



September 13, 2021

Re: Important Hurricane Ida Update

Dear High Level Speech & Hearing Center Family,

We hope this letter finds you all safe and well. We are sending this to update you on our company's progression with recovery efforts since Hurricane Ida's landfall on August 29, 2021. We are happy to report that we finally have power and water at both our Uptown and Harahan clinical facilities. Unfortunately however both locations have experienced extensive water and moisture damage as well as some wind damage. We are awaiting inspection from our contractors to determine what repairs need to be made so that these damages can be repaired. Due to these damages however, we have decided to temporarily discontinue our in-clinic and speech therapy services until the damages are repaired and it is safe for all of our patients and staff to return. We do not have an estimated date of reopening just yet, but our team is hard at work. We apologize for any inconvenience that this may have caused. Please know that the health and safety of our patients, staff and community partners is our number one priority. We promise to keep you updated as things change. In the meantime, please give us a call if you have any questions. We wish you all the best and we will continue to pray for you all during this unprecedented time!

Kindest Regards,

High Level Speech & Hearing Center