

SAMPLE MESSAING – SERVICE DELIVERY

[YOUR LOGO HERE]

Contact information at top: your website, the phone number folks should use right now, an email if applicable

Dear [friends / community members / colleagues / allies / etc.],

We all know these are unprecedented times. The widespread impact of COVID-19 (coronavirus) has caused [AGENCY NAME] to rethink how we can best serve [COUNTY NAME] for the foreseeable future. Please rest assured: **our commitment to serving survivors of [sexual / domestic] violence does not change**. However, the way we provide services will look different.

Here is what is not changing: Our crisis hotline is available 24-hours a day at: [PHONE NUMBER (if your program has virtual chat options, please outline how to access them here too.)] If you are in immediate danger, please call 911.

Here's what will change: *[options below—use any or all that are applicable]*

Our physical offices are closed until [DATE (or “for the foreseeable future”)].

We will be providing supportive, trained confidential advocates **via phone** at [hospitals / courtrooms / etc., wherever advocates are responding right now]. Survivors can access virtual confidential advocacy by [OUTLINE PROCESS HERE].

Counseling services will still be available via virtual conferencing. [INFORMATION HERE ABOUT HOW TO ACCESS.] All counseling will still be done confidentially. If you need help determining how you can create a quiet, confidential environment in your home or if you have questions regarding your counseling schedule, please email or call: [CONTACT INFO HERE.]

For the time being, we have suspended community outreach events, including: [LIST WELL-KNOWN ITEMS THAT WILL BE MISSED IN YOUR COMMUNITIES HERE.]

We understand that these are uncertain and unsettling times. Please know that we remain committed to providing support and safety to the members of our community. Although the way we do our work is changing rapidly, we promise to keep you informed. We value you and we are grateful for the opportunity to serve the community of [COUNTY NAME].

We will keep in touch with updates on our work. If you have any questions, please reach out to [DIRECT CONTACT HERE].

Thank you for your support!

In community,

[Director's name and signature or “Team PROGRAM NAME”]