



2021 New York City COVID-19 Survey FAQ

Questions About the COVID-19 Survey

What is the COVID-19 survey about?

This is an important survey conducted by the New York City (NYC) Department of Health and Mental Hygiene. It will help the Health Department estimate how many people in NYC might have had COVID-19. It will also help the Health Department to understand what communities are most at risk of being exposed to or infected by the virus that causes COVID-19.

How do I know this study is legitimate or what if I need more information about the study?

For more information and to verify the legitimacy of the survey, please visit nyc.gov/health/nycsurveys or contact 888-692-0023 or HealthyNYC@health.nyc.gov.

How is the Health Department going to use the survey information?

The Health Department uses your answers, along with the answers that other participants provide, to better understand how the COVID-19 outbreak has impacted New Yorkers and how to improve the City's public health response. Your answers can be used to figure out how tax dollars should be spent and how to improve the health and health care of all New Yorkers.

What specifically does the survey ask about?

The survey asks about symptoms in the last 30 days and, since the start of the COVID-19 pandemic, COVID-19 testing and antibody testing, travel, employment, and social distancing. You can choose not to answer a question — participation is completely voluntary.

Is participant information confidential? Will participant privacy be protected?

We will make every effort to protect your privacy and keep your personal information confidential. Research documents will be kept on password-protected computers, which only a limited number of authorized people will have access to.

I am not sick, but my family member, partner, roommate, etc., is. Why did the survey not ask questions about them?

We have randomly selected who answers these questions to get information about all types of New Yorkers. We understand you may want to provide information about your family member, partner, roommate, etc., but please only answer the survey questions for the person selected. Providing accurate responses to these questions is key to the Health Department's work in response to the COVID-19 outbreak.

Can the survey diagnose me as having COVID-19?

The questions relating to the outbreak of COVID-19 are not intended to diagnose anyone with COVID-19. Individuals are encouraged to follow Health Department guidance regarding testing, seeking treatment and self-isolation practices. The Health Department's guidance is updated regularly and is available at nyc.gov/health/coronavirus.

As a reminder, if you feel sick stay home. If you are experiencing an emergency, call **911**. For a medical concern that is not an emergency, call your health care provider, or if you do not have one you can call NYC Health + Hospitals at 844-692-4692.

COVID-19 Information and Resources

What is the Health Department doing about COVID-19?

The Health Department is carefully tracking COVID-19 and how it is spreading. For more details, visit nyc.gov/coronavirus.

Can the Health Department tell me where I can get tested for COVID-19?

If you or someone in your household needs more information about COVID-19 testing in NYC, visit nyc.gov/covidtest.

What can I do to protect myself or family from COVID-19?

Health Department guidance includes frequent handwashing with soap and water for at least 20 seconds, wearing a face covering and keeping at least 6 feet of distance between yourself and others when you leave your home. As a reminder, individuals who feel sick should stay home. To learn more about COVID-19 and how to prevent its spread, please visit nyc.gov/health/coronavirus.

I am feeling upset, angry or frustrated about the COVID-19 outbreak. Does the City provide any help for this?

You can contact NYC Well, a free and confidential behavioral health information and referral resource for New Yorkers. For support, call 888-NYC WELL (888-692-9355), text “WELL” to 65173 or chat at nyc.gov/nycwell. You can talk to someone confidentially about problems like stress, depression, anxiety, or drug and alcohol misuse for either you or someone you care about.

I feel like I have been discriminated against during the COVID-19 outbreak. Can I report this to the Health Department?

Hate and discrimination against anyone based on their race, national origin or other status is not tolerated in NYC. The NYC Commission on Human Rights and the Mayor’s Office for the Prevention of Hate Crimes are monitoring and responding to reported hate and bias incidents related to COVID-19.

Call **311** if you are the victim of a hate crime or witness what you believe to be a hate crime. You will not be asked about the immigration status of anyone seeking help, and language assistance is available.

Call **311** and say “human rights” to report harassment or discrimination in housing, at work, or in public places based on your race, national origin, immigration status, disability or other protected classes under the NYC Human Rights Law. For more information, visit nyc.gov/humanrights.

What if I have other questions?

Participants can email HealthyNYC@health.nyc.gov or call 888-692-0023.

Para obtener más información sobre este estudio, visite nyc.gov/health/nycsurveys.

如需了解关于本项研究的更详细信息，请访问 nyc.gov/health/nycsurveys。

若需瞭解關於本項研究的更詳細資訊，請造訪 nyc.gov/health/nycsurveys。

Чтобы узнать больше об этом исследовании, посетите веб-страницу nyc.gov/health/nycsurveys.