

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

STIC would like to keep everyone informed of the status of our programs and services during the COVID-19 pandemic.

While all of STIC's programs and services are operational our offices are open by appointment only. All visitors will be required to complete a COVID-19 screening upon entry and wear a mask unless medically unable to do so.

Most STIC employees continue to work from home, and have access to phone calls and emails. To reach an employee, call (607) 724-2111 and ask for the employee or leave a message that will be forwarded to them. If you know the employee's extension, you can leave the message directly on their voicemail by following the prompts. Please remember, staff may 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.

STIC's Sign Language Interpreting Program is fully operational and continues to provide sign language interpreters both in-person and virtually if needed. To schedule a sign language interpreter call (607) 724-2111 ext. 338 (Voice and TTY) or our 24 hour cell (607) 222-4364.

In order to protect the safety of our consumers and employees, face-to-face meetings are only available under certain circumstances, with the exception of direct services provided under Consumer Directed Personal Assistance (CDPA), Community Habilitation, Self-Directed Services, and Supported Employment.

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 COVID-19/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. The federal Centers for Disease Control and Prevention (CDC) say the best way to prevent illness is to avoid being exposed to the virus.

## **COVID-19 Resources**

Below are links to resources regarding COVID-19

### **Centers for Disease Control (CDC)**

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

### **NYS Department of Health**

<https://coronavirus.health.ny.gov/home>

### **Broome County Health Department**

<https://www.gobroomecounty.com/hd/coronavirus>

### **Office of Mental Health**

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

### **Free Emotional Support Helpline**

1-844-863-9314 (staffed by volunteer Mental Health Professionals) Hours: 8:00am-10:00pm, 7 days a week