



Healthy NYC Food Access Survey

What is the Food Access Survey?

The Food Access Survey is conducted by the NYC Department of Health and Mental Hygiene (Health Department) to learn about New Yorkers' access to food, and how this may impact health and well-being.

The survey asks about your access to food, the kind of food you eat, whether you have enough to eat and your health. The survey also asks about COVID-19. Some of the questions in this survey may not seem directly related to health. We are trying to get a fuller picture of whether you have access to the food you need, and how this may impact health and well-being. **You can choose not to answer any question — participation is completely voluntary.**

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

For more information and to verify the legitimacy of the survey, 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 will combine your answers with the answers from other participants to better understand if New Yorkers have access to the food they need and what resources are needed to make food access and affordability more just for New Yorkers.

Is participant information confidential? Will participant privacy be protected?

The Health Department will share the anonymous survey results of participants with the public to learn more about the health of New Yorkers. We make every effort to protect your privacy and keep your personal information confidential. Research documents are kept on password-protected computers, and only a limited number of authorized people have access. **If a person chooses not to participate, it will not affect any benefits that they or their family receive from any government agency.**

How do I take the survey over the phone?

If you cannot take the survey online, call 888-692-0023 to take the survey by phone. If a staff person is not available, leave a voicemail with your full name, phone number, participant ID and the best time to reach you, and we will return your call. You can also email HealthyNYC@health.nyc.gov with this information and we will call you back. We no longer offer paper surveys.

How long will my gift card take to arrive?

Receiving a gift card by email may take up to three weeks. Receiving a gift card by mail may take up to six weeks. Electronic gift cards (those received by email) can only be used for online purchases. We will try to honor preferences for email or mail but are more limited this month due to a change in gift card processes.

Where does the gift card come from so I can look out for it?

Electronic gift cards are emailed from invite@decipherinc.com. Mailed gift cards have the following return mail address: Healthy NYC, Division of Epidemiology, NYC Department of Health and Mental Hygiene, 42-09 28th Street, Long Island City, NY 11101.

How can I get help with emergency food assistance or buying food?

There are two ways to get **free food quickly**: Get groceries from a food pantry or a cooked meal from a community kitchen. Find the closest food pantries and community kitchens through the Get Food NYC map at healthynycsurvey.com/getfoodnyc.

For **urgent food and hunger needs**, call **311** and ask for the Emergency Food Assistance Program. You will be provided with information about the nearest food pantries and community kitchens, including their hours of operation and directions to find them. Everyone is eligible for emergency food assistance, regardless of immigration status or income.

If you often need help **buying food**, use ACCESS NYC at access.nyc.gov to see if you are eligible for the Supplemental Nutrition Assistance Program (SNAP, formerly known as food stamps) and other benefits. If you already participate in SNAP, you are eligible for some additional programs that will help you buy fruits and vegetables, such as Health Bucks, Half Off Farm Box and Get the Good Stuff. Call **311** for more information on these programs.

COVID-19 Information and Resources

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

Health Department guidance includes getting vaccinated, wearing a face mask, keeping physical distance from others, washing your hands often and getting tested if you have any symptoms. Individuals who feel sick should stay home. To learn more about COVID-19 and how to prevent its spread, visit nyc.gov/health/coronavirus. For real-time updates, text "COVID" to 692-692. Message and data rates may apply.

For information about COVID-19 vaccines, visit nyc.gov/covidvaccine. To find a COVID-19 vaccination site near you, visit vaccinefinder.nyc.gov. For information about COVID-19 testing in NYC, visit nyc.gov/covidtest.

I am feeling upset, angry or frustrated. Does the City provide any help for this?

We encourage you to contact **NYC Well** at 888-NYC-WELL (888-692-9355). Counselors are available to listen and help, 24/7. The help line is free and confidential, and interpretation is available in over 200 languages. Visit nyc.gov/nycwell for details.

We understand home is not always safe. Visit nyc.gov/nychope to find **services for domestic and gender-based violence survivors**. You are not alone. Call NYC's 24-hour hotline at 800-621-4673 or **911** for emergencies.

How can I get help with a health issue or support from the City?

For information on **where to get help for a health issue**, call the NYC Health Department at **311** or visit nyc.gov/311. For support for **employment, health insurance, housing and more**, call 311 or visit nyc.gov/coronavirus to get information about resources.

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/healthynyc.

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

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

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