



Charles City
Cedar Falls
Waterloo
New Hampton
Osage
Mason City

February 03, 2022

Dear Parents/Guardians,

It's hard to imagine that we are closing in on 2 years since the onset of the Covid-19 Pandemic. We are all learning to live under the new normal, hoping soon our lives will return to "Normal." As we reflect back we find it hard to believe the countless changes that we, and all providers of Long-Term Services and Supports, have endured. These changes have, most importantly, affected the lives of the individuals we support, and you as parents and guardians.

We have asked a lot of our employees throughout our organization and want to recognize them for their hard work and commitment, so many have worked countless hours under less than ideal situations and have proven their dedication to your loved ones over and over. As we look forward, and continue to make changes to keep your loved one healthy and safe, we want to keep you informed and up to date. In the last correspondence we were making service decisions based upon current positivity rates, making adjustments when that rate rose above 18%. We have since made adjustments which will allow more flexibility yet continue to keep individuals as safe as possible. We will make determinations going forward based upon specific location and Covid positive staff or individuals, not closing entire programs, yet making efforts to minimize exposure. We know the importance of socialization and will strive to accomplish this goal safely.

In early January 2022, Comprehensive Systems suspended HCBS day services, and were limiting community outings. Effective Monday, January 31, 2022 we resumed HCBS day services and have returned to community outings as we see appropriate.

When you would like to visit your loved one's area, we continue to ask that you please call ahead and discuss with the manager so you can make an informed decision regarding the visit. As always if you have questions, do not hesitate to reach out to the manager from the area your loved one lives or receives day services.

We have learned a lot going through this process, and can't thank you all enough for your understanding, support, and patience as we have made changes, almost daily it seems, and shall continue to make changes as necessary to provide services in a safe manner.

Sincerely,

Ryan Becker, LBSW
Associate Director