



#### Executive Management

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March 17, 2020

Dear Parents, Guardians and Stakeholders:

Thank you all for your continued support and understanding as we adjust normal operations to maintain the health and safety of the people we support, their families, and our staff. While previous communications have focused on announcements and program adjustments, we wanted to take the time to update you on the day-to-day activities involving the people we serve.

***We have been and will continue to maintain a commitment to the individuals we support and those who work with them.***

Each day we are holding several working meetings to assess the situations at hand. Our clinical and training staff are key contributors to these ongoing update meetings. We are using a variety of modalities to ensure that the people we serve are getting support for whatever the current situation entails. Our clinical staff are working closely with program staff in the homes and remotely to help them feel supported in caring for our individuals. They are assisting in programming in the home setting, and social stories are frequently being used. Our nursing staff are also in our homes talking with staff and keeping the lines of communication open regarding the health and wellness of our individuals. Best-practices have been put into place and our nursing team is an additional level of support for our individuals and staff.

Our staff are working as hard as they ever have to care for our people. We are assessing daily the needs of our staff and prioritizing our human resources to ensure they are supported.

Due to the nature of this situation, most communication will likely be informational in terms of measures we are taking to ensure safety. We do recognize the emotional toll this has on the families we serve, the individuals in our homes, and our staff. We will use our resources to support all aspects of health during this challenging time.

Thank you,

**John Randall**

President and Chief Executive Officer