



June 3, 2020

To: Persons Served, Parents/Guardians and Providers  
From: MYEP Sr. Leadership  
Re: State of the Agency and Covid-19 Response Timeline

Dear Persons Served, Parents/Guardians and Providers:

The past several months has proven to be uncertain, chaotic, and stressful for all of us as we have navigated through an unprecedented time with the Covid-19 pandemic. MYEP has done our best to try and keep all parties involved as changes to our policies and practices have occurred. I am writing all of you to provide you with an update and outline of all of the steps, actions and impacts MYEP has taken and experienced over the past few months; as well as providing you with updates on how the agency is preparing to move forward with our 'new normal' in service delivery and organizational operations. As we have stated since the beginning, our primary focus has been to protect the health and safety of the people we serve and our staff members.

First, I would like to provide all of you with an outline of everything that has occurred over the past several months. We tried our best to keep everyone abreast of all major changes, but there was so much occurring behind the scenes, on a daily basis, that did not get shared. Below is an outline of all steps and actions that have occurred and information on confirmed cases, the status of our employees and programs, and impacts on the overall operations of the agency.

**Late February:**

- Closely following the news, building supply stock, leadership planning meetings

**March 13:**

- Announced closure of the MYEP Adult Day Program
- Began stay at home measures and social distancing with persons served within the residential program
- Increased sanitizing and hygiene protocols and provided employee education measures
- Began employee risk assessments on employee travel and large group activities
- Began symptom monitoring and contact tracing of employees
- Began quarantining employees determined to be high risk
- Encouraged working from home for administrative staff
- Began strict social distancing at office
- Discontinued training classes requiring close contact
- Office was limited to essential, pre-scheduled visitors only

**March 20:**

- Mandated working from home for those able
- Office fully closed to public
- Implemented hiring freeze
- Reassigned 15 of our Day Program staff to Residential Programs to assist with filling the schedules and covering open shifts created by the closures of day programs

**March 24**

- Began attending daily calls with Johnson County Public Health

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**March 25**

- Extended Day Program closure through April 30<sup>th</sup>

**March 27**

- Implemented visitor restrictions within residential program
- Began attending weekly calls with the Iowa Association of Community Providers

**March 31**

- Began weekly calls with Johnson County Provider group and Public Health
- Secured community member volunteers to make cloth masks for employees and persons served

**April 2**

- Applied for PPP (payroll protection payment) loan

**April 4**

- Implemented hazard pay for all Direct Care employees

**April 6**

- Developed and distributed protocol outlining processes for what to do if a person served is symptomatic or displays symptoms of Covid-19

**April 10**

- Provided reusable cloth masks to all employees and persons served within the Residential Program
- Implemented mandatory mask-wearing by all employees

**April 13**

- Received PPP (payroll payment protection) loan

**April 15**

- Began mandatory temperature verification of all direct care employees
- Symptom monitoring, including temperature checks implemented for persons served within the Residential Program

**April 16**

- Announced the implementation of hazard pay to all direct care employees

**April 17**

- Extended ADP closure through 5/31

**May 4**

- Learned of employee testing positive
- Performed contact tracing
- Quarantined multiple staff within the site (11 total)
- Sought testing for individuals and co-staff
- Able to contain to that one staff
- Notification was made to all parents/guardians, individuals served within the specific residential program
- Staff members working at the location were notified of the confirmed case

**May 8**

- Additional PPE, including safety goggles, N-95 masks, medical masks, additional cloth masks and individual hand sanitizers were secured and for employees at the site of the confirmed case (of employee)
- Additional protocols for use of extended PPE were established at location where there was the confirmed case (of employee)

**May 18**

- Extended ADP closure through 6/30

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**May 19**

- Began task analysis for reopening plans of ADP and lessening of restrictions within residential program
- Internal communication began re: continuation of visitor restrictions, grocery shopping restrictions, accessing of the community guidelines within the residential program
- Internal communication re: easement of home visit restrictions (with completion of assessment of risk of the visit)
- Chief Program office and Day Program Service Coordinator began weekly meetings to discuss preparations for possible program re-opening

**May 26**

- Lifted hiring freeze
- Began environmental planning for re-openings
- Began the development of Guidelines to Service Participation and Operation of Adult Day Program to be utilized as guide for the re-opening of the program

**June 15**

- Beginning Internal office reopening Phase 1

**July 6**

- Beginning Office reopening Phase 2

The focus now, and moving forward, is on the continued development and implementation of standardized policies and procedures and practices of service delivery and operational management with Covid-19 remaining present within our community. As we continue to make decisions, information will continue to be shared with all of you.

MYEP is forever grateful to all of you for the patience, understanding, flexibility and support you have shown us during this time. Our continued goal is to ensure the health and safety to all those we serve and balancing that with trying to establish a new normal that allows for them to re-engage as a member of their community.

If you have any questions, please feel free to contact myself, the person's Service Coordinator, or any other member of Sr. Leadership.

Sincerely,

Megan Gerber  
Chief Program Officer