



**Steven Banks**  
Commissioner

May 25<sup>th</sup>, 2021

**Joslyn Carter**  
DHS Administrator

Dear Hospital Emergency Department Director:

**Fabienne Laraque, MD, MPH**  
Medical Director

As we enter the summer, NYC Department of Homeless Services (DHS) is concerned about the risks that unsheltered New Yorkers experiencing homelessness face during the hot weather months. Many have chronic conditions that put them at higher risk of heat-related health issues.

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Similar to prior years, DHS will declare a Code Red Alert under the circumstances described in the attached procedure. Like in 2020, Code Red procedures are modified because of the Covid-19 pandemic and asking hospitals to allow individuals in need to use the hospital ED waiting room or hospital space may be unfeasible. If the pandemic continue in summer 2021, we will seek other options and ask that you work with DHS and its outreach teams to achieve the most appropriate outcome for our clients.

If an individual experiencing homelessness presents to your hospital emergency department, does not need immediate medical care, and requests or accepts DHS services, please call the DHS Joint Command Center at 212-607-6040 or email [SHCCC@dhs.nyc.gov](mailto:SHCCC@dhs.nyc.gov).

On behalf of all New Yorkers, thank you for your help in assisting individuals experiencing homelessness during hot weather emergencies.

For any questions, related to DHS Code Red please contact: Shane Cox at [scox@dhs.nyc.gov](mailto:scox@dhs.nyc.gov).

We appreciate your assistance.

Sincerely,

Fabienne Laraque, MD, MPH  
Medical Director