



## Response to COVID-19 & Our Commitments to You

In this time of rapidly changing situations and information, we want to make sure language is not a reason your employees don't receive the same information or message.

We understand these critical and sensitive times are not only an added pressure to you but to your staff as well. In our commitment to our community, we would like to extend our services to you. Alianza, the Spanish Language division of Arrow Benefits in Petaluma, has a team of bilingual and bicultural specialists with a dedicated phone line, email, text line and video chat line you may use to enhance the communication with your Spanish speaking employees.

### **We will translate:**

- Notices and documents pertaining to COVID-19
- Employment notices and letters
- Notices and letters regarding employee benefits (including COBRA, FSA, etc.)

Translation services that you may find online are not fully reliable and when they are, the translation often fails in tone.

We are also available for personalized phone conversations or virtual group meetings, video chats and recordings; often written translations are not enough. We will speak with your employees and talk them through your processes. We will convey YOUR message YOUR way and will help ease some of the confusion your Spanish speaking employees may be experiencing.

During the COVID-19 crisis we will not be charging for our services. Our commitment to the community goes beyond what we do for clients - it's about people and their security and safety.

Please contact me for more information:

Rosario Avila | (707) 992-3795  
rosarioa@arrowbenefitsgroup.com