

March 22, 2020

Dear Community Partners (Bigs, Littles, Parents/Guardians and Collaborators),

In consideration of public health concerns over the novel coronavirus (COVID-19) and community-wide efforts to slow its spread, Big Brothers Big Sisters of Northeast Iowa (BBBSNEIA) management has decided to suspend all **match activities** and **match meetings** (community, school and work- based meeting between Bigs and Littles) and **all in-person meetings** until further notice.

BBBSNEIA Operations:

BBBSNEIA will continue match support (via phone and email) and administrative operations to ensure client needs are met the best of our ability during this time. We are also closely monitoring updates and taking guidance from Black Hawk County Health Department, the World Health Organization, Centers for Disease Control, and Governor Reynolds office regarding the spread of COVID-19 and necessary prevention measures.

BBBSNEIA Office:

Our matches and stakeholders are of the utmost importance and we are here for you in every capacity needed. While our staff has been directed to work remotely, normal hours of operation remain 8:00am-4:30pm Monday-Friday. This intentional action ensures that we continue to support all active and pending matches and necessary administrative functions can continue. It is important that we all practice social distancing where we can and do our part to flatten the curve of spreading the Coronavirus/COVID-19.

Your assigned Match Support Specialist and Recruitment & Enrollment Specialist will be reaching out to you on a consistent basis via email and phone. We also ensured to leave a direct contact number on each of our office voicemails for you and have the capacity to check voicemails as they are received. We will return your call within 24-48 hours during the work week.

While there has been no confirmed exposure or diagnosis of any person with COVID-19 at our facility, we believe that implementing these temporary procedures is in our best interest as well as in the best interest of public health as we all do our part to reduce the risk of COVID-19 spreading in a manner that overwhelmed our healthcare system.

BBBSNEIA Fundraisers:

All BBBSNEIA fundraisers have been postponed until World Health Organization, Centers for Disease Control and Governor Reynolds office has advised that public gatherings are safe for the general public and stakeholders in our service area. We will update our website and all social media sites with any changes &/or new dates for all upcoming events.

We appreciate all of our partners for your understanding during this time. We hope that together we can greatly reduce the impact of COVID-19 in our service area in the following counties: Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Fayette and Floyd.

Be safe and well.

Respectfully,



Yolanda R. Williams
Executive Director