



March 16, 2020

Dear Community Members,

Our highest priority is the health, safety, and well-being of our clients and community.

In response to the COVID-19 public health crisis, effective Monday, March 16th, The Center Utica will suspend on-site services and move to remote work plans for staff.

While our building is closed to the public, our staff remain committed to providing expert, compassionate care to our clients and the community. Staff will continue to be available by email and phone as usual. You can still call our main phone number and leave a message. We will respond as quickly as possible. 315-738-1083

For urgent client needs please use the following numbers:

Interpreting Services – (315) 749-7080 or (315) 801-5526 (voicemail only)

All others - (315) 738-1083

Our staff will be contacting all clients this week to ensure you are receiving the support you need at this time. The Center is working to provide continuous support to our clients.

We are continuing to receive and support refugees, to support workforce development, immigration services, our Office for New Americans, Welcome Center, Traffic Safety and Making a Connection program will continue to provide services. Compass Interpreters will be available for video and phone interpretation and Tone Translates for supporting written word translations as needed for the community. Adult ESOL classes provided by MVCC will also be suspended at this time until further notice.

We are reassuring anxious families, working in many languages to provide critical information and updates, and identifying emergency resources for those whose employment and basic needs resources are impacted by this crisis.

This is uncharted territory for everyone, but the flexibility of our staff and the resiliency of our clients is reaffirming and reassuring.

This is a moment when all of us need to support our neighbors, friends, and families, as well as take care of our health and well-being.

Thank you for all you do for refugees and our new neighbors. Please take care of yourself and your family, and stay tuned for further updates.

Stay tuned into The Center via Facebook <https://www.facebook.com/TheCenterUtica/> - and our website: <https://www.thecenterutica.org/covid19>

Sincerely,

Shelly Callahan
Executive Director