



MEMO FROM RONALD MCDONALD HOUSE NEW YORK

DATE: 03/13/2020

As the novel coronavirus (COVID-19) impacts the United States and countries across the world, we would like to assure you that the health and safety of our families, staff, volunteers, and communities remains Ronald McDonald House New York's (RMH-NY) top priority.

RMH-NY continues to follow the guidance and recommendations of the Centers for Disease Control and Prevention (CDC), the New York State Department of Health, World Health Organization (WHO), Memorial Sloan Kettering Cancer Center, and other partnering hospitals. We are closely monitoring and responding to the outbreak as circumstances change at a rapid rate. RMH-NY has put in place a number of policies to limit the risk and spread of COVID-19 in order to protect our families and our stakeholders.

At this time, the House has reduced occupancy in collaboration with our hospital partners, limited access to the House, and closed communal spaces for families. To supplement the closure of these spaces within the House, our team will be delivering catered meals in to-go containers as well as wellness and kid-friendly care packages to each family's room. Additionally, we have closed our Family Room at NYC Health + Hospitals/Kings County in Brooklyn and suspended our Hospitality Cart Program at the Hospital for Special Surgery and New York Presbyterian Weill Cornell Medical Center.

Our team is taking a proactive approach to ensure the safety, health, and comfort of the vulnerable population we serve, in addition to all stakeholders and staff. We will continue to monitor and react to the spread of COVID-19 based on the recommendations of our health care partners and health authorities.

Ronald McDonald House New York is working diligently to continue to fulfill our mission and meet the needs of each individual family under these challenging circumstances. As a result, we are continuing to request the support and dedication of our corporate and community partners. If you would like to support families at Ronald McDonald House New York by donating meals or through any other capacity, please contact Nicole Kelly at nkelly@rmh-newyork.org or (212) 639-0148. We thank you for your support.