



Charles City  
Cedar Falls  
Waterloo  
New Hampton  
Osage  
Mason City

March 31, 2021

Dear Parents/Guardians,

Our agency was excited to begin 2021 by offering staff and individuals served the opportunity to receive the COVID-19 vaccine. Vaccination clinics were held in all five communities where we offer services and was staffed by Walgreens. Over 95% of persons served were vaccinated.

We continue to monitor COVID-19 positivity rates within our agency and the five communities where we offer services. At present, we welcome in-person visits with your loved one, either outside or in an indoor designated location, as well as home visits. Please contact the area supervisor to make arrangements prior to any visit.

Day Habilitation services for individuals in our RCF/IID/HCBS residential programs have resumed. COVID precautions have been put in place for the health and safety of individuals served and staff. Persons who attend the day hab program and who do not live in our residential programs are planning to return to services in mid-April. The ICF/IID program in Cedar Falls is slowly resuming day services. We are working toward a plan to resume day services in other ICF/IID areas.

During the month of March, the Treasure Chest Stores began accepting donations 3 days a week. Both stores are expected to be open 5 days per week from 9:00 AM to 5:00 PM beginning April 12. We expect to resume small group employment services at that time as well. We are appreciative of our volunteers and are happy to have them back in the stores.

Comprehensive Systems is accredited by CARF, an independent, nonprofit accreditor of health and human services. As a parent/guardian this type of accreditation is an assurance that Comprehensive Systems strives to offer the highest quality services. Due to the pandemic, CARF will be conducting a virtual survey April 7-9, 2021, as opposed to our customary onsite visit.

It is hard to imagine that we have been in the midst of the pandemic for just over a year. Our lives, your lives and the lives of the persons we serve has changed dramatically over that period of time. As we strive to bring back a sense of normalcy, we ask that you be patient with the incremental steps we continue to take.

Sincerely,

  
Ryan Becker  
Associate Director