



July 8, 2022

Dear Staff:

I am honored to be the new president of BC Arc, and soon the CEO. This is an amazing, diverse Agency driven by an incredible staff. We take care of people – their lives are in our hands every day.

As you may know, Ken will continue as CEO through this time of transition, after which I will become President & CEO. We will continue championing our priorities – providing the best care for the individuals, fighting for the pay staff deserves, fighting for the benefits staff deserves, and keeping the Agency fiscally strong. For more than 30 years we have worked toward these goals with tremendous success.

In my many years here, I have worked alongside many of you, providing direct care. I remember it like yesterday. I know well what you face every day when you come to work. I know your job is not easy. You make split-second decisions every day. Every day something new comes at you, and you must respond with grace and dignity. We are needed every day – not just some days. This is not a light job. While it has changed, I know it requires you to be strong, compassionate, and smart.

The world is not going to slow down, nor can we. But we can be more innovative, more efficient, we can make our systems easier, your jobs easier. And we need to continue to hammer away at the staffing issue. The challenge of hiring new staff will never go away, but we must do better to fill positions quicker. That will alleviate much of the burden many of you shoulder for the Agency.

For those looking to advance their careers and/or education, I will create clearly defined paths for you to step through. I will be your advocate -- I stand as proof that BC Arc values education, and BC Arc prioritizes advancing its own staff. This Agency is only as good as its staff.

I promise I will always act with the best intentions for the Agency – for the individuals we serve, and the staff who support them.

The staff have proven themselves resilient through COVID. We are more flexible than ever. We continue to display great strength. We move fast. We are agile. We have learned more about ourselves and each other through COVID than any time I can remember here.

This journey forward we do together. Success only happens together. I will depend on you to keep me informed, to help me learn. And I will invest in you. I will challenge myself to know as many of you as I can, and our individuals. I plan to visit many of your programs, and speak to many of you informally. We must listen and learn from one another.

I am humbled to be chosen as BC Arc's next President & CEO. I look forward to working with each and every one of you to make Berkshire County Arc the best possible Agency that it can be.

Sincerely,

A handwritten signature in black ink, appearing to read "Maryann Hyatt". The signature is fluid and cursive.

Maryann Hyatt  
President