

A division of The Center
201 Bleecker Street, Utica, New York 13501
(email) scheduling@compassinterpreters.org
(phone) (315) 749-7080



March 16, 2020

Partners,

In response to COVID-19 our agency (The Center) is shifting to remote work starting today, March 16th, 2020.

Compass Interpreters will be providing language access to our community including in-person, phone and video interpretation.

You can reach the Compass Interpreter team by:

(email)	(315) 749-7080
scheduling@compassinterpreters.org	(315) 801-5526
(phone)	(315) 801-5556 - voicemail only

Our Interpreters will keep their appointments as much as it will be possible. Interpreters will be communicating with clients on health status pre-appointment to ensure current local and federal protocols are being upheld.

We'll be switching appointments over to phone/video calls shortly.

We will always do our best to assist your clients and patients!

Please find a couple of our requests below for you:

- Please Do Not Fax! Our fax machine is not available at this time!
- If you never received our day in advance Confirmations for scheduled appointments by email, please provide your email to me, and we will be happy to send you our daily Confirmations in advance!
- Since our offices are closed at this time, can you please assist our Interpreters in making some extra copies of their forms, if you have any chance to do that!
- Also, just to let you know that you could experience some delay with our invoices at this time. Please let me know if that will be an issue for your organization, so we will do our best to send it to you sooner.

If you have any issues, concerns, or suggestions, please contact me directly!

And please be safe and healthy!!!

Thank you so much for all you do, and thank you for all your hard work and support to our Community!

Best wishes,

Svetlana Derevenets
Manager, Compass Interpreters