

## **Important Message from Southern Tier Independence Center (STIC)**

STIC would like to let everyone know the status of our programs and services during the COVID-19 emergency. Things are changing practically on a daily basis, but we will try to keep everyone updated on our situation.

For the duration of the COVID-19 emergency, STIC's offices will be closed. However, we are continuing to provide services to the best of our ability under the circumstances.

Employees are working from home, and have access to phone calls and emails.

To leave a message for any employee, call (607) 724-2111 and it will be forwarded to the appropriate staff person. If you know the employee's extension, you can leave the message directly on their personal voicemail by following the prompts.

Please remember, staff will be returning calls from a different number than you might be used to, and the message "private number" may pop up instead of showing the call is from STIC. Therefore, if you are expecting a call from STIC, please answer the phone even if the "private" message appears.

In order to protect the safety of our consumers and employees, face-to-face meetings are not permitted, with the exception of the Consumer Directed Personal Assistance Program, Community Habilitation, and Supported Employment (if the consumer still wishes to receive services, and if the employee is able to work).

A few services have been suspended for the duration including: TRAIID loan closet, Education advocacy services, Americans with Disabilities Act consultation, accessibility consultation, and Community Outreach.

Our Xscapes rooms are also closed until further notice.

Despite the emergency, STIC remains dedicated to meeting the needs of consumers, families and others who need our support. We will endeavor to return calls as promptly as possible, and to do what we can to ease the impact of the current circumstances.

## **How to Prevent Illness**

- Maintain a distance of at least 6 feet between you and others.
- Wash your hands often with soap and warm water for 20-seconds, or use a hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose and mouth with unwashed hands.

- Avoid close contact with people who are sick.
- Stay home when you are sick, to protect yourself, co-workers and others you're in contact with.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash, or cough/sneeze into your elbow.
- Clean and disinfect frequently touched objects and surfaces.
- If you are experiencing flu-like symptoms you should call ahead to your health care provider before going in for treatment.
- Keep your immune system strong by getting enough sleep and eating well.

**There is currently no vaccine to prevent COVID-19. The federal Centers for Disease Control and Prevention (CDC) say the best way to prevent illness is to avoid being exposed to the virus.**

**For more information, go to the following links:**

NYS Department of Health:

[www.coronavirus.health.ny.gov](http://www.coronavirus.health.ny.gov)

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Centers for Disease Control:

[www.cdc.gov](http://www.cdc.gov)

<https://www.cdc.gov/coronavirus/2019-ncov/specific-groups/people-at-higher-risk.html>

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Mental Health Resources:

<https://omh.ny.gov/omhweb/covid-19-resources.html>

Free Emotional Support Helpline: 1-844-863-9314 (staffed by volunteer Mental Health Professionals)

Hours: 8am-10pm, 7 days a week