



**Community Services**  
FOR EVERY1

June 17, 2020

Dear Parents/Guardians/Advocates:

Beginning Friday, June 19, 2020, New York State will resume visitation at all Individualized Residential Alternatives (IRAs) and for those who reside in group settings. Community Services for Every1 understands how difficult this time apart has been for our residents and our families. We are dedicated to making this transition as smooth and safe as possible. We know you are eager to visit with your loved one! Our team has been working diligently to ensure all procedures are properly in place for the safety of our residents, employees, and all visitors.

The New York State Office of People with Developmental Disabilities (OPWDD) requires that all agencies provide a detailed plan for visitations and adhere to strict guidelines at this time. Community Services has attested to OPWDD that we will adhere to strict visitation guidelines. We have been approved to start accepting visitors at all of our residential group settings beginning Friday, June 19, 2020.

Enclosed you will find the details of our residential family visitation guidelines. Please note that visits must be scheduled 48-72 hours in advance, one person may attend each one hour visit, and when possible, we request that visits take place outdoors in a designated area. Off-site outdoor activities will be carefully considered but must go through an approval process. Again, further requirements are detailed in the enclosed plan. Please note, prior to scheduling and confirming the planned visit, all family members, who are planning to participate in visitation, will be required to provide a signature on the enclosed paperwork and either bring it to your scheduled visit or send via electronic mail. Additionally, family members will have to pass a health check and take their temperature prior to the visit.

For those who are not able to do in-person visitations, sites will continue to offer options for communication, such as virtual visits, visits through the windows, phone calls and written communications as requested. If you need assistance with virtual visits, please contact the site manager at your loved one's residence.

Our goal is to keep everyone safe and healthy while we begin family visitations again. Thank you for your cooperation and understanding. If you have any questions or concerns, please contact us at 716-883-8888 ext. 707 or [COVID19@csevery1.com](mailto:COVID19@csevery1.com).

Best Regards,

Mindy Cervoni  
President & CEO

Enclosures