

This is an unofficial document with contributions from across our community. Please add information here but also verify before sharing because this information is subject to change.

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1. Speak to your Principal about possibly investing in a family outreach app:

Here are three: Kinvolved, SchoolCNXT, and Remind.

<https://kinvolved.com/>

<https://www.schoolcnxt.com/>

[Remind.com](https://remind.com)

2. Resend tutorials for any grading platform your schools are using (in multiple languages)

Many parents forget how to log on to pupilpath/jump rope etc. Send them a reminder.

3. Discover and share Online Tutorials for academic supports to families:

Many of your schools already have accounts to different sites like Flocabulary, Lightsail etc if they do please send the pertinent info to families (logon, school code etc)

<https://www.khanacademy.org/>

<https://www.k12.com/virtual-school-offerings/online-public-schools/high-school-program-courses.html>

<https://www.edx.org/>

4) PTC Translation info

From language access team....

As you may already know, middle schools have been instructed to [hold Parent Teacher Conferences by phone or virtually](#) instead of having the parents attend in-person. If your school has requested on-site interpretation from a vendor, please check with your principal and make sure to cancel the service on time to avoid any fees.

We are sending a reminder on the over-the-phone interpretation service to support all schools as they communicate with families that speak a language other than English. The vendor has been notified to increase support as we expect more usage. To limit wait times for less commonly spoken languages, you may reserve an interpreter for a specific date/time by asking the operator when you call the service.

Over-the-Phone Interpretation (OPI)

- Free service for all schools
- Available 24/7 in over 300 languages
- Ability to schedule phone interpreters in advance
- For instructions to access the service or more information, visit our [Infohub webpage](#)

Attached is the OPI Desk Aid, which also lists the instructions to access the service. You may add your school's District Borough Number (DBN) and share with all school staff. Please note, the service is provided by a new vendor this year, Linguistica International, and the phone number has changed from last year. Since this is a new vendor, share any feedback on calls via the short survey link in the Desk Aid: www.tinyurl.com/OPIFeedback.

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For any questions, please contact the Translation & Interpretation Unit at LA Coordinators@schools.nyc.gov.

5) Medical Hotlines and resources you can share

A. New Yorkers can call the State hotline at 1-888-364-3065, where experts from the Department of Health can answer questions regarding the novel coronavirus.

B. For accurate, up-to-date information on COVID-19, see #6 below, visit:

. cdc.gov/coronavirus or call the CDC Health Line at 1-800-232-4636

. nyc.gov/health/coronavirus or call 311 (interpretation and translation services are available)

C. NY Presbyterian COVID-19 Hotline: [646-697-4000](tel:646-697-4000)

<https://www.nyp.org/coronavirus-information>

D. List of Hospitals: <https://www.nychealthandhospitals.org/hospitals/>

E. Health Care info for undocumented families: <https://www.nychealthandhospitals.org/immigrant/>

FACT SHEET: <https://hhinternet.blob.core.windows.net/uploads/2019/09/Public-Charge-English.pdf>

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6. Food Pantry info you can share:

Please share this link and perhaps pull up some pantries info by your campus and where a bulk of the students live.

Great one stop site is <https://www.foodbanknyc.org/get-help/>

1. All NYC DOE Schools: Grab-and-Go breakfast and lunch will be available at the entrance of every school building from 7:30 am-1:30 pm. Any student can pick up breakfast and lunch at any school building until further notice. It does not have to be the school your child attends. To find a school near you, enter your address [here](#).
2. Street Smarts Food Map - helpful [map](#) of free food locations in Manhattan
3. Food Bank NYC - [Map](#) to locate food banks, SNAP registration sites, soup kitchens, and senior citizen service centers
4. Emergency Food Hotline: Call # 866-888-8777 or Dial 311
5. East Village free lunches: DeRossi Food will be offering free lunches to children (a child must be present at pick up) at the following locations, 12-2pm everyday: 1) Mother of Pearl, 95 Avenue A; 2) Avant Garden 130 East 7th St., or 3) Ladybird, 111 East 7th St.
6. Morningside Heights/UWS soup kitchen: The West End, 955 West End Ave at 107th St.; Ask for the Daily Special Soup team.

7. FACE directory in the event you need to connect your PTA executive team with your geographical based liaison.

<https://cdn-blob-prd.azureedge.net/prd-pws/docs/default-source/default-document-library/face-organizational-chart-and-assignments-v5.pdf>

8) To keep yourself and families informed. In this age of fear mongering our team feels Vox is a great source for info. Their video on flattening the curve was a game changer for many.

[Vox.com](https://www.vox.com) - is a reliable source of easily digestible news including videos and graphics

9 Wifi for families info

- [Spectrum's Statement:](#)

Beginning Monday, March 16, following 60 days, free internet for K-12 and college students that "do not" have internet service.

Free internet service for "eligible households" from Spectrum and Optimum. They service different areas in NYC. I believe Optimum will service the Bronx.

SPECTRUM: 1-844-488-8395

OPTIMUM: 1- 866-200-9522 to enroll in Optimum region

Optimum information:

<https://www.alticeusa.com/news/articles/feature/corporate/altice-usa-brings-free-broadband-k-12-and-college-students-during-coronavirus-pandemic>

Optimum is committed to helping schools and students stay connected during this unprecedented time. For households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access, we are offering our Altice Advantage 30 Mbps broadband solution for free for 60 days to any new customer household within our footprint.

T-Mobile:

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T-Mobile has started to provide free unlimited data and free mobile hotspots from one's phone up to 20gb a month for the next two months because of the virus. This would allow someone to use a T-mobile phone to connect a laptop to the internet. T-Mobile also owns Metro PCS, so the same goes for anyone that has a phone line with Metro by T-mobile.

Several companies are offering free internet services and installation for the next 60 days to eligible households.

1. **Spectrum Internet:** Must not currently have internet; must have a K-12 or college-age student in your household; lasts for 60 days and all installation fees waived. Call #844-488-8395
2. **WiFi Hotspots:** Optimum, Xfinity, and Spectrum are offering free access to their WiFi hotspots if you want to connect a computer, cell phone or other device:
<https://www.optimum.net/internet/hotspots/> or <https://wifi.xfinity.com/> or <https://www.spectrum.com/wifi-hotspots>

10. Here's a link for School Account admin password reset

<https://www.nycenet.edu/FAM/Home/Login?ReturnUrl=%2fFAM>

11. Webconnect links

I'm attaching here the links to WebConnect and instructions for accessing it, as well as other helpful DOE links. Please have payroll secretaries and approvers attempt to access WebConnect first.

We will let you know when we have any updates!

Please try the link below by tonight at home to see if the laptop or computer that you will be using works.

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Please be advised, secure remote access to DOE systemz and applications from your personal or mobile device has been supplied. **All links below DO NOT REQUIRE A VPN. Student laptops will not work, as updates and downloads to those laptops are prohibited, please use a personal or Central User laptop.**

Steps:

1. Check the links on a personal computer at home.
2. Check each link!!! Can you access?
3. Contact HR and/or Payroll Support tomorrow if there is an issue with connectivity.

Links:

- [Office 365 \(Open external link\)](#) (email, SharePoint, and more)
- [ATS/EIS/Mainframe \(Internet Explorer\)](#)
- [ATS/EIS/Mainframe \(Google Chrome\)](#)
- [Cybershift \(Open external link\)](#)
- [FAMIS \(Open external link\)](#)
- [Galaxy \(Open external link\)](#)
- [Payroll Portal \(Open external link\)](#)
- [SOLAS \(Open external link\)](#)
- [DAITS \(Open external link\)](#)
- [HHS Accelerator \(Open external link\)](#)
- [NYCAPS \(Open external link\)](#)

Note: The DOE strongly recommends that you save all of your files to your [Office 365 OneDrive \(Open external link\)](#), rather than a local drive. Also, all Microsoft software is available downloaded via the Office 365 (link above). If you choose to download the client software, please follow the recommended steps.

For further information visit: <https://infohub.nyced.org/nyc-doe-topics/it/remote-access>

12. Cybershift info:

CyberShift staff is hosting multiple webinar sessions before and after the software upgrade on Monday March 30. Anyone who currently uses the CyberShift web application is highly encouraged to attend the webinar training sessions. These sessions will provide training on the upgraded application, such as viewing accruals, requesting absence requests, approving time, etc. How-to webinar clips and updated user guides will be posted on the CyberShift InfoHub website as they become available.

Please see below upcoming webinar sessions, along with requirements for attending a webinar and adding a webinar calendar event to your Outlook calendar.

Webinar Requirements:

1. Access to Microsoft Teams application (downloaded on work desktop or phone; or through Chrome for better viewing experience)
 - a. Please contact DIIT Service Help Desk for Microsoft Teams application support
2. Headset / Earphones to listen to webinar

Webinar Calendar Link:

Please visit the CyberShift Webinar Training Sessions SharePoint site to access all the webinar sessions and calendar links. A Word document called How to Add CyberShift Webinar iCal Event to Your Calendar outlines the steps to import the iCal event to your Outlook calendar.

Please select a webinar session to attend from the folder Spring 2020 - Software Upgrade Webinar Training Sessions.

Webinar Sessions:

2. March 24 @ 2-3pm — CyberShift Upgrade Webinar Training
Microsoft Teams

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Join live event

3. March 26 @ 10-11am — CyberShift Upgrade Webinar Training

Microsoft Teams

Join live event

4. March 31 @ 10-11am — CyberShift Upgrade Webinar Training

Microsoft Teams

Join live event

5. April 2 @ 10-11am — CyberShift Upgrade Webinar Training

Microsoft Teams

Join live event

6. April 7 @ 2-3pm — CyberShift Upgrade Webinar Training

Microsoft Teams

Join live event

For questions and support, please contact CyberShift@schools.nyc.gov. Thank you.

13. Student remote learning device request link

<https://coronavirus.schools.nyc/RemoteLearningDevices>

14. HRA access resource link

<https://a069-access.nyc.gov/accesshra/>

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15. Wifi Map

<https://betanyc.maps.arcgis.com/apps/webappviewer/index.html?id=52f3e96f6fcd40fcb12f5a5f9e19ce9f >

16. DOE Coronavirus family page

<https://www.schools.nyc.gov/school-life/health-and-wellness/coronavirus-update>

17. Affinity HS Contact List

Please add your name, school, cell/google voice & best work email

Chelsea Acevedo, 11x544 HS for Contemporary Arts, 6465095162 cacevedo10@myhsca.org

18. DELIVERY/COURIER SERVICES

1. **Corona Couriers** - A collective of cyclists willing to courier supplies to people in need for free, using low contact methods. Email coronacourier@protonmail.com
2. **Invisible Hands Delivery** - Grocery and supply delivery; delivery is free. See [Website](#)

19. SENIORS CITIZENS

Heights and Hills - Volunteer to support home-bound seniors in Brooklyn - Call #718-596-8789 or see Website.

Senior Centers - see list of citywide senior centers here.

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20. LEGAL

The following public defender offices provide free legal services to eligible clients for criminal and civil cases (e.g. housing, immigration, public benefits, custody and ACS cases).

1. **Bronx Defenders** - Must be a Bronx resident. Call #718-838-7878 or see [here](#)
2. **Neighborhood Defenders** - Must live north of 96th St in Manhattan). Call #212-876-5500 or see [website](#).
3. **Legal Aid Society** - Call #212-577-3300 or see [website](#).
4. **Brooklyn Defenders** - Must be a Brooklyn resident. Call #646-971-2722 or see [website](#).

21. Housing Info

HOUSING

As of March 16, eviction proceedings and pending orders will be suspended statewide until further notice. Housing court cases such as landlord lockouts, repair orders, and serious code violations will continue. For additional services try the following or see legal services above:

1. **Tenants Rights Hotline** - Call #212-979-0611 (ingles y espanol) or more [info](#)
2. **BronxWorks Eviction & Homeless Services** - Call #646-393-4000 or see [website](#).
3. **Catholic Charities** - Provides eviction and emergency housing support regardless of denomination. Call #888-744-7900 or see [here](#).

22. Unemployment info

NYS is waiving the waiting period to apply for unemployment insurance. If you have been laid off you can apply immediately.

1. **Unemployment Insurance:** [Apply](#) online through NYS Department of Labor

23. Utilities info

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As of March 13, New York utility companies have suspended utility shut-offs for power, heat and water for all customers. If yours has been shut off, call your utility company and/or the Tenants Rights Hotline #212-979-0611.

24. Tax Prep

TAXES

1. **Free tax services** - FoodBankNYC offers free tax services for families that make less than \$56,000/year. Call #646-981-6111 or see [website](#).

25. Mental health Info

MENTAL HEALTH

Supporting our community through social isolation will likely be challenging for many of us. We encourage students to reach out to their **advisors** and teachers. In addition, the following resources may be of use:

1. **NYC Well:** If you are feeling anxious, depressed, stressed, have questions about drug or alcohol use, call #888-NYC-WELL or see [website](#) for info on texting and live chat.
2. **Trevor Project:** 24/7 crisis hotline for LGBTQ youth. Call #866-488-7386 or see [website](#) for info on texting and live chat
3. **SAMSHA Disaster Distress hotline:** Call #800-985-5990

26. Health and Fitness

FITNESS

Unless protocols change, New Yorkers are allowed to be [outside](#) and in public parks if they keep 6 feet away from other people. We highly recommend students continue to get fresh air and exercise. PE class will continue and have regular assignments. Additional home-based options:

1. **Free live fitness classes:** on YouTube at noon everyday courtesy of [305fitness.com](#); free 30 minute classes daily from [Orange Fitness](#);
2. **Free exercise videos:** Hundreds available online from [Fitness Blender](#)
3. **Free exercise apps:** [Down dog](#) is making all of its apps free until April 1 for all and until July 1 for teachers and students. That includes Down Dog, Yoga for Beginners, HIIT, Barre, and 7-Minute Workout.
4. **Scientific 7-Minute Workout:** Science says it'll strengthen your heart and extend your life, if you commit to just [seven minutes a day](#)!

27. Neighborhood Groups & Mutual Aid Societies

Mutual Aid organizations facilitate exchange of resources and services for mutual benefit. If you need financial support, courier or delivery services, food, or emotional support, your local mutual aid society might be a good place to reach out to. Here is a list of some neighborhood networks:

Bronx56

1. **Bronx Mutual Aid Network (FAM)** - Use this [Google Doc](#) to volunteer or request services

Brooklyn

1. **All Brooklyn** - Coronavirus Neighborhood Help. Fill out this [Google Form](#) to both volunteer or request services
2. **Bed Stuy Strong** - <http://bit.ly/bedstuystrong> (Slack), BedStuyStrong2020@gmail.com
3. **Boerum Hill/Downtown BK** Neighborhood services and support - [Survey sign up](#)
4. **Brooklyn Mutual Aid Network (FAM)** - [Google Document](#)
5. **Bushwick Mutual Aid** - Coronavirus - [Facebook Group](#)
6. **Central Brooklyn Mutual Aid** - [Google Form](#)
7. **Crown Heights Mutual Aid** - [Facebook Group](#)
8. **Ditmas Park/Flatbush** Coronavirus Neighborhood Help - [Google form](#)
9. **Red Hook** Coronavirus Community Cooperative Committee - [Google Form](#)
10. **South Brooklyn Community** - COVID-19 Neighborhood Volunteers - [Google Spreadsheet](#)

Manhattan

1. **East Village** Neighbors - [Facebook Group](#), EastVillageNeighbors@gmail.com, #917-994-1074
2. **Harlem** United Against Coronavirus - [Facebook Group](#)
3. **Manhattan Mutual Aid Network (FAM)** - [Google Document](#)
4. **UWS: Stephen Wise Towers & NYCHA** organizing - [Google form](#) or contact wisetowersmutualaid@gmail.com or call/text 929.277.9203

Queens

1. **Queens Mutual Aid Network (FAM)** - [Google Document](#)
2. **Astoria Mutual Aid Network** - If you have a non-emergency need and are based in Astoria, NY, please call or text 646-397-8383 or email astoriamutualaid@gmail.com and they will get you help. [Volunteer Form](#) for anyone who can help.
3. **Ridgewood Mutual Aid** - [Google Form](#)

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Staten Island

1. **Staten Island** COVID-19 Volunteers- [Google Form](#)
Staten Island Mutual Aid Network (FAM) - [Google Document](#)

28. TV Show Suggestions

Ed: 60 Days: Locked In (A&E) Gentefied (netflix), WestWorld (Showtime)

29. Student in Temporary Housing Regional Manager Directory

<https://www.schools.nyc.gov/school-life/special-situations/students-in-temporary-housing>

30. Free Ivy League tutor (limited space)

Hello!

I'm a current sophomore at Harvard, reaching out to you in your capacity as district family leadership coordinator. My college friends and I are offering to virtually volunteer as tutors in school subjects, test prep, and college application and essay-writing for NYC public school students, to help support students as they shift to digital learning in the time of the coronavirus pandemic. We are particularly hoping to help lower-income students. **All K-12 NYC public school students (or, parents on these students' behalf) can sign up to be matched with a tutor at <http://tinyurl.com/nyc tutoring>!** I would really appreciate it if you can share this link widely—with parents, teachers, students, administrators, and other community members—and with anyone you think in particular might benefit from it. You can also find more information at the link and at [facebook.com/nycfreetutoring](https://www.facebook.com/nycfreetutoring). Please feel free to reach out to me with any questions, concerns, or ideas about how to expand this work and how tutors can best meet students' needs.

Wishing you good health and safety at this time!

Best Regards,

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Polina Whitehouse

polinanw@gmail.com

polinawhitehouse@college.harvard.edu

31. Free Employee support resources

NYC EAP is here for you

Employee Assistance Program

NYC EAP is here for you

We at the EAP want to offer our assistance and support to all of you who work so hard to support this city and all its residents. We care about you and your wellbeing. To stay safe during this time we are abiding by the most recent guidelines to slow the spread of COVID 19 by refraining from physical, in person visits. Therefore, at this time, we are offering all our services via phone, text and/or video calls.

The NYC EAP will be offering the same services it has offered in the past, and continue to promote stress management, mental health, self-care, education, referrals and resources to assist you and your family during this very difficult time.

EXTENDED HOURS

illustration of a clock

We have expanded our hours to 8am – 11pm Monday through Friday.

We will continue to reach out and expand our services as best we can.

HOW TO CONTACT THE EAP

Contact - Two speak dialogue bubbles

You can contact us by email at eap@olr.nyc.gov to schedule a phone, video or text appointment.

For more information, you can visit our website at nyc.gov/eap or call and leave a message at: 212-306-7660

TIPS FOR FINDING CALM IN A CRISIS

During the weeks ahead, many of us may experience higher-than-usual anxiety and stress stemming from our concern over the COVID-19 virus. While these feeling are completely

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understandable, there are steps we can take to manage them and minimize the disruption to our daily lives.

Focus on what you can control, let go of what you can't

Take steps recommended to protect your health such as frequently washing your hands and avoid touching your face. Follow CDC recommendations on distancing from others.

Be cautious of over exposing yourself to news coverage

If news related to the crisis makes you anxious, don't be afraid to take a break from it. It's OK to pace yourself with the information.

Don't forget to laugh!

Call a friend or loved one, watch a funny movie or television show, or get lost in a novel.

Give yourself space and time to relax

Utilize relaxation techniques such as meditation, deep breathing and yoga.

Do the things that you usually do to take care of yourself

Practice good sleep hygiene, eat healthy, and exercise.

If you feel you need to talk, reach out to the EAP

We are available for free, confidential phone, video, or text sessions with licensed mental health professionals.

32: Incoming class welcome letter example from BCS (please do not share and modify)

Welcome letter

Congratulations!

You recently received notification that you will be joining the Class of 2024 at your new school, Brooklyn Collaborative Studies (15K448), starting in our 9th grade in September 2020. We are very excited to welcome you to our high school.

We hope you have been transitioning well to remote learning with your middle school! We are sure you miss school, your teachers, your friends and so much more, and we hope that you are hanging in there in this new

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normal. Ordinarily, we would send information about our spring orientation in this letter! However, in these uncertain times, it is unclear when we will be able to have a larger gathering to welcome you to your new school - we may have to wait until later spring or summer! In the meantime, please: Under the Families tab on the website, you can see videos to learn more about Brooklyn Collaborative. Start with the Overview video! Click some of our earlier posts to get a taste of what life is like at Brooklyn Collaborative. We post highlights every week! Send Scill@bcs448.org an email saying hi, letting us know how you're doing adjusting to remote learning. Let us know what questions you have about Brooklyn Collaborative and we'll contact you by phone, email, or Google Meet!

Read about some of the key features of your new school below

Did you know

Brooklyn Collaborative prioritizes academics and character development – we expect all students to earn at least 11 credits each year in rigorous, interesting, and collaborative courses.

All 9th

grade students have a full schedule including ELA, Social Studies, Math, Science, and Spanish. Each semester you also have a selective class that expands your interests – this year we offered over 20+ choices, including Latin Dance, Modern Rock Band, Restorative

Practices, Studio Art, Yoga, Songwriting, and more. You will be graded on your academic work and your Habits of Scholarship (including being persistent, collaborating with others, and taking responsibility for your own learning). You are assessed on both your academic work and Habits of Scholarship in order to earn credit.

Brooklyn Collaborative has a New York State-approved Regents waiver – we expect all students to meet rigorous standards to demonstrate graduation and college readiness.

Students at BCS take only the ELA Regents as a graduation requirement.

In all other subjects, in lieu of the Regents, BCS students complete Mastery Passage PBATs, or Performance-Based Assessment Tasks, which are seven- to ten-page analytical papers researched, developed and revised under the supervision of a faculty mentor and

publicly defended before a panel of faculty, peers, and visiting experts. PBATs offer students the opportunity to produce the kind of sophisticated, high-level work typically expected in a college course. To graduate, BCS students complete a minimum of four

Mastery Passage PBATs—in Literary Analysis, Social Studies, Math, and Science—during your 11th and 12th grade years and earn the same Regents diploma as all other NYC public school students. In Grades 6-10, students complete shorter PBATs in every core subject

to practice for their Mastery Passages. Read more about the high schools with Regents waivers at

<http://www.performanceassessment.org/>

Brooklyn Collaborative is an EL Education Outward Bound school – we expect all students to participate positively in our Crew advisory structure and in our Outward Bound outdoor experiences.

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Every student at BCS is in a Crew which you stay with until graduation.

Each semester starts with Crew days to help you orient to the year and meet new friends. Students in Crew learn to be agents of self-change, to take responsibility for their learning, and to develop supportive, mentoring relationships with adults and peers.

Crew includes circles, field work, service, academic advising, and team building activities. All BCS 9th graders attend an intensive 3 day/2 night Crew Expedition Orientation camping experience with your Crew leaders and Outward Bound staff to develop leadership and collaboration skills.

Brooklyn Collaborative is a college-preparatory school – we expect all BCS students to attend college after four years of high school.

100% of our students are accepted to college every year, and our work supporting college access and success for all students is recognized among the strongest in the entire city. Our students begin talking about college in the ninth grade using a Crew-to-College curriculum and visit a college campus every year.

Students who have graduated from Brooklyn Collaborative are attending: Bard College, Barnard College, Brandeis University, Cornell University, New York University, Skidmore College, and nearly every SUNY and CUNY school.

Fourteen BCS students have won the

Posse scholarship in the past eight years, the most prestigious scholarship program available nationally for urban public schools. If you work hard in HS starting in ninth grade and earn a strong cumulative average, you will have powerful college and scholarship opportunities like these.

Brooklyn Collaborative engages in regular fieldwork outside the building. Every other week, all year-long, our students participate in Expeditionary Thursdays (ETs). ETs are fieldwork sessions outside the school building that allow students to pair learning experiences in the city with classroom learning.

Brooklyn Collaborative students complete a mandatory internship as a graduation requirement.

Starting in 11th

grade, you will be assigned to a one-semester internship. Since the start of our internship program eight years ago, more than 800 BCS juniors have worked in over 100 businesses, non-profits and government agencies around the city.

Brooklyn Collaborative is a diverse community where we celebrate our differences and similarities.

Our current demographics are 43% Latino, 32% Black, 19% White, and 4% Asian. We welcome you into our community to learn in a school with many students from all backgrounds from all over Brooklyn.

Brooklyn Collaborative actively maintains our website. We encourage students, families,

and community members to regularly check our site at www.bcs448.org

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to learn more about what's going on in our school. Under the Families tab on the website, you can also see videos to learn more about Brooklyn Collaborative. You're part of our crew now, welcome!

33.) Virtual Pantry

Click the link and put a family member and click no to everything

<http://Nyc.gov/getfood>

34) Crisis Translation Network

<https://www.respondcrisistranslation.org/covid19-resources#>