



Situation Room Tips

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About the Situation Room

The Situation Room is a one-stop shop for handling COVID-19 cases in all schools and programs in DOE buildings, including charter schools, early childhood, and D75 and D79 programs. It is a multi-agency partnership between the Department of Education, Department of Health and Mental Health, and the Test & Trace Corps. The Situation Room provides a single point-of-contact between schools and agency partners responsible for performing both testing, contact tracing, and ensuring the appropriate interventions are being taken by school communities.

Updates to the Situation Room for January 3, 2022

The Situation Room will continue to provide guidance when students and staff test positive for COVID-19; however, there are several important changes to note as staff and students return from the Winter Recess:

- Principals should continue to report all positive cases to the Situation Room. This now includes positive results from at-home rapid test kits that are reported to them.
- Beginning immediately, if there is a positive case in a classroom, schools should follow this protocol:
 - Schools should immediately distribute an at-home rapid test kit to each student and staff member who was in the classroom(s) with the individual who tested positive.
 - Schools will distribute at-home test kits
 - Individuals who shared classroom space with the individual who tested positive must use the at-home test kit to test themselves two times within five days. It is recommended that exposed individuals take one test that evening and one test on Day Five after exposure. If an exposed individual starts experiencing COVID symptoms before Day Five, they should use the second test.
- As always, **people who are experiencing COVID symptoms should stay home.**
 - All students, staff and visitors must pass the health screener in order to enter a school building. The health screener will include questions about test results from these rapid tests for those students and staff who receive at home rapid test kits due to possible exposure in a classroom. No other proof of negative result is required.
- The Situation Room will continue to:
 - Answer questions from school leaders
 - Support with school communications and letters to families
 - Monitor for widespread transmission and provide guidance on large scale interventions like school closures
 - Update summary data and track citywide statistics

For questions on Situation Room policies and procedures, contact the Situation Room at 212-393-2780 or email RTS@buildings.nyc.gov

How do you submit a case?

Principals should continue to report all positive cases to the Situation Room.

Related Links

[COVID-19 Testing](#)
[Situation Room](#)
[School Health Policy](#)
[Use of DOE Space](#)
[COVID-19 Vaccination Requirement](#)
[Field Trips](#)
[Face Coverings](#)
[School Signage](#)
[In-School Meal Service, Lunch Coverage Options, and Instructional Lunch](#)
[Academic Recovery- Instructional Guidance](#)
[Physical Education](#)
[Guidance for the Arts](#)
[Attendance](#)
[Extension of Services for Students 21 and Older with IEPs](#)
[Transportation Guidance](#)
[Daily Routines in Early Childhood Classrooms](#)
[Internet Connectivity Support Policy](#)
[Digital Learning Devices](#)
[Outdoor Learning](#)
[Supporting Students in Foster Care and Temporary Housing](#)
[PSAL](#)
[Building Response Team](#)
[School-Based Health Centers](#)


Starting on January 2, 2022, cases can be submitted to the Situation Room through a quick and easy online intake form. All positive test results will be accepted as valid including PCR, rapid or at-home test kit.

**Reopening School
Libraries Plan 2021-
2022**

[Use the Intake Form](#) 

As a reminder, cases can be submitted to the Situation Room in the following ways:

1. Complete the online intake form
 1. We encourage schools to use the online form, which will provide you an automated case number; emailing the Situation Room will not provide you with one.
 - You must be logged into the Infohub to access the online form.
 - The form can be completed 24 hours a day/7 days a week.
 2. Continue to call cases into the Situation Room at (212) 393-2780 on weekdays from 7AM-4:30PM and on Sunday from 11AM-3:30PM.

What are the Situation Room hours?

The Situation Room will be open during the following hours beginning January 3rd, when schools reopen from the winter break.

- Weekdays: 7:00AM–4:30PM
- Sunday: 11:00AM–3:30PM
- Closed Saturday

When do you contact the Situation Room?

Issue	Call the Situation Room?
Staff with positive COVID result <ul style="list-style-type: none"> • Please note that for purposes of the Situation Room, staff is defined as a DOE employee or contracted vendor, irrespective of lines of accountability (e.g. custodial engineers, School Safety Agents, Cafeteria personnel, etc.) 	Yes , call 212-393-2780
Student with Positive COVID result	Yes , call 212-393-2780
Staff/student fails health screening (no COVID symptoms)	No , contact your BCO Health Director and Superintendent (Supt)
Staff goes home or calls out sick (not COVID symptoms)	No , contact your BCO Health Director & Supt
Student goes home or calls out sick (not COVID symptoms)	No , contact your BCO Health Director & Supt
Questions about whether staff or students may return to school after out-of-state travel	No , contact your BCO Health Director & Supt
Questions about staff absence or OORS codes for COVID-19	No , contact your BCO HR Director & Supt
Questions about staff refusal to complete the Health Screening	No , contact your BCO HR Director & Supt
Questions about mask, thermometer, or cleaning protocols	No , contact the school Custodial Engineer or BCO Director of Operations & Supt
Questions about translation and Interpretation services for COVID-19 documents	No , contact the school Field Access Coordinator or the BCO Director of Student Services & Supt

What Communications Can You Expect to Receive?

Communications	Details
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Communications	Details
Acknowledgement of Case	You will receive an email once your case is entered. It will explain your next steps and include letters that you may share with your school community.
Co-Located Schools	If you are co-located, all principals in the building will receive the same emails with attachments.
The "Daily Rollup"	<p>This communication is an email shared from the Situation Room with principals and families via their New York City Schools Accounts (NYCSA). This email summarizes what's happening in school buildings related to active COVID-19 cases.</p> <p>The school community receives these updates every evening ONLY when there is an active COVID case to report that has resulted in no intervention, a classroom closure, or a building closure. If there are no cases, the school community will not receive a Daily Rollup.</p> <ul style="list-style-type: none"> • The cases captured by the Daily Rollup are active cases current as of 6pm for every day the Situation Room is open (Sunday – Friday). • The Daily Rollup is not cumulative; it is a snapshot of active cases through 6:00pm on the reporting day. • The data captured in the Daily Rollup can also be found on DOE's website, Daily COVID Case Map and in the Governor's report card.

Key Terms to Know

Term	Definition
Confirmed Case	A person (student or staff member) with infection caused by the virus that causes COVID-19. This can include any type of test.
Infectious Period	<p>The period of contagiousness when COVID-19 can be transmitted to another person.</p> <ul style="list-style-type: none"> • For people with symptoms, the infectious period is generally two days before symptom onset until ten days after illness onset • For people with no symptoms (asymptomatic), the period is estimated at two days before through ten days after specimen collection.
Exposure	Defined as a contact less than six feet for more than ten minutes with a probable or confirmed cases of COVID-19 during the case's infectious period, regardless of the use of a face covering or barrier. People who use a classroom at a different time from a case are not considered exposed.



When multiple cases occur within a classroom or activity, it may trigger a school wide investigation.

If it is determined that COVID is spreading within the school across multiple areas, the school will close for 10 days and move to remote instruction.



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