FOR IMMEDIATE RELEASE
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PATERSON PUBLIC SCHOOLS LAUNCHES COVID-19 INFORMATION CALL CENTER

District pledges to respond to callers’ questions within 24 hours

PATERSON – As part of the district’s continuing efforts to keep open communication with staff, students and families in the midst of COVID-19 (a.k.a. the novel coronavirus) spreading in New Jersey, Superintendent of Schools Eileen F. Shafer today launched an Information Call Center to receive questions from families, students and staff about district matters related to the virus.

The Information Call Center is able to receive questions in four languages on four separate phone lines, which are as follows:

- For English, call (973) 321-0609
- For Arabic, call (973) 321-0610
- For Spanish, call (973) 321-0611
- For Bengali, call (973) 321-0612

Callers who record their questions at the call center will get a response from the district within 24 hours. District staff will check messages regularly throughout each day, Monday through Friday. The phone numbers to call will be posted to the district’s website and social media accounts.

“For some people, the phone is the most reliable means of communication they have. The Information Call Center will allow district families, students and staff to contact us directly and get a response from us just as directly,” said Shafer. “For as long as we are all facing the threat of COVID-19, we want to make sure that we are enabling people to have access to the reliable information they need.”

The district’s Information Call Center is the latest of the district’s efforts to maintain open and clear communication since news first broke of COVID-19 spreading in parts of the United States. The district has also added a COVID-19 page to its website, and issued regular robocalls to staff and students’ families.

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