



**AVANZAR**  
SAFETY, JUSTICE, EMPOWERMENT

March 18, 2020

Dear Community Members, Partners and Friends:

As you know, we are all being required to make changes in response to COVID-19. Just as you are working to ensure safety for yourself and your families, we are doing the same for our staff as well as our clients. We wanted to take a moment to update you on some changes we have made at **AVANZAR** to ensure the safety and well-being of our staff and our clients based on recommendations from our funders and the Centers for Disease Control.

First, what has not changed is our commitment to serving victims, survivors and their children. We know that during times of crisis, and especially forced isolation, incidents of domestic violence often rise, and violence may escalate. Our goal during this time is to ensure continuity of service and support to victims and survivors of domestic violence, sexual assault and human trafficking.

Update on services:

1. Our 24-hour Crisis and Support Hotline is still available at **800-286-4184** or **609-646-6767**. Our Text Line is also available at **609-569-5437**.
2. Counseling and other programs are now being offered using remote options such as virtual meetings or via phone. We are committed to ensuring these services remain safe and confidential. Volunteer shifts have been cancelled for now, to ensure the safety of our volunteers.
3. We are currently restricting visitors and are not accepting unsolicited donations. This is for your safety as well as the safety of our staff and clients.
4. We may experience staff shortages, as we have asked staff to stay home if they exhibit any symptoms.
5. We are working closely with our funders and community partners and will let you know about additional changes and needs as they arise.

If you would like to help:

1. We have already experienced rising costs, which are both unanticipated and not budgeted for, due to this pandemic. Your support and donations are needed even more during this time. You can donate securely via our website at [www.avanzarnow.org](http://www.avanzarnow.org).
2. Follow us on social media and share information with your networks. It is essential that victims and families know where to reach out for support.

We will continue to adjust as this situation evolves and will keep you updated. On behalf of all AVANZAR staff and our Board of Directors, we appreciate your support and understanding during this time and wish you and your families continued health.

Sincerely,



Claudia Ratzlaff, CEO