

## **UPDATED NOTICE**

### **The Victim Center's Coronavirus Response and Service Adjustments (Effective 05/06/2020 at 12:00 a.m. until further notice)**

In response to the recent city, county, and state orders associated with the COVID 19 pandemic, The Victim Center has made the following adjustments to our services:

- Clients can now be assisted at our 819 N Boonville Office during limited business hours: Mon-Thurs (9 a.m-noon) and (1 pm to 5 p.m); Although appointments with advocates are not required, we highly encourage clients to setup an appointment in order to reduce waiting times.
- Clients can still receive phone-based or TeleHealth-based services, if preferred.
- Victims and collaborating partners can continue to reach Victim Advocates 24/7 through our crisis response line 417-864-7233 (SAFE).
- Hotline services will be limited to phone-based support as much as possible. Exceptions to this rule must adhere to The Victim Center's triaging process.
- Community-based presentations have transitioned to virtual meetings.

For those who are visiting The Victim Center's building at 819 N Boonville, please expect the following precautions in order to increase safety and maximize social distancing:

- Employees and clients meeting face-to-face will be required to wear masks. Clients will be asked to bring their own mask from home, but they will be provided a mask if they do not have one.
- Clients and employees will be asked health screening questions before entering the building.
- Appointment times will be staggered to reduce traffic in hallways and common areas.
- Traffic patterns and furniture have been rearranged to maximize social distancing.
- Hand sanitizing and hand washing stations will be placed throughout the building.
- Hard surfaces and restrooms will be cleaned every 30-minutes.
- Walk-in client traffic is allowed, but new occupancy limits will restrict the number of people waiting in the building at one time.
- Clients will have limited use of waiting areas, such as lobbies; Guests may be asked to wait in their cars until their appointment time or while waiting for a family member.
- Playrooms will be restricted to easily-sanitized activities; Waiting areas no longer contain toys.

The safety and health of our communities remains our top concern, and we will continue to work toward our mission to provide hope and healing to those who have experienced trauma and tragedy.

We want to remind everyone that although our services are modified in their approach, our dedicated team of staff and volunteers continue to be available through our 24/7 crisis response line. Our services are always free-of-charge and are available to any person who has experienced or been impacted by violent or sexual crimes. Services consist of crisis response, personal advocacy, therapy, and prevention education.

Existing clients and collaborating partners will be contacted about these changes directly. As the situation evolves, we will continue to provide updates on our Facebook page and website.

For additional information or questions:

Revised 04/30/20

24/7 Crisis Response Line: 417-864-SAFE (7233)

Email: [hope@thevictimcenter.org](mailto:hope@thevictimcenter.org)

Office: 417-863-7273

Media Requests: Contact Brandi Bartel at [bbartel@thevictimcenter.org](mailto:bbartel@thevictimcenter.org)

Website: [thevictimcenter.org](http://thevictimcenter.org)