



Dear Community Members,

In this unprecedented time for the global community, Crime Victims Assistance Center (CVAC) is committed to being responsive to the needs of our local community. The closure of schools and business is necessary to reduce the spread of COVID-19, however, this comes with unique challenges. We know that, unfortunately, home is not a safe place for everyone. We also know that with the shift to internet based learning and work, the already existing risks of the internet are sure to be magnified. In this message you will learn about updates to CVAC services, various ways to connect with us, and suggestions for safe internet use.

With the latest New York State regulations, it is necessary for CVAC to close our offices. We are still offering counseling and advocacy via phone and video chat. Hospital advocacy, support, and safety planning for victims is still being offered 24/7 and will take place over the phone or messaging. New and existing clients can schedule with us by contacting our business line or 24/7 support line. Existing clients may also directly contact their counselor or case manager via email.

CVAC is reachable in a variety of ways:

- Business Line – (607) 723-3200
- 24/7 Support Phone Line – (607) 722-4256
- Text Line – (607) 725-8196
- Web Chat – www.cvac.us/livechat

Please be aware that the text line and web chat is not 24/7, though we do our best to respond as quickly and as often as possible. Prior to connecting with CVAC on any of these platforms, it is important to consider the safety of doing so. Even if an abuser is not physically present, phones, tablets, and PC's may be monitored by an abuser. If an individual is concerned that an abuser may be able to view the messages, they should use an alternative device if available. Please keep in mind that in an emergency situation and whenever there is a risk of immediate danger, 911 should be called.

Careful consideration of potential monitoring should be applied to all device usage. General internet safety considerations include avoiding communication with unknown persons, avoiding opening links or documents from suspicious or unknown accounts, and always doing a thorough look into the privacy, safety, and reporting functions available on each website, app, or other platform. For those with children at home, this is an especially critical time to monitor children's usage and talk with them about privacy and safety online. Additional resources on this topic are available on our website, www.cvac.us, and you can always contact us for further assistance.

Well wishes for all,
The CVAC Team