



August 24, 2020

Dear Families and Friends,

We are excited to announce that our day programs, which have been closed for five months, are open. We currently serve a small cohort of day habilitation and community-based day service participants.

Over the last 22 weeks, we have worked with our staff, families, caregivers, **other providers**, and federal and state agencies to adapt to the ever-changing conditions of this global health crisis. We have modified our operations in fundamental ways to protect the health and safety of the individuals that we serve and our staff. We have implemented new policies and procedures—**numerous times**—**expanded** our staff training around infection control, and pivoted from in-person day and employment services to virtual, remote, and hybrid service delivery models.

Our goals have not changed: provide services, enrich the lives of the individuals, while keeping everyone safe and protected.

We want to accommodate everyone. As state rules change, we will change with them. We are prepared to push forward, and pull back, depending on the success of this initial opening. The current buildings can only serve a small number of individuals, due to state pandemic regulations, specifically, number of people per square-foot of building space.

Meanwhile, we will continue to serve individuals in their homes throughout Berkshire County and the Pioneer Valley, with new and creative ways to celebrate and enrich lives, including virtual dance parties and trivia nights, birthday and homecoming parades. We also continue to serve more than 100 families in our Adult Family Care program and through our Family Support Center.

COVID-19 is not over, and we must continue to take steps to protect one another wearing masks, practicing social distancing, staying informed and following the guidance of public health officials. We look forward to a time when we can be together in person again, but until then, we will keep using creative ways to be together even when we are apart.

Sincerely,

A handwritten signature in black ink that reads "Ken".

Kenneth Singer  
President & CEO