

Immigrants' Assistance Center temporarily suspended all in-person services

To protect the health and safety of clients, volunteers, staff and the wider community, the Immigrants' Assistance Center, Inc. (IAC) has temporarily suspended in-person services during the Massachusetts state of emergency, effective Tuesday, March 17, 2020. In-person services will resume when federal, state and local health officials advise it can be done safely.

□In addition, the IAC has taken the following steps:

Case managers are available during regular business hours for phone consultations with clients, and for limited in-person meetings regarding emergency health-related cases.

Client education and informational resources about COVID-19 are a top priority, with guidelines issued by the Centers for Disease Control and Prevention, <https://www.cdc.gov/coronavirus/2019-ncov/downloads/community-mitigation-strategy.pdf> being provided in multiple languages.

To ensure the health and safety of staff and clients who come into the office for emergency meetings, screening for COVID-19 symptoms is underway, as is hand-washing before and after meetings, and thoroughly cleaning and sanitizing throughout and at the end of the day.

Communication is ongoing with USCIS to make sure all clients' due process rights are protected.

There will be an immediate impact placed on the IAC's resources to help with client needs, as the ramifications of COVID-19 will hit immigrant families very hard. Many of the

IAC's clients are elderly and socially isolated, lack health insurance, paid sick days, child-care, and language skills to navigate complex and constantly shifting recommendations. Many are likely to lose their jobs.

The IAC is prepared to support immigrant families as we have for over 47 years, and is grateful to donors and supporters for making it possible to continue doing so during the unique circumstances of this public health crisis.