An open letter from the Executive Director to the Community

Sunday, March 22, 2020

During this very difficult time, BronxWorks remains committed to live our mission and support our Bronx neighbors. While New York City is under a state of emergency to battle the spread of COVID – 19, many of BronxWorks programs are deemed essential. We will continue to adjust our delivery model to serve the community based on the parameters set by our city and state officials. Protecting the health and well-being of our staff and program participants is a top priority for BronxWorks and we are especially grateful to our dedicated staff who are committed to their work as part of the health and human services sector.

BronxWorks is focusing on supporting one another and we continue to take appropriate measures to protect those who enter our facilities to receive essential services. BronxWorks is observing strict guidelines of making hand sanitizer readily available, encouraging frequent hand washing, practicing respiratory etiquette, and ensuring that frequently touched surfaces in common areas are wiped down with approved cleaning products.

For those BronxWorks staff deemed essential and working on-site, we have asked them to closely monitor their health. If they are experiencing any symptoms of respiratory illness, they have been directed not to come to work. We are also providing support to our staff who are working from home in the event they become ill.

As this crisis and the response to it changes rapidly, I urge you to check the BronxWorks website and social media for announcements and operational changes. Information may change quickly, and we will do our best to provide timely updates.

We strongly encourage our program participants to please stay home as much as possible. Monitor your health and call your doctor if you have cold or flu symptoms like coughing, shortness of breath, fever or sore throat. If you do not feel better in three to four days, seek care from your doctor. If you need help getting medical call 844-NYC.4NYC (844-692-4692) or 311. NYC will provide care regardless of immigration status, insurance status or ability to pay.
• For real-time updates, text “COVID” to 692-692. Messages and data rates may apply.
• Visit nyc.gov/coronavirus for additional resources and information.
• If you need a provider, call 844-NYC.4NYC (844-692-4692) or 311.
• If you are feeling anxious, stressed or overwhelmed, connect with trained counselors at NYC Well, the City’s confidential helpline. Call 888-NYC-WELL (888-692-9355), text “WELL” to 65173, or chat online at nyc.gov/nycwell.

On behalf of all at BronxWorks, we send our wishes for your health, safety and well-being. Thank you for your patience and for the opportunity to work together. We look forward to brighter and healthier days ahead.

Yours truly,

Eileen Torres

Eileen Torres
Executive Director