



# COUNTY OF ERIE

**MARK POLONCARZ**

COUNTY EXECUTIVE

GALE R. BURSTEIN, MD, MPH, FAAP  
COMMISSIONER OF HEALTH

This COVID-19 packet of information includes the following documents:

1. If you are positive for COVID-19 read through the packet
2. Standing Commissioner's Order for Isolation of a Lab Confirmed COVID-19 Case
3. New York State Department of Health - Health Advisory: COVID-19 Release From Home Isolation
4. New York State Department of Health – Protocols for Essential Personnel to Return to Work Following COVID-19 Exposure or Isolation
5. New York State Department of Health – Health Advisory: Updated Protocols for Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection
6. COVID-19 Isolation Questions & Answers
7. CDC – What you need to know about coronavirus disease 2019 (COVID-19)
8. CDC – What to do if you are sick with coronavirus disease 2019 (COVID-19)
9. SAMHSA – Taking Care of Your Behavioral Health
10. COVID-19 Temperature Log to monitor your temperature
11. Return to Work Authorization for Health Care Workers or Essential Employees
12. Affirmation of Self-Quarantine or Self-Isolation to be used for New York Paid Family Leave COVID-19 claims
13. SNAPCAP – Medical Facilities that are open for COVID-19 testing and for new primary care patients including telehealth.



## COUNTY OF ERIE

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GALE R. BURSTEIN, MD, MPH, FAAP  
COMMISSIONER OF HEALTH

**THE ENCLOSED ORDER APPLIES TO YOU AND REQUIRES THAT YOU REMAIN IN ISOLATION FROM THE TIME YOU ARE TESTED FOR COVID-19 UNTIL:**

- ***YOUR TEST RESULTS INDICATE THAT YOU ARE NEGATIVE FOR COVID-19; or***
- ***YOUR TEST RESULTS INDICATE THAT YOU ARE POSITIVE FOR COVID-19 AND YOU MEET THE CRITERIA FOR RELEASE FROM SELF-ISOLATION ENCLOSED HEREIN***

STATE OF NEW YORK  
ERIE COUNTY DEPARTMENT OF HEALTH

**In re: 2019-Novel Coronavirus (COVID-19)**

**STANDING COMMISSIONER'S ORDER  
FOR ISOLATION OF LAB CONFIRMED COVID-19**

Pursuant to Section 2100 of the Public Health Law

WHEREAS, on January 30, 2020 the World Health Organization designated the COVID-19 outbreak as a Public Health Emergency of International Concern, advising that further cases may appear in any country; and

WHEREAS, on January 31, 2020, Health and Human Services Secretary Alex M. Azar II declared a public health emergency for the entire United States to aid the nation's healthcare community in responding to COVID-19; and

WHEREAS, as of March 7, 2020, Andrew Cuomo, the Governor of the State of New York, declared a State of Emergency by Executive Order 202 as a result of the spread of COVID-19 in the State of New York; and

WHEREAS, as of March 13, 2020, Donald Trump, the President of the United States of America, declared a National Emergency as a result of the spread of COVID-19 in the United States; and

WHEREAS, as of March 15, 2020, Mark C. Poloncarz, the Chief Executive of the County of Erie, declared a State of Emergency as a result of the spread of COVID-19 in the County of Erie; and

WHEREAS, Section 2100 of the Public Health Law mandates that all local health officers, being Commissioners of Health and Public Health Directors, as the case may be, of County Health

Departments, guard against the introduction of such communicable diseases as are designated in the State Sanitary Code, by the exercise of proper and vigilant medical inspection and control of all persons and things infected with or exposed to such diseases; and

WHEREAS, the New York State Department of Health has issued “2019 Novel Coronavirus (COVID-19) Interim Containment Guidance: Precautionary Quarantine, Mandatory Quarantine and Mandatory Isolation Applicable to all Local Health Departments (LHD)” (“NYSDOH Guidance”); and

WHEREAS the NYSDOH Guidance requires that any person who has tested positive for COVID-19 be isolated; and

WHEREAS, on March 28, 2020, the New York State Department of Health issued a “HEALTH ADVISORY: COVID-19 RELEASE FROM HOME ISOLATION” (“Clearance Criteria”); and

WHEREAS, as of April 19, 2020, the County of Erie has over 2100 individuals who have had laboratory confirmed COVID-19 infections; and

WHEREAS, it is expected that the number of persons infected will continue to increase; and

WHEREAS, given the volume of positive test results and the critical need to protect the public health;

NOW, THEREFORE, by virtue of the authority vested in me by section 2100 of the Public Health Law of the State of New York, as Commissioner of the Erie County Department of Health, I do hereby:

**ORDER that, any person who has been tested for COVID-19 utilizing a molecular diagnostic test is required to remain isolated at an individual place of residence during the time between the specimen collection and the delivery of test results. Any person who receives a negative result may end isolation at that time.**

ORDER that, any person who has tested positive for COVID-19 through a clinical laboratory molecular diagnostic test is required to remain isolated at an individual place of residence until such time as that individual meets the Clearance Criteria as set forth by the New York State Department of Health;

FURTHER, I DO HEREBY ORDER that, any person so isolated must adhere to the Isolation and the release from Isolation Protocol attached hereto;

FURTHER, I DO HEREBY ORDER that, any person who collects a specimen from an individual for the purpose of testing for COVID-19 utilizing a molecular diagnostic test must provide such individual with a copy of this Standing Order.

FURTHER, I DO HEREBY ORDER that, any person who collects a specimen from an individual for the purpose of testing for COVID-19 must verify such individual's current telephone number and address in order to help improve accuracy within the New York State Electronic Clinical Laboratory Reporting System for those results which are reportable therein.

FURTHER, I DO HEREBY order that, any doctor, hospital, or other medical provider or facility operating within the County of Erie shall provide a copy of this Standing Order to any person who has a positive molecular diagnostic test for COVID-19 upon delivery of the results of the positive test, or shall inform said person of this Standing Order and direct the individual to the website for the Erie County Department of Health to obtain a copy. Documentation shall be maintained that this provision has been complied with, and shall be provided to the Erie County Department of Health upon request;

FURTHER, I DO HEREBY ORDER that, every doctor, hospital, or other medical provider or facility operating within the County of Erie shall conspicuously place a copy of this Standing Order in their place of business, where it may be viewed by any persons seeking treatment or testing;

FURTHER, I DO HEREBY ORDER that, every doctor, hospital, or other medical provider or facility operating within the County of Erie shall post this Standing Order to the home page of their web site;

FURTHER, I DO HEREBY give notice that the failure to comply with the provisions of this Order may subject an individual to criminal prosecution pursuant to the terms of Section 12-b of the Public Health Law;

FURTHER, I DO HEREBY give notice that an individual subject to this Standing Order has a right to challenge this Order in a Court of competent jurisdiction and to be represented by legal counsel or to have counsel provided, and that if the person qualifies to have counsel provided, such counsel will be made available. To the extent necessary, the Erie County Department of Health will request that an individual subject to isolation be allowed to participate in any such proceeding by telephonic or video-conferencing means;

FURTHER, I DO HEREBY ORDER that, this Standing Order shall remain in effect until revoked, in writing, by my hand.

DATED: ERIE COUNTY NEW YORK  
APRIL 20, 2020



GALE R. BURSTEIN MD, MPH, FAAP, COMMISSIONER  
ERIE COUNTY DEPARTMENT OF HEALTH

**\*NOTE**

**THIS ORDER APPLIES TO ALL INDIVIDUALS FROM THE TIME YOU ARE TESTED FOR COVID-19 UTILIZING A MOLECULAR DIAGNOSTIC TEST UNTIL YOUR TEST RESULTS INDICATE THAT YOU ARE NEGATIVE FOR COVID-19 OR YOUR TEST RESULTS INDICATE THAT YOU ARE POSITIVE FOR COVID-19 AND YOU HAVE MET THE CRITERIA FOR RELEASE FROM SELF-ISOLATION.**

**THIS STANDING ORDER ALONG WITH INSTRUCTIONS FOR ISOLATION, GUIDANCE FOR SELF-RELEASE FROM ISOLATION, AND FREQUENTLY ASKED QUESTIONS CAN BE FOUND AT <https://www2.erie.gov/health/>.**



March 28, 2020

TO: Healthcare Providers, Healthcare Facilities, Clinical Laboratories, and Local Health Departments  
FROM: New York State Department of Health (NYSDOH)

**HEALTH ADVISORY: COVID-19 RELEASE FROM HOME ISOLATION**

**SUMMARY**

- Widespread, ongoing community transmission of COVID-19 is occurring in the New York City metropolitan region of New York State.
- The criteria in New York State for release from mandatory home isolation is now being revised to use the [Centers for Disease Control and Prevention's \(CDC\) non-test-based strategy](#).
- [Release of immunocompromised persons with COVID-19](#) from isolation (e.g., medical treatment with immunosuppressive drugs, bone marrow or solid organ transplant recipients, inherited immunodeficiency, poorly controlled HIV) should be discussed in advance with NYSDOH.

**RELEASE OF SYMPTOMATIC INDIVIDUALS ON ISOLATION**

- Symptomatic individuals who were confirmed as having COVID-19 may discontinue home isolation once they meet the following conditions:
  - At least 3 days (72 hours) have passed *since recovery*, defined as resolution of fever without the use of fever-reducing medications; **AND**
  - Improvement in respiratory symptoms (e.g., cough, shortness of breath); **AND**
  - At least 7 days have passed *since symptoms first appeared*.
- This approach will prevent most, but may not prevent all, instances of secondary spread. The risk of transmission after recovery is likely substantially less than that during illness.
  - To further reduce the risk, individuals returning from isolation should continue to practice proper hygiene protocols (e.g., hand washing, covering coughs) and avoid prolonged, close contact with vulnerable persons (e.g. compromised immune system, underlying illness, 70 years of age or older).

**RELEASE OF ASYMPTOMATIC INDIVIDUALS ON ISOLATION**

- Asymptomatic individuals who were confirmed as having COVID-19 may discontinue home isolation under the following conditions:
  - At least 7 days have passed *since the date of their first positive COVID-19 diagnostic test*; **AND**
  - The individual has had no subsequent illness.



March 31, 2020

**Protocols for Essential Personnel to Return to Work Following  
COVID-19 Exposure or Infection**

This advisory supersedes guidance from the New York State Department of Health issued on March 28, 2020, to clarify that this guidance applies to essential personnel who have been exposed to a confirmed OR suspected case of COVID-19.

Public and private sector organizations that provide essential services or functions where personnel are needed to perform critical functions, including infrastructure, public safety, and other essential operations, may allow personnel who were exposed to or are recovering from COVID-19 to work in the workplace setting, if needed to maintain essential operations. Essential services or functions include but are not limited to public health personnel, utility and water operators, skilled manufacturers and supporting supply chains, transportation infrastructure, law enforcement, and emergency response personnel.

Essential personnel who have **been exposed to a confirmed or suspected case of COVID-19** can be permitted to work in the required workplace setting if all of the following conditions are met:

1. Working from home would not be feasible for job duties;
2. Personnel are **asymptomatic**;
3. Personnel quarantine themselves when not at work;
4. Personnel undergo temperature monitoring and symptom checks upon arrival to work and at least every 12 hours while at work, and self-monitor (i.e. take temperature, assess for symptoms) twice a day when at home;
5. Personnel required to interact with individuals within 6 feet should wear a facemask<sup>1</sup> while working for 14 days following the last exposure;
6. Personnel whose job duties permit a separation of greater than 6 feet should have environmental controls in place to ensure adequate separation is maintained, and do not need to wear a facemask;
7. If personnel develop symptoms consistent with COVID-19 (e.g., fever, cough, or shortness of breath) while working, they should immediately stop work and isolate at home; and
8. Testing should be prioritized for essential personnel with symptoms.

Essential personnel with **confirmed or suspected COVID-19** may be permitted to work in the required workplace setting if all of the following conditions are met:

1. Working from home would adversely impact essential services or functions, including critical public health and public works infrastructure in New York or the response to the COVID-19 public health emergency;

2. Personnel have maintained isolation for at least 7 days after illness onset (i.e. symptoms first appeared) and have not had a fever for at least 72 hours, without the use of fever-reducing medications, and with other symptoms improving;
3. Personnel who are recovering from COVID-19, and return to work, must wear a facemask<sup>1</sup> for 14 days following onset of illness.

*<sup>1</sup> For the purposes of this guidance, a facemask is a well-secured mask that covers the mouth and nose. No personal fit testing is necessary for a facemask.*

### **Additional Resources**

New York State Department of Health's Novel Coronavirus Hotline  
1-888-364-3065

New York State Department of Health's COVID-19 Webpage  
<https://coronavirus.health.ny.gov/home>

Local Health Department Contact Information  
[https://www.health.ny.gov/contact/contact\\_information/index.htm](https://www.health.ny.gov/contact/contact_information/index.htm)

United States Centers for Disease Control and Prevention Webpage  
<https://www.cdc.gov/coronavirus/2019-ncov/>



## Department of Health

ANDREW M. CUOMO  
Governor

HOWARD A. ZUCKER, M.D., J.D.  
Commissioner

SALLY DRESLIN, M.S., R.N.  
Executive Deputy Commissioner

**DATE:** March 31, 2020  
**TO:** All Healthcare Settings, including but not limited to Hospitals, Long Term Care Facilities (LTCFs), Adult Care Facilities (ACFs), End Stage Renal Disease (ESRD) Facilities, Emergency Medical Services (EMS), Home Care, Outpatient Clinics, and Private Practices  
**FROM:** NYSDOH Bureau of Healthcare Associated Infections (BHA)

**Health Advisory: Updated Protocols for Personnel in Healthcare and Other Direct Care Settings to Return to Work Following COVID-19 Exposure or Infection**

**Please distribute immediately to:**

Administrators, Infection Preventionists, Hospital Epidemiologists, Medical Directors, Nursing Directors, Risk Managers, and Public Affairs.

This advisory supersedes guidance from the New York State Department of Health to Hospitals, Nursing Homes (NHs) and Adult Care Facilities (ACFs) pertaining to the COVID-19 outbreak, released on March 16, 2020, and further clarifies the updated guidance issued on March 28, 2020.

Entities may allow healthcare personnel (HCP) who have **been exposed to a confirmed or suspected case of COVID-19**, or who have traveled internationally in the past 14 days, whether healthcare providers or other facility staff, to work if all of the following conditions are met:

1. Furloughing such HCP would result in staff shortages that would adversely impact operation of the healthcare entity.
2. HCP who have been contacts to confirmed or suspected cases are **asymptomatic**.
3. HCP who are asymptomatic contacts of confirmed or suspected cases should self-monitor twice a day (i.e. temperature, symptoms), and undergo temperature monitoring and symptom checks at the beginning of each shift, and at least every 12 hours during a shift.
4. HCP who are asymptomatic contacts of confirmed or suspected cases should wear a facemask while working, until 14 days after the last high-risk exposure.
5. To the extent possible, HCP working under these conditions should preferentially be assigned to patients at lower risk for severe complications (e.g. on units established for patients with confirmed COVID-19), as opposed to higher-risk patients (e.g. severely immunocompromised, elderly). As this outbreak grows, all staff will need to be assigned to treat all patients regardless of risk level.
6. HCP allowed to return to work under these conditions should maintain self-quarantine when not at work.
7. At any time, if the HCP who are asymptomatic contacts to a positive case and working under these conditions develop symptoms consistent with COVID-19, they should immediately stop work and isolate at home. Testing should be prioritized for hospitalized

health care workers. All staff with symptoms consistent with COVID-19 should be managed as if they have this infection regardless of the availability of test results.

Entities may request healthcare personnel (HCP) with **confirmed or suspected COVID-19**, whether healthcare providers or other facility staff, to continue to work if all of the following conditions are met:

1. Furloughing such HCP for the entire 14-day quarantine period would result in staff shortages that would adversely impact operation of the healthcare entity.
2. However, to be eligible to return to work, HCP with confirmed or suspected COVID-19 must have maintained isolation for at least 7 days after illness onset, must have been fever-free for at least 72 hours without the use of fever reducing medications, and must have other symptoms improving.
3. If HCP is asymptomatic but tested and found to be positive, they must maintain isolation for at least 7 days after the date of the positive test and, if they develop symptoms during that time, they must maintain isolation for at least 7 days after illness onset and must have been at least 72 hours fever-free without fever reducing medications and with other symptoms improving. There are concerns that a COVID-19 positive, asymptomatic HCP may be pre-symptomatic and there are growing concerns about transmission of COVID-19 from asymptomatic, infected individuals.
4. Staff who are recovering from COVID-19 and return to work after seven days should wear a facemask while working until 14 days after onset of illness, if mild symptoms persist but are improving.
5. To the extent possible, staff working under these conditions should preferentially be assigned to patients at lower risk for severe complications (e.g. on units established for patients with confirmed COVID-19), as opposed to higher-risk patients (e.g. severely immunocompromised, elderly). As this pandemic grows, all staff will need to be assigned to treat all patients regardless of risk level.
6. In the **rare** instance when an HCP, with unique or irreplaceable skills critical to patient care, is affected by COVID-19, the healthcare entity may contact NYSDOH to discuss alternative measures to allow such HCP to safely return to work before seven days have elapsed.

***HCP who are furloughed due to isolation, or because they do not meet the above conditions for returning to work, qualify for paid sick leave benefits and their employers can provide them with a letter confirming this, which can be used to demonstrate eligibility for the benefit.***

General questions or comments about this advisory can be sent to [icp@health.ny.gov](mailto:icp@health.ny.gov), [covidadultcareinfo@health.ny.gov](mailto:covidadultcareinfo@health.ny.gov), and/or [covidnursinghomeinfo@health.ny.gov](mailto:covidnursinghomeinfo@health.ny.gov).



# COUNTY OF ERIE

## MARK POLONCARZ

COUNTY EXECUTIVE

GALE R. BURSTEIN, MD, MPH, FAAP  
COMMISSIONER OF HEALTH

### COVID-19 ISOLATION QUESTIONS & ANSWERS

#### **Who does this apply to?**

Any person who resides in Erie County, who has tested positive for COVID-19

#### **Am I under isolation?**

Any resident of Erie County who has tested positive for COVID-19 is subject to isolation in accordance with the Standing Commissioner's Order.

#### **What if I ignore the isolation order?**

Ignoring the isolation order is a crime punishable under Section 12-b of the Public Health Law. Additionally, the Department of Health can seek to confine you in a medical facility for failing to comply.

#### **Okay, so how can I get out of isolation?**

You must remain in isolation until you meet the Clearance Criteria set by the New York State Department of Health. Once you meet the Clearance Criteria, you can end your isolation.

#### **What are the Clearance Criteria?**

Here are the Criteria:

If you've experienced any of the following symptoms: Fever, Cough, Shortness of Breath/Difficulty Breathing, the Clearance Criteria are:

- It's been at least 7 days since you first started experiencing symptoms; AND
- You haven't had a fever in at least 3 days, without taking fever-reducing medication (such as Tylenol); AND
- Any shortness of breath/coughing/difficulty breathing has improved.

If you meet ALL THREE criteria, you can end your isolation.

If you haven't experienced any of those symptoms, the Clearance Criteria are:

- It's been at least 7 days since you had your first positive COVID-19 test; AND
- You haven't had any subsequent illness

If you meet BOTH of these criteria, you can end your isolation

#### **So if I meet the Clearance Criteria I'm totally free?**

NO! Meeting the Clearance Criteria only frees you from medical isolation. You're still subject to all other applicable State and Local laws and Executive Orders. So for example:

THINGS YOU CAN DO	THINGS YOU CAN'T DO
Go to the grocery store	Go to a party
Go for a walk outside	Play sports with a group of people
Go to work if you work for an essential business provide an essential service as defined by the <a href="#">Empire State Development Corporation</a>	Go to work if you don't work for an essential business or essential service.

**Are there any other special instructions I should be aware of?**

If you're a healthcare worker, first responder, or other essential personnel returning to work you are required to wear a mask for 14 days after the onset of illness or after you tested positive for COVID-19 regardless of the presence of symptoms. Please check with your employer for any additional instructions.

**But if I'm cleared, I can't get anybody else sick, right?**

Wrong. While the Clearance Criteria are designed to reduce the risk of COVID-19 spread, it's still possible that you can infect other people.

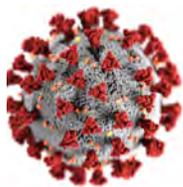
**What can I do to prevent that?**

Be careful. Wash your hands thoroughly and regularly. Cover any coughs. Avoid close contact with anyone over 65, or anyone with a compromised immune system or underlying illness. Maintain proper social distancing. Stay home unless you need to go out.

**I understand all that. Do I need anything from the Health Department?**

No. Once you meet the Clearance Criteria, your isolation period is finished.

# What you should know about COVID-19 to protect yourself and others



## Know about COVID-19

- Coronavirus (COVID-19) is an illness caused by a virus that can spread from person to person.
- The virus that causes COVID-19 is a new coronavirus that has spread throughout the world.
- COVID-19 symptoms can range from mild (or no symptoms) to severe illness.



## Know how COVID-19 is spread

- You can become infected by coming into close contact (about 6 feet or two arm lengths) with a person who has COVID-19. COVID-19 is primarily spread from person to person.
- You can become infected from respiratory droplets when an infected person coughs, sneezes, or talks.
- You may also be able to get it by touching a surface or object that has the virus on it, and then by touching your mouth, nose, or eyes.



## Protect yourself and others from COVID-19

- There is currently no vaccine to protect against COVID-19. The best way to protect yourself is to avoid being exposed to the virus that causes COVID-19.
- Stay home as much as possible and avoid close contact with others.
- Wear a cloth face covering that covers your nose and mouth in public settings.
- Clean and disinfect frequently touched surfaces.
- Wash your hands often with soap and water for at least 20 seconds, or use an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Practice social distancing

- Buy groceries and medicine, go to the doctor, and complete banking activities online when possible.
- If you must go in person, stay at least 6 feet away from others and disinfect items you must touch.
- Get deliveries and takeout, and limit in-person contact as much as possible.



## Prevent the spread of COVID-19 if you are sick

- Stay home if you are sick, except to get medical care.
- Avoid public transportation, ride-sharing, or taxis.
- Separate yourself from other people and pets in your home.
- There is no specific treatment for COVID-19, but you can seek medical care to help relieve your symptoms.
- If you need medical attention, call ahead.



## Know your risk for severe illness

- Everyone is at risk of getting COVID-19.
- Older adults and people of any age who have serious underlying medical conditions may be at higher risk for more severe illness.



# Prevent the spread of COVID-19 if you are sick

Accessible version: <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>

If you are sick with COVID-19 or think you might have COVID-19, follow the steps below to help protect other people in your home and community.

## Stay home except to get medical care.

- **Stay home.** Most people with COVID-19 have mild illness and are able to recover at home without medical care. Do not leave your home, except to get medical care. Do not visit public areas.
- **Take care of yourself.** Get rest and stay hydrated.
- **Get medical care when needed.** Call your doctor before you go to their office for care. But, if you have trouble breathing or other concerning symptoms, call 911 for immediate help.
- **Avoid public transportation, ride-sharing, or taxis.**



## Separate yourself from other people and pets in your home.

- **As much as possible, stay in a specific room** and away from other people and pets in your home. Also, you should use a separate bathroom, if available. If you need to be around other people or animals in or outside of the home, wear a cloth face covering.
  - See COVID-19 and Animals if you have questions about pets: <https://www.cdc.gov/coronavirus/2019-ncov/faq.html#COVID19animals>



## Monitor your symptoms.

- **Common symptoms of COVID-19 include fever and cough.** Trouble breathing is a more serious symptom that means you should get medical attention.
- **Follow care instructions from your healthcare provider and local health department.** Your local health authorities will give instructions on checking your symptoms and reporting information.



If you develop **emergency warning signs** for COVID-19 get **medical attention immediately.**

Emergency warning signs include\*:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion or not able to be woken
- Bluish lips or face

\*This list is not all inclusive. Please consult your medical provider for any other symptoms that are severe or concerning to you.

**Call 911 if you have a medical emergency.** If you have a medical emergency and need to call 911, notify the operator that you have or think you might have, COVID-19. If possible, put on a facemask before medical help arrives.

## Call ahead before visiting your doctor.

- **Call ahead.** Many medical visits for routine care are being postponed or done by phone or telemedicine.
- **If you have a medical appointment that cannot be postponed, call your doctor's office.** This will help the office protect themselves and other patients.



## If you are sick, wear a cloth covering over your nose and mouth.

- **You should wear a cloth face covering over your nose and mouth** if you must be around other people or animals, including pets (even at home).
- You don't need to wear the cloth face covering if you are alone. If you can't put on a cloth face covering (because of trouble breathing for example), cover your coughs and sneezes in some other way. Try to stay at least 6 feet away from other people. This will help protect the people around you.



**Note:** During the COVID-19 pandemic, medical grade facemasks are reserved for healthcare workers and some first responders. You may need to make a cloth face covering using a scarf or bandana.



[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)

## Cover your coughs and sneezes.

- **Cover your mouth and nose** with a tissue when you cough or sneeze.
- **Throw used tissues** in a lined trash can.
- **Immediately wash your hands** with soap and water for at least 20 seconds. If soap and water are not available, clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.



## Clean your hands often.

- **Wash your hands often** with soap and water for at least 20 seconds. This is especially important after blowing your nose, coughing, or sneezing; going to the bathroom; and before eating or preparing food.
- **Use hand sanitizer** if soap and water are not available. Use an alcohol-based hand sanitizer with at least 60% alcohol, covering all surfaces of your hands and rubbing them together until they feel dry.
- **Soap and water are the best option**, especially if your hands are visibly dirty.
- **Avoid touching** your eyes, nose, and mouth with unwashed hands.



## Avoid sharing personal household items.

- **Do not share** dishes, drinking glasses, cups, eating utensils, towels, or bedding with other people in your home.
- **Wash these items thoroughly after using them** with soap and water or put them in the dishwasher.



## Clean all “high-touch” surfaces everyday.

- **Clean and disinfect** high-touch surfaces in your “sick room” and bathroom. Let someone else clean and disinfect surfaces in common areas, but not your bedroom and bathroom.
- **If a caregiver or other person needs to clean and disinfect** a sick person’s bedroom or bathroom, they should do so on an as-needed basis. The caregiver/other person should wear a mask and wait as long as possible after the sick person has used the bathroom.



High-touch surfaces include phones, remote controls, counters, tabletops, doorknobs, bathroom fixtures, toilets, keyboards, tablets, and bedside tables.

- **Clean and disinfect areas that may have blood, stool, or body fluids on them.**

- **Use household cleaners and disinfectants.** Clean the area or item with soap and water or another detergent if it is dirty. Then use a household disinfectant.
  - Be sure to follow the instructions on the label to ensure safe and effective use of the product. Many products recommend keeping the surface wet for several minutes to ensure germs are killed. Many also recommend precautions such as wearing gloves and making sure you have good ventilation during use of the product.
  - Most EPA-registered household disinfectants should be effective.

## How to discontinue home isolation

- People **with COVID-19 who have stayed home (home isolated)** can stop home isolation under the following conditions:
  - **If you will not have a test** to determine if you are still contagious, you can leave home after these three things have happened:
    - You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers)AND
    - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
    - at least 7 days have passed since your symptoms first appeared.
  - **If you will be tested** to determine if you are still contagious, you can leave home after these three things have happened:
    - You no longer have a fever (without the use of medicine that reduces fevers)AND
    - other symptoms have improved (for example, when your cough or shortness of breath has improved)AND
    - you received two negative tests in a row, 24 hours apart. Your doctor will follow CDC guidelines.



**In all cases, follow the guidance of your healthcare provider and local health department.** The decision to stop home isolation should be made in consultation with your healthcare provider and state and local health departments. Local decisions depend on local circumstances.



# Taking Care of Your Behavioral Health:

## TIPS FOR SOCIAL DISTANCING, QUARANTINE, AND ISOLATION DURING AN INFECTIOUS DISEASE OUTBREAK

### What Is Social Distancing?

Social distancing is a way to keep people from interacting closely or frequently enough to spread an infectious disease. Schools and other gathering places such as movie theaters may close, and sports events and religious services may be cancelled.

### What Is Quarantine?

Quarantine separates and restricts the movement of people who have been exposed to a contagious disease to see if they become sick. It lasts long enough to ensure the person has not contracted an infectious disease.

### What Is Isolation?

Isolation prevents the spread of an infectious disease by separating people who are sick from those who are not. It lasts as long as the disease is contagious.

## Introduction

In the event of an infectious disease outbreak, local officials may require the public to take measures to limit and control the spread of the disease. This tip sheet provides information about **social distancing, quarantine, and isolation**. The government has the right to enforce federal and state laws related to public health if people

within the country get sick with highly contagious diseases that have the potential to develop into outbreaks or pandemics.

This tip sheet describes feelings and thoughts you may have during and after social distancing, quarantine, and isolation. It also suggests ways to care for your behavioral health during these experiences and provides resources for more help.

## What To Expect: Typical Reactions

Everyone reacts differently to stressful situations such as an infectious disease outbreak that requires social distancing, quarantine, or isolation. People may feel:

- **Anxiety, worry, or fear** related to:
  - Your own health status
  - The health status of others whom you may have exposed to the disease
  - The resentment that your friends and family may feel if they need to go into quarantine as a result of contact with you
  - The experience of monitoring yourself, or being monitored by others for signs and symptoms of the disease
  - Time taken off from work and the potential loss of income and job security
  - The challenges of securing things you need, such as groceries and personal care items

- **Concern** about being able to effectively care for children or others in your care
  - **Uncertainty or frustration** about how long you will need to remain in this situation, and uncertainty about the future
  - **Loneliness** associated with feeling cut off from the world and from loved ones
  - **Anger** if you think you were exposed to the disease because of others' negligence
  - **Boredom and frustration** because you may not be able to work or engage in regular day-to-day activities
  - **Uncertainty or ambivalence** about the situation
  - **A desire to use alcohol or drugs** to cope
  - **Symptoms of depression**, such as feelings of hopelessness, changes in appetite, or sleeping too little or too much
  - **Symptoms of post-traumatic stress disorder (PTSD)**, such as intrusive distressing memories, flashbacks (reliving the event), nightmares, changes in thoughts and mood, and being easily startled
- Stay up to date on what is happening, while limiting your media exposure. Avoid watching or listening to news reports 24/7 since this tends to increase anxiety and worry. Remember that children are especially affected by what they hear and see on television.
  - Look to credible sources for information on the infectious disease outbreak (see page 3 for sources of reliable outbreak-related information).

## BE YOUR OWN ADVOCATE

Speaking out about your needs is particularly important if you are in quarantine, since you may not be in a hospital or other facility where your basic needs are met. Ensure you have what you need to feel safe, secure, and comfortable.

- Work with local, state, or national health officials to find out how you can arrange for groceries and toiletries to be delivered to your home as needed.
- Inform health care providers or health authorities of any needed medications and work with them to ensure that you continue to receive those medications.

If you or a loved one experience any of these reactions for 2 to 4 weeks or more, contact your health care provider or one of the resources at the end of this tip sheet.

## Ways To Support Yourself During Social Distancing, Quarantine, and Isolation

### UNDERSTAND THE RISK

Consider the real risk of harm to yourself and others around you. The public perception of risk during a situation such as an infectious disease outbreak is often inaccurate. Media coverage may create the impression that people are in immediate danger when really the risk for infection may be very low. Take steps to get the facts:

### EDUCATE YOURSELF

Health care providers and health authorities should provide information on the disease, its diagnosis, and treatment.

- Do not be afraid to ask questions—clear communication with a health care provider may help reduce any distress associated with social distancing, quarantine, or isolation.
- Ask for written information when available.
- Ask a family member or friend to obtain information in the event that you are unable to secure this information on your own.

### WORK WITH YOUR EMPLOYER TO REDUCE FINANCIAL STRESS

If you're unable to work during this time, you may experience stress related to your job status or financial situation.

- Provide your employer with a clear explanation of why you are away from work.
- Contact the U.S. Department of Labor toll-free at 1-866-4USWAGE (1-866-487-9243) about the Family and Medical Leave Act (FMLA), which allows U.S. employees up to 12 weeks of unpaid leave for serious medical conditions, or to care for a family member with a serious medical condition.
- Contact your utility providers, cable and Internet provider, and other companies from whom you get monthly bills to explain your situation and request alternative bill payment arrangements as needed.
- If approved by health authorities and your health care providers, arrange for your friends and loved ones to bring you newspapers, movies, and books.
- Sign up for emergency alerts via text or email to ensure you get updates as soon as they are available.
- Call SAMHSA's free 24-hour Disaster Distress Helpline at 1-800-985-5990, if you feel lonely or need support.
- Use the Internet, radio, and television to keep up with local, national, and world events.
- If you need to connect with someone because of an ongoing alcohol or drug problem, consider calling your local Alcoholics Anonymous or Narcotics Anonymous offices.

## Sources for Reliable Outbreak-Related Information

### Centers for Disease Control and Prevention

1600 Clifton Road  
Atlanta, GA 30329-4027  
1-800-CDC-INFO (1-800-232-4636)  
<http://www.cdc.gov>

### World Health Organization

Regional Office for the Americas of the World Health Organization  
525 23rd Street, NW  
Washington, DC 20037  
202-974-3000  
<http://www.who.int/en>

## CONNECT WITH OTHERS

Reaching out to people you trust is one of the best ways to reduce anxiety, depression, loneliness, and boredom during social distancing, quarantine, and isolation. You can:

- Use the telephone, email, text messaging, and social media to connect with friends, family, and others.
- Talk “face to face” with friends and loved ones using Skype or FaceTime.

## TALK TO YOUR DOCTOR

If you are in a medical facility, you may have access to health care providers who can answer your questions. However, if you are quarantined at home, and you're worried about physical symptoms you or your loved ones may be experiencing, call your doctor or other health care provider:

- Ask your provider whether it would be possible to schedule remote appointments via Skype or FaceTime for mental health, substance use, or physical health needs.
- In the event that your doctor is unavailable and you are feeling stressed or are in crisis, call the hotline numbers listed at the end of this tip sheet for support.

## USE PRACTICAL WAYS TO COPE AND RELAX

- Relax your body often by doing things that work for you—take deep breaths, stretch, meditate or pray, or engage in activities you enjoy.
- Pace yourself between stressful activities, and do something fun after a hard task.

- Talk about your experiences and feelings to loved ones and friends, if you find it helpful.
- Maintain a sense of hope and positive thinking; consider keeping a journal where you write down things you are grateful for or that are going well.

## After Social Distancing, Quarantine, or Isolation

You may experience mixed emotions, including a sense of relief. If you were isolated because you had the illness, you may feel sadness or anger because friends and loved ones may have unfounded fears of contracting the disease from contact with you, even though you have been determined not to be contagious.

The best way to end this common fear is to learn about the disease and the actual risk to others. Sharing this information will often calm fears in others and allow you to reconnect with them.

If you or your loved ones experience symptoms of extreme stress—such as trouble sleeping, problems with eating too much or too little, inability to carry out routine daily activities, or using drugs or alcohol to cope—speak to a health care provider or call one of the hotlines listed to the right for a referral.

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If you are feeling overwhelmed with emotions such as sadness, depression, anxiety, or feel like you want to harm yourself or someone else, call 911 or the National Suicide Prevention Lifeline at 1-800-273-TALK (1-800-273-8255).

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## Helpful Resources

### Hotlines

#### SAMHSA's Disaster Distress Helpline

Toll-Free: 1-800-985-5990 (English and español)

SMS: Text TalkWithUs to 66746

SMS (español): "Hablanos" al 66746

TTY: 1-800-846-8517

Website (English): <http://www.disasterdistress.samhsa.gov>

Website (español): <http://www.disasterdistress.samhsa.gov/espanol.aspx>

#### SAMHSA's National Helpline

Toll-Free: 1-800-662-HELP (24/7/365 Treatment Referral Information Service in English and español)

Website: <http://www.samhsa.gov/find-help/national-helpline>

#### National Suicide Prevention Lifeline

Toll-Free (English): 1-800-273-TALK (8255)

Toll-Free (español): 1-888-628-9454

TTY: 1-800-799-4TTY (4889)

Website (English): <http://www.suicidepreventionlifeline.org>

Website (español): <http://www.suicidepreventionlifeline.org/gethelp/spanish.aspx>

### Treatment Locator

#### Behavioral Health Treatment Services Locator

Website: <http://findtreatment.samhsa.gov/locator/home>

#### SAMHSA Disaster Technical Assistance Center

Toll-Free: 1-800-308-3515

Email: [DTAC@samhsa.hhs.gov](mailto:DTAC@samhsa.hhs.gov)

Website: <http://www.samhsa.gov/dtac>

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*\*Note: Inclusion or mention of a resource in this fact sheet does not imply endorsement by the Center for Mental Health Services, the Substance Abuse and Mental Health Services Administration, or the U.S. Department of Health and Human Services.*

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(2014)

## COVID-19 TEMPERATURE LOG

Last Name: \_\_\_\_\_ First Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Street: \_\_\_\_\_ Town/City: \_\_\_\_\_ ZIP: \_\_\_\_\_

Phone: ( \_\_\_\_\_ ) \_\_\_\_\_

Day	Date	AM Time	Temp	PM Time	Temp	Symptom* (none or list)
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
12						
14						

\*Symptoms of COVID-19 include fever, cough, and shortness of breath.



COUNTY OF ERIE  
MARK POLONCARZ

COUNTY EXECUTIVE

GALE R. BURSTEIN, MD, MPH, FAAP  
COMMISSIONER OF HEALTH

DEPARTMENT OF HEALTH

**RETURN TO WORK AUTHORIZATION FOR  
HEALTH CARE WORKERS OR  
ESSENTIAL EMPLOYEES**

***COMPLETE IF YOU HAVE BEEN A CONFIRMED OR SUSPECTED CASE  
OF COVID-19.***

I, (print name) \_\_\_\_\_, do hereby affirm that:

- I have maintained isolation for at least 7 days after first experiencing COVID-19 symptoms (e.g., fever, cough, or shortness of breath) and
- I have been fever free for at least 72 hours (3 days), without the use of fever-reducing medications, and
- My COVID-19 symptoms are improving.

I further affirm that, when I return to work, I will wear a facemask for at least 14 days from the date I began experiencing COVID-19 symptoms and that I will comply with each and every mandate contained in the New York State Department of Health protocols for health care workers or essential personnel to return to work following a confirmed or suspected COVID-19 infection as well as all future updates to such protocols.

Current protocols for health care workers and essential personnel are attached hereto.

Sworn and subscribed by me on (today's date) \_\_\_\_\_, 2020

\_\_\_\_\_  
(SIGNATURE)

NOTE: YOUR SIGNATURE DOES NOT HAVE TO BE ACKNOWLEDGED BY A NOTARY PUBLIC; YOU ARE SWEARING TO THE VERACITY OF THE INFORMATION YOU HAVE PROVIDED ON THE FORM.

**Should this affirmation be sworn to as indicated, then based solely on such affirmation above, and accepting such information as fact**, I, Gale R. Burstein, Commissioner, Erie County Department of Health, do hereby find the that the affirming individual herein is able to return to work subject to current and future orders, protocols, guidance, or any other official direction promulgated by any agency of the United States Government, New York State Government, or Erie County Government having subject matter authority.



GALE R. BURSTEIN MD, MPH, FAAP, COMMISSIONER,  
ERIE COUNTY DEPARTMENT OF HEALTH



COUNTY OF ERIE  
MARK POLONCARZ

COUNTY EXECUTIVE

GALE R. BURSTEIN, MD, MPH, FAAP  
COMMISSIONER OF HEALTH

DEPARTMENT OF HEALTH

**AFFIRMATION OF SELF-QUARANTINE OR  
SELF-ISOLATION**

***COMPLETE SECTION (1) IF YOU HAVE SELF-QUARANTINED DUE TO  
COVID-19 EXPOSURE***

***COMPLETE SECTION (2) IF YOU HAVE SELF-ISOLATED DUE TO  
HAVING BEEN CONFIRMED OR SUSPECTED OF HAVING COVID-19***

SECTION 1:

I, (print name) \_\_\_\_\_, do hereby affirm that I self-quarantined from \_\_\_\_\_, 2020 until \_\_\_\_\_, 2020 consistent with guidance and protocol issued by the New York State Department of Health. Specifically, during the period of self-quarantine, I met the guidance for:

**Mandatory Quarantine**

***(Initial all that apply)***

\_\_\_\_\_ I had been in close contact with someone who had tested positive for COVID-19 or who was, at the time, in mandatory isolation; or

\_\_\_\_\_ I had returned within 14 days from an area outside of Western New York that is known for having community spread of COVID-19; or

\_\_\_\_\_ My child had been in close contact with someone who tested positive for COVID-19 or who was, at the time, in mandatory isolation; or

\_\_\_\_\_ My child had returned within 14 days from an area outside of Western New York that is known for having community spread COVID-19.

***This form may be used for New York Paid Family Leave COVID-19 claims as if it was an individual Order for Quarantine or Isolation issued by the Erie County Commissioner of Health. More information about COVID Paid Family Leave can be found at <https://paidfamilyleave.ny.gov/COVID19> and <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>.***

SECTION 2:

I, (print name) \_\_\_\_\_, do hereby affirm that I self-isolated from \_\_\_\_\_, \_\_\_\_\_, 2020 until \_\_\_\_\_, \_\_\_\_\_, 2020 consistent with guidance and protocol issued by the New York State Department of Health. Specifically, during the period of self-isolation, I met the guidance for:

**Mandatory Isolation**

*(Initial all that apply)*

\_\_\_\_\_ I experienced COVID-19 symptoms and self-isolated from the time I was tested until the time I received my negative results; or

\_\_\_\_\_ I tested positive for COVID-19 (for NYS Paid Family Leave COVID-19 submit your individualized Order for Isolation or the Standing Order for Isolation issued by the Erie County Department of Health); or

\_\_\_\_\_ Testing was not available for me however, I experienced COVID-19 symptoms and had contact with a confirmed COVID-19 case; or

\_\_\_\_\_ My child experienced COVID-19 symptoms and self-isolated from the time my child was tested until the time we received a negative results or

\_\_\_\_\_ My child tested positive for COVID-19; or

\_\_\_\_\_ Testing was not available for my child however, my child had COVID-19 symptoms and had contact with a known COVID-19 case.

Sworn and subscribed by me on (today's date) \_\_\_\_\_, 2020

\_\_\_\_\_  
(SIGNATURE)

NOTE: YOUR SIGNATURE DOES NOT HAVE TO BE ACKNOWLEDGED BY A NOTARY PUBLIC; YOU ARE SWEARING TO THE VERACITY OF THE INFORMATION YOU HAVE PROVIDED ON THE FORM.

**Should at least one line above be initialed and this affirmation be sworn to as indicated, then based solely on such affirmation above, and accepting such information as fact, I, Gale R. Burstein, Commissioner, Erie County Department of Health, do hereby find the that the affirming individual herein met the criteria for precautionary quarantine, or mandatory quarantine, or mandatory isolation as the case may be during the dates affirmed to above.**



GALE R. BURSTEIN MD, MPH, FAAP, COMMISSIONER,  
ERIE COUNTY DEPARTMENT OF HEALTH

*This form may be used for New York Paid Family Leave COVID-19 claims as if it was an individual Order for Quarantine or Isolation issued by the Erie County Commissioner of Health. More information about COVID Paid Family Leave can be found at <https://paidfamilyleave.ny.gov/COVID19> and <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>.*



**The Following Sites are Open for COVID testing and for new primary care patients including telehealth**

Organization	Website & Hours	Phone #	Specialty
<b>Community Health Center of Buffalo</b>	<a href="http://www.chcb.net">www.chcb.net</a>		
34 Benwood Ave. Buffalo, NY 14214	Monday: 8:00 AM - 8:00 PM Tuesday: 8:00 AM - 8:00 PM Wednesday: 8:00 AM - 8:00 PM Thursday: 8:00 AM - 8:00 PM Friday: 8:00 AM - 5:00 PM Saturday: 8:00 AM - 5:00 PM	(716) 986-9199	Full family primary care services, behavioral health and emergency only dental care (during COVID crisis).
<i>(Community Health Center of Cheektowaga)</i> 934 Cleveland Drive Cheektowaga, NY 14225	Monday: 8:00 AM - 5:00 PM Tuesday: 8:00 AM - 5:00 PM Wednesday: 8:00 AM - 5:00 PM Thursday: 8:00 AM - 5:00 PM Friday: 9:00 AM - 5:00 PM	(716) 304-1056	Full family primary care services plus behavioral health
<b>ECMC Family Medicine &amp; Pediatrics</b>	<a href="http://www.ecmc.edu">www.ecmc.edu</a> (scroll down to Primary Care Physicians)		
<i>Grider Family Health Center</i> ECMC Health Campus 462 Grider St. Buffalo, NY 14215	Monday: 8:30 AM - 4:30 PM Tuesday: 8:30 AM - 4:30 PM Wednesday: 8:30 AM - 6:00 PM Thursday: 8:00 AM - 6:00 PM Friday: 9:00 AM - 4:00 PM Saturday: 9:00 AM - 12:00 PM	(716) 898-4449	Full family primary care services
<i>ECMC Family Health Center</i> 462 Grider St. Driveway #1 Buffalo, NY 14215	Monday: 8:00 AM - 5:00 PM Tuesday: 8:00 AM - 8:00 PM Wednesday: 8:00 AM - 5:00 PM Thursday: 8:00 AM - 5:00 PM Friday: 8:00 AM - 5:00 PM	(716) 831-8612	Full family primary care services
<i>Internal Medicine</i> 462 Grider St. Driveway #1 Buffalo, NY 14215	Monday: 7:15 AM - 4:00 PM Tuesday: 7:15 AM - 12:00 PM Wednesday: 7:15 AM - 4:00 PM Thursday: 7:15 AM - 12:00 PM Friday: 7:15 AM - 12:00 PM	(716) 898-3152	Adult Internal Medicine
<b>Evergreen Health Services</b>	<a href="http://www.evergreenhs.org">www.evergreenhs.org</a>		
206 South Elmwood Ave. Buffalo, NY 14201	Monday: 8:00 AM - 5:00 PM Tuesday: 8:00 AM - 7:00 PM Wednesday: 8:00 AM - 5:00 PM Thursday: 8:00 AM - 5:00 PM Friday: 9:00 AM - 5:00 PM	(716) 847-2441	Adult Medicine and serving people with HIV/AIDS and people who struggle with substance abuse
<b>Jericho Road Community Health Center</b>	<a href="http://www.jrchc.org">www.jrchc.org</a>		
<i>Barton Office</i> 184 Barton St. Buffalo, NY 14213	Monday: 8:00 AM - 6:00 PM Tuesday: 8:00 AM - 6:00 PM Wednesday: 8:00 AM - 6:00 PM Thursday: 8:00 AM - 6:00 PM Friday: 9:00 AM - 4:00 PM Saturday: 9:00 AM - 12:00 PM	(716) 881-6191	Full family primary care services plus behavioral health
<i>Broadway Office</i> 1021 Broadway Ave. Buffalo, NY 14212	Monday: 8:30 AM - 5:00 PM Tuesday: 8:30 AM - 5:00 PM Wednesday: 8:30 AM - 5:00 PM Thursday: 8:30 AM - 5:00 PM Friday: 9:00 AM - 4:00 PM Saturday: 9:00 AM - 12:00 PM	(716) 529-3020	Full family primary care services plus behavioral health
<b>Kaleida Primary Care</b>	<a href="http://www.kaleidahealth.org">www.kaleidahealth.org</a> (scroll down to Primary Care or Pediatrics) *No COVID testing		
<i>Buffalo General Medical Center</i> 1st Floor, D Building 100 High St. Buffalo, NY 14203	Monday: 8:30 AM - 4:30 PM Tuesday: 8:30 AM - 4:30 PM Wednesday: 8:30 AM - 4:30 PM Thursday: 8:30 AM - 4:30 PM Friday: 8:30 AM - 4:30 PM	(716) 859-2175	Full family primary care services
<i>Hertel-Elmwood Medical Park</i> 900 Hertel Ave. Buffalo, NY 14216	Call for hours	(716) 871-1571	Family health and adult Internal Medicine
<i>Niagara Street &amp; Town Gardens Pediatrics</i> 1050 Niagara St. Buffalo, NY 14213 461 William St. Buffalo, NY 14204	Call for hours	(716) 859-5437	Pediatric Medicine
<b>Neighborhood Health Center</b>	<a href="http://www.nwbchcc.org">www.nwbchcc.org</a>		
<i>Northwest Office</i> 155 Lawn Ave. Buffalo, NY 14207	Monday: 8:00 AM - 8:00 PM Tuesday: 8:00 AM - 4:30 PM Wednesday: 8:00 AM - 8:00 PM Thursday: 8:00 AM - 4:30 PM Friday: 8:00 AM - 4:30 PM	(716) 875-2904	Full family primary care services, behavioral health and emergency only dental care (during COVID crisis).
<i>Mattina Office</i> 300 Niagara St. Buffalo, NY 14201	Monday: 8:00 AM - 4:30 PM Tuesday: 8:00 AM - 8:00 PM Wednesday: 8:00 AM - 4:30 PM Thursday: 8:00 AM - 8:00 PM Friday: 8:00 AM - 4:30 PM	(716) 242-8600	Full family primary care services, behavioral health and emergency only dental care (during COVID crisis).
<i>Blasdell Office</i> 4233 Lake Ave. Blasdell, NY 14219	Monday: 8:00 AM - 8:00 PM Tuesday: 8:00 AM - 4:30 PM Wednesday: 8:00 AM - 8:00 PM Thursday: 8:00 AM - 4:30 PM Friday: 8:00 AM - 4:30 PM	(716) 332-3070	Full family primary care services, behavioral health and emergency only dental care (during COVID crisis).
<i>Southtowns Office</i> 151 Elmview Ave. Hamburg, NY 14075	Monday: 8:00 AM - 4:30 PM Tuesday: 8:00 AM - 4:30 PM Wednesday: 8:00 AM - 8:00 PM Thursday: 8:00 AM - 4:30 PM Friday: 8:00 AM - 4:30 PM	(716) 648-4345	Full family primary care services plus behavioral health

The following organizations are limiting services due to the COVID 19 crisis, however they are open to new primary care patients, but can't handle COVID testing and are conducting mostly telehealth visits

<b><u>Aspire of WNY</u></b>			
		<a href="http://www.aspirewny.org/healthcare-services">www.aspirewny.org/healthcare-services</a>	
7 Community Drive Cheektowaga, NY 14255	Monday: 8:00 AM - 4:00 PM Tuesday: 8:00 AM - 4:00 PM Wednesday: 8:00 AM - 4:00 PM Thursday: 8:00 AM - 4:00 PM Friday: 8:00 AM - 4:00 PM	(716) 505-5630	Adult Medicine and People with Intellectual and Developmental Disabilities
<b><u>Elmwood Health Center</u></b>			
		<a href="http://www.elmwoodhealthcenter.org">www.elmwoodhealthcenter.org</a>	
2128 Elmwood Ave. Buffalo, NY 14207	Monday: 8:00 AM - 8:00 PM Tuesday: 8:00 AM - 8:00 PM Wednesday: 8:00 AM - 8:00 PM Thursday: 8:00 AM - 8:00 PM Friday: 8:00 AM - 5:00 PM Saturday: 8:00 AM - 12:00 PM	(716) 874-4500	Full service family primary care and People with Intellectual and Developmental Disabilities
<b><u>Planned Parenthood of Western NY</u></b>			
		<a href="http://www.plannedparenthood.org">www.plannedparenthood.org</a>	
2697 Main St. Buffalo, NY 14214	Monday: 9:00 AM - 6:00 PM Tuesday: 9:00 AM - 5:00 PM Wednesday: 10:00 AM - 7:00 PM Thursday: 9:00 AM - 5:00 PM Friday: 9:00 AM - 2:30 PM	(866) 600-6886	Family planning services
Wimbledon Plaza 240 Center Rd. West Seneca, NY 14224	Monday: 9:00 AM - 6:00 PM Tuesday: 9:00 AM - 5:00 PM Wednesday: 11:00 AM - 7:00 PM Thursday: 9:00 AM - 5:00 PM Friday: 7:30 AM - 3:30 PM	(866) 600-6886	Family planning services

The following organizations are not part of SNAPCAP and are limiting services due to the COVID 19 crisis, however they are open to new primary care telehealth only patients, are partnering with other organizations on COVID testing

<b><u>Urban Family Practice</u></b>			
		<a href="http://www.urbanfamilypractice.com">www.urbanfamilypractice.com</a>	
Telehealth services during COVID	Call for hours & consults	(716) 882-0366 or (716) 332-3797	Full service family primary care