevent the spread of disease to vulnerable communities;
- Reactive dismissals, which occur when schools are not able to maintain normal functioning; and
- Preemptive dismissals, a proactive strategy to decrease the spread of disease.

☑ Update the Annex to incorporate new information, evolving knowledge and guidance. Is anything out of date?

☑ What support is there for individuals with disabilities or others with access or functional needs?

☑ Review and update Annex to include multiple scenarios such as a single case, outbreak in school, an epidemic and a pandemic. The scenarios should include varying degrees and severity of symptoms.

CONSIDER THE FOLLOWING TOPICS WHEN REVIEWING EMERGENCY RESPONSE PLANS:

Before an outbreak occurs, enforce effective policies, such as the following:

- Ensure hand-washing policies and procedures are in place (e.g. post signs, communicate to faculty/staff/students);
- Provide education regarding cough and sneeze etiquette;
- Review and update routine cleaning and sanitation policies;
- Review policies and practices related to handling animals in school or on field trips; and
- Ensure students are appropriately vaccinated.

During an outbreak, schools and districts should include response measures such as:

- Promote early treatment for those who may be at higher risk;
- Advise the sick to stay home from school and school events;
- Conduct active screening for illness at school;
- Separate sick students and staff at school;
- Increase social distances within the school environment;
- Adapt attendance policies; and
- Consider school dismissals.

Work together with LDOH/DOH when a case or cases are known so that close contacts and sources can be identified. You can expect to help LDOH/DOH try to:

- Identify the source of outbreak, scale, and case definition to determine the required response and the level of infectiousness;
- Identify an unusual cluster of the disease (i.e., an unusually high number of absences); and
- Develop a case definition:
  - Who is sick?
  - When did they get sick?
  - What are the symptoms?
  - Are new people getting sick?

After an outbreak, schools and districts should:

- Determine if a school facility needs remediation before it can reopen; and
- Determine process for re-opening schools or reconvening students by
- Following policy regarding re-opening of school and be sure to follow medical/health department advice;
- Communicating with parents, students, staff, and media; and
- Assessing achievement during dismissals and absences.

COMMUNICATIONS ANNEX

This functional annex includes communication and coordination during emergencies and disasters (both internal communication and communication with external stakeholders) as well as the communication of emergency protocols before an emergency and communication after an emergency. The Communications Annex is particularly relevant to managing infectious disease outbreaks, since schools will need to have protocols in place to effectively communicate with internal and external stakeholders before, during, and after the outbreak.

Considerations to review in the Communications Annex related to infectious diseases:

- Use pre-determined spokesperson(s);
- Ask for input from knowledgeable practitioners;
- Be consistent with communication efforts;
- Coordinate communication;
- Consider the target audience; and
- Consider multiple communication methods.

Before

☑ Create templates

☑ Identify spokespersons

☑ Promote good hygiene practices

During

☑ Continuously inform stakeholders on updates

After

☑ Outcome of the emergency, changes for the future

CONTINUITY OF OPERATIONS (COOP) ANNEX

This functional annex describes how a school and district will help ensure that essential functions continue during an emergency and its immediate aftermath. Essential functions include: business services (payroll and purchasing), communication (internal and external), computer and systems support, facilities maintenance, safety and security, and continuity of teaching and learning. In considering how an infectious disease outbreak may lead to prolonged school closures, the COOP Annex is particularly useful for addressing continuity of teaching and learning.

In the event of prolonged absences or school closures, determine how to provide continuity of learning services:

☑ Using a variety of instructional services (low-tech to high-tech)

☑ Including formative and summative assessments

☑ Providing instruction to individuals, small groups, or large groups

PUBLIC HEALTH, MEDICAL, AND MENTAL HEALTH ANNEX

This functional annex describes the courses of action that the school will follow to address emergency medical (e.g., first aid), public health and mental health counseling issues. Schools should coordinate these efforts with the appropriate emergency medical services, public health, mental health, law enforcement, fire department and emergency management representatives.

☑ Determine with LDOH roles and responsibilities for reporting disease and surveillance

☑ Determine diseases that should be reported to LDOH

☑ Determine/confirm point of contact that school report a disease outbreak

☑ Determine roles and responsibilities of surveillance partners

☑ Assess the current surveillance system and determine what it monitors

ERP planning checklists adapted from:

(Ref: Infectious Disease Planning, REMS, Infectious Disease Final PPT)

NYS County Health Department Contact Information

ALBANY COUNTY
Albany County Department of Health
Phone: 518-447-4580
Fax: 518-447-4698

ALLEGANY COUNTY
Allegany County Department of Health
Phone: 585-268-9250
Fax: 585-268-9264

BROOME COUNTY
Broome County Health Department
Phone: 607-778-2802
Fax: 607-778-2838

CATTARAUGUS COUNTY
Cattaraugus County Health Department
Phone: 716-373-8050
Fax: 716-701-3737
Disease Control/Zika Questions: 716-701-3394

CAYUGA COUNTY
Cayuga County Health Department
Phone: 315-253-1560
Fax: 315-253-1156

CHAUTAUQUA COUNTY
Chautauqua County Health Department
Phone: 716-753-4590
Fax: 716-753-4640

CHEMUNG COUNTY
Chemung County Health Department
Phone: 607-737-2028
Fax: 607-737-3576

CHENANGO COUNTY
Chenango County Health Department
Phone: 607-337-1660
Fax: 607-337-1720

CLINTON COUNTY
Clinton County Department of Health
Phone: 518-565-4840
Fax: 518-565-4717

COLUMBIA COUNTY
Columbia County Department of Health
Phone: 518-828-3358
Fax: 518-828-5894

CORTLAND COUNTY
Cortland County Health Department
Phone: 607-753-5036
Fax: 607-753-5209

DELAWARE COUNTY
Delaware County Public Health Services
Phone: 607-832-5200
Fax: 607-832-6021

DUTCHESS COUNTY
Dutchess County Department of Behavioral and Community Health
Phone: 845-486-3432
Fax: 845-486-3448

ERIE COUNTY
Erie County Department of Health
Phone: 716-858-6976
Fax: 716-858-8701
Disease Control/Zika Questions: Epidemiology: 716-858-7697

ESSEX COUNTY
Essex County Health Department
Phone: 518-873-3500
Fax: 518-873-3539

FRANKLIN COUNTY
Franklin County Public Health Services
Phone: 518-481-1710
Fax: 518-483-9378

FULTON COUNTY
Fulton County Public Health Department
Phone: 518-736-5720
Fax: 518-762-1382

GENESEE COUNTY
Genesee County Public Health Department
Phone: 585-344-2580
Fax: 585-345-3064

GREENE COUNTY
Greene County Public Health Department
Phone: 518-719-3600
Fax: 518-719-3781

HAMILTON COUNTY
Hamilton County Public Health Nursing Service
Phone: 518-648-6497
Fax: 518-648-6143

HERKIMER COUNTY
Herkimer County Public Health Nursing Service
Phone: 315-867-1176
Fax: 315-867-1444

JEFFERSON COUNTY
Jefferson County Public Health Service
Phone: 315-786-3710
Fax: 315-786-3761

LEWIS COUNTY
Lewis County Public Health
Phone: 315-376-5453
Fax: 315-376-7013

LIVINGSTON COUNTY
Livingston County Department of Health
Phone: 585-243-7270
Fax: 585-243-7287

MADISON COUNTY
Madison County Department of Health
Phone: 315-366-2361
Fax: 315-366-2697

MONROE COUNTY
Monroe County Health Department
Phone: 585-753-2991
Fax: 585-753-5115

MONTGOMERY COUNTY
Montgomery County Public Health Department
Phone: 518-853-3531
Fax: 518-853-8218

NASSAU COUNTY
Nassau County Department of Health
Phone: 516-227-9500
Fax: 516-227-9696
After Hours and Weekends Emergencies: 516-742-6154

NEW YORK CITY
New York City Department of Health and Mental Hygiene
Phone: 347-396-4100
Fax: 347-396-4135 or 347-396-4136

NIAGARA COUNTY
Niagara County Department of Health
Phone: 716-439-7435
Fax: 716-439-7402

ONEIDA COUNTY
Oneida County Health Department
Phone: 315-798-6400
Fax: 315-266-6138

ONONDAGA COUNTY
Onondaga County Health Department
Phone: 315-435-3252
Fax: 315-435-5720

ONTARIO COUNTY
Ontario County Public Health
Phone: 585-396-4343
Fax: 585-396-4551
Phone: 800-299-2995

ORANGE COUNTY
Orange County Health Department
Phone: 845-291-2332
Fax: 845-291-2341

ORLEANS COUNTY
Orleans County Health Department
Phone: 585-589-3278
Fax: 585-589-2873

OSWEGO COUNTY
Oswego County Health Department
Phone: 315-349-3545
Fax: 315-349-3435

OTSEGO COUNTY
Otsego County Health Department
Phone: 607-547-4230
Fax: 607-547-4385

PUTNAM COUNTY
Putnam County Health Department
Phone: 845-808-1390
Fax: 845-808-1937

RENSSELAER COUNTY
Rensselaer County Department of Health
Phone: 518-270-2626
Fax: 518-270-2638
After hours emergency line call: 518-857-4660

ROCKLAND COUNTY
Rockland County Department of Health
Phone: 845-364-2512
Fax: 845-364-2628

SARATOGA COUNTY
Saratoga County Public Health Services
Phone: 518-584-7460
Fax: 518-583-1202

SCHENECTADY COUNTY
Schenectady County Public Health Services
Phone: 518-386-2824
Fax: 518-382-5418

SCHOHARIE COUNTY
Schoharie County Department of Health
Phone: 518-295-8365
Fax: 518-295-8786

SCHUYLER COUNTY
Schuyler County Public Health Department
Phone: 607-535-8140
Fax: 607-535-8157

SENECA COUNTY
Seneca County Health Department
Phone: 315-539-1925
Fax: 315-539-9493

ST. LAWRENCE COUNTY
St. Lawrence County Public Health Department
Phone: 315-386-2325
Fax: 315-386-2203
After Hours (On-call Nurse): 315-454-2363

STEUBEN COUNTY
Steuben County Public Health
Phone: 607-664-2438
Fax: 607-664-2166

SUFFOLK COUNTY
Suffolk County Department of Health Services
Phone: 631-854-0000
Fax: 631-854-0108

SULLIVAN COUNTY
Sullivan County Public Health Services
Phone: 845-292-5910
Fax: 845-513-2276

TIOGA COUNTY
Tioga County Public Health Department
Phone: 607-687-8600
Fax: 607-223-7019

TOMPKINS COUNTY
Tompkins County Health Department
Phone: 607-274-6600
Fax: 607-274-6680

ULSTER COUNTY
Ulster County Department of Health
Phone: 845-340-3150
Fax: 845-334-8337

WARREN COUNTY
Warren County Health Services
Phone: 518-761-6580
Fax: 518-761-6422

WASHINGTON COUNTY
Washington County Public Health Services
Phone: 518-746-2400
Fax: 518-746-2461

WAYNE COUNTY
Wayne County Public Health
Phone: 315-946-5749
Fax: 315-946-5762
Off Hours Emergency Number: 315-946-9711

WESTCHESTER COUNTY
Westchester County Department of Health
Phone: 914-813-5000
Fax: 914-813-5003

WYOMING COUNTY
Wyoming County Health Department
Phone: 585-786-8890
Fax: 585-786-3537