

Press Release:

FOR IMMEDIATE RELEASE:

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Utica National Partners with Empathia Inc. and The Castle Group to Provide Crisis Counseling and Crisis Communications Services to Policyholders

New Hartford, New York, May 17 2021: The member companies of the Utica National Insurance Group have partnered with [Empathia, Inc.](#) to provide crisis counseling services, and [The Castle Group](#) to provide crisis public relations services to school policyholders.

“If a traumatic event should occur to one of our school policyholders, we understand how critical and time-sensitive an event like this can be and our top priority is to provide these services to them as quickly as possible,” said Brian Saville, Utica National Educational Institutions Resident Senior Vice President. “We’ve listened closely to our school agents and policyholders and this type of service is one they are looking for, so we’re thrilled to be able to offer these important services to help them respond to these traumatic events.”

“Coping with a critical incident or traumatic event can put an enormous strain on your educational institution,” said Michelle Colosimo, Executive Director of Empathia’s Critical Support Services. “The Empathia team is here to support affected populations with competence and compassion and guide your institution along the path to recovery.”

“We applaud Utica National for having the foresight to help their clients mitigate risk. Over the decades that we’ve managed crises in the education industry, we’ve seen the value of moving quickly to address short- and long-term risk. We’re proud to partner and stand by Utica’s National’s clients,” said Philip Hauserman, Vice President and Director of Crisis Communications of The Castle Group.

For over 45 years, the mission of Utica National has been to provide coverages and risk management services to help keep students and staff safe at school.

Learn more about coverages and services here: <https://www.uticanational.com/business-insurance/school-college-university/>

About Empathia, Inc.

Empathia is an industry-leading, full-service global provider of employee assistance, student support, crisis management and workplace culture optimization. For over 35 years, Empathia has delivered reliable, quality-driven services to organizations ranging from Fortune 500 companies to multi-campus academic institutions. By offering a variety of services, organizations are able to customize programs to ensure their goals are achieved. For more information, visit [empathia.com](https://www.empathia.com).

About The Castle Group

The Castle Group, a Forbes 2021 Best PR Firm, has extensive crisis management experience leading clients through national high-profile, high stakes crises related to: acts of God, violence, COVID-19, freedom of speech, Title IX, discrimination, sexual assault and harassment, diversity, equity and inclusion, executive misconduct, bankruptcy, data breaches, regulatory investigations, litigation, and financial malfeasance, among others. Having worked with private and public educational institutions of all sizes across the US, Castle knows how to effectively manage and communicate during a crisis situation to help minimize exposure and manage reputational risk.

<https://www.thecastlegrp.com/crisis-communications/>

About Utica National

Utica National Insurance Group is a nationally recognized group of companies providing personal and commercial insurance. The lead company of the group, Utica Mutual Insurance Company, was founded over 105 years ago. Utica National has been insuring public and private schools for nearly 50 years. In 2017, Utica National became a \$1 billion group.

In addition to its New Hartford location, the company has offices in Amherst, New York; Woodbury, New York; Wakefield, Massachusetts; Columbus, Ohio; Richmond, Virginia; Duluth, Georgia; Richardson, Texas; and Des Plaines, Illinois.