



**Cedar Valley Community Support Services  
Waterloo - Cedar Rapids - Iowa City**

March 16, 2020

To CVCSS Members' and Involved Persons,

We're in this together. We know that you are directly or indirectly affected by the spread of Coronavirus (COVID-19) in both your professional and personal lives, and Cedar Valley Community Support Services shares your concerns about not only public health and safety but also the potential increased need of our members during this uncertain time.

As the spread of the virus has changed in Iowa to include "community spread," we working with funders and other agencies to provide calm and cautious measures with regards to our services. Each office has assessed members that may be higher need, due to co-occurring medical conditions and those who have little to no natural supports. I have instructed employees in all three offices and in all levels of programming, to scale back services for those who do have natural supports and those with greater skills of independence. This will afford us the best ability to focus our supported community living (SCL) services and efforts on those with little to no natural supports and increased risk due to age and/or co-occurring illnesses. This will allow each office to increase the practice of social distancing while still providing the care for the members who are in most need.

I would like to ask that if you are seeing a reduction in your services, that you are patient and understanding with your paid supports/staff and perhaps, when able, rely on your natural supports during this time. We are always available by phone and our after hours phone(s) is available for those needs after office hours as well.

If things change and we are asked or required to reduce services further, we will send notices as soon as possible. It is our goal to remain open and continue providing quality care and services as long as permitted and able. Please understand however that we must also concentrate our efforts on understanding our employee's needs as well. Some of our employees are also at increased risk or have young children or elderly parents that they are caring for with increased need. This is a social/community epidemic and it affects all of us.

It is a delicate balancing act and we will persevere and, I have no doubt, but fully operational again soon. Please, stay home, stay safe, and be well.

Thank you for your understanding,

A handwritten signature in black ink, appearing to read "Melody Moser", is written over a horizontal line.

Melody Moser  
Operations Director, CVCSS