

The updated Situation Room hours are as follows, effective September 9:

- Monday through Friday: 7:00 a.m. to 3:30 p.m.
- Saturday: closed
- Sunday: 11:00 a.m. to 3:30 p.m.

There is a [new template for reporting COVID-19 close contacts](#) to the Situation Room. When there is a confirmed COVID-19 case in your school, Test + Trace (T2) will send a template to you for completion. A T2 liaison will contact you within a few hours to assist in completion of the COVID-19 close contact form, which should be emailed to [RTS@buildings.nyc.gov](mailto:RTS@buildings.nyc.gov), without copying anyone.

For questions, submit a ticket via <https://charterschools.mojohelpdesk.com>.

*Your DOE credentials may be required to access the links above. Note that all content on the DOE InfoHub may not be relevant to charter schools.*