

The COVID-19 response Situation Room (“Situation Room”) is a multi-agency partnership to support a swift, organized response to positive COVID-19 cases among students and staff in all schools and programs in DOE buildings, including charter schools, early childhood, and D75 and D79 schools during the 2020-2021 school year. This one-stop call center is available for principals and authorized administrative staff to call (212-393-2780), and report potential or confirmed COVID-19 cases.

Starting **November 12**, Situation Room hours changed to the following schedule:

- Monday–Friday 7:00AM to 7:30PM
- Closed Saturday/voicemail available overnight
- Sunday 11:00AM to 6:30PM

The Situation Room will also observe special holiday hours and operate from 9:00AM to 2:00PM on the following days:

- Thanksgiving Eve (**November 25**);
- Christmas Eve (**December 24**);
- Winter Recess (**December 28–30**); and
- New Year’s Eve (**December 31**).

The Situation Room will be closed on:

- Thanksgiving Day (**November 26**);
- Christmas Day (**December 25**); and
- New Year’s Day (**January 1**).

Note that the Situation Room is open on Friday, November 27.

For helpful guidance on how and when to contact the Situation Room, as well as information on what to expect from the Situation Room, and information that you should be prepared to provide in advance of calling, see this [Situation Room Tips for Principals and Authorized Administration](#). Additional information can also be found in the [COVID-19 School Health Policy](#), which is regularly updated.

Charter schools in private space/stand-alone DOE space should contact the DOHMH via phone at (866) 692-3641.

For questions, email Charterschools@schools.nyc.gov.

Your DOE credentials may be required to access the links above.