



We're on your side and at your side.

September 16th, 2022

To All Heaven's Hands People We Support, Families, & Caregivers:

As everyone is aware, COVID-19 greatly impacted our society, our programs, and our lives for the last two and a half years. We would like to thank each and every one of you for working with us throughout the pandemic in helping to keep all involved as healthy and safe as possible. We have taken many precautions and followed all OPWDD, DOH, and CDC guidelines and recommendations during this time and will continue to follow many of the practices that were put in place throughout the pandemic to ensure continued safety.

Effective Monday, September 19th, 2022, based on updated guidance from OPWDD, Governor Hochul, and the CDC, Heaven's Hands will no longer be requiring the wearing of masks in our facilities or on our vehicles. We have heard your thoughts and concerns over the past few months, understand the stress that this placed on many people we support, our staff, and the families/caregivers, and believe this will be welcome news for many. We also recognize that feeling is not the same for everyone. Rest assured, while mask wearing may no longer be required, we certainly encourage any and all to continue to wear a mask if they are comfortable doing so. In addition, we will continue to be diligent in encouraging good hygiene practices, while staying on top of the cleaning of all of our facilities and vehicles. We will continue to employ our cleaning company at all of our facilities throughout the week, in addition to the cleaning that our dedicated staff does throughout the day.

We will remain involved in communication and correspondence with NYS leadership such as the Department of Health (DOH) and the Office For People With Developmental Disabilities (OPWDD), as well as NYC leadership. We will listen to trends and recommendations, and make alterations to our practices as deemed necessary to protect all involved.

If you have any questions or concerns, please do not hesitate to reach out to the manager for your individual's specific program. Thank you for your continued support and trust in our agency and we look forward to doing all we can to keep your loved ones happy and safe. We also look forward to welcoming back many faces we have not seen in person for a while!

Yours truly,

Bryan Rothenstein, LMSW
Chief Executive Officer

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