



Charles City  
Cedar Falls  
Waterloo  
New Hampton  
Osage  
Mason City

July 8, 2020

Dear Parents and Guardians,

We wanted to reach out to you to let you know that we recognize that this period of isolation for your loved one has gone on for a long time and we understand the hardship this has caused for you and your family. When the isolation was initiated in March, we did not anticipate that it would last this long. Then, when we were anticipating moving out of phase one, there were significant increases in COVID-19 cases in all of the communities where we provide service. We have been in contact with our local public health department and they are continuing to strongly encourage our agency to stay in phase one. Therefore, we continue to stay in phase one for all areas at this time.

For individuals in residential services, we would like to encourage you to continue to call, FaceTime, Duo, Zoom, or whatever means works for you and your loved one. Additionally, we also would like to encourage window visits with your loved one, if this is something you would like to do and you believe that your loved one would respond well to this type of visit. Please contact your area manager to schedule any window visits. As a precaution, there needs to be a solid barrier, therefore, no windows or doors will be opened during the visit.

We recognize that everyone would like to get back to a regular routine as soon as possible. We also recognize that the suspension of Day Services (Day Hab and Small Group Employment Services) has caused a hardship for some families as well. We continue to evaluate when day services can safely reopen.

In an effort to keep everyone updated in a timely and efficient manner, we are changing the way that we will be providing updates to you on this situation. Going forward, we will not be sending out individual letters, but will be updating our website weekly by the end of the day on Wednesdays. You can check our website at [www.comprehensivesystems.org](http://www.comprehensivesystems.org) for the most recent weekly updates under the **COVID-19 Update** tab. If for some reason you do not have access to the internet and would like to request a hard copy of the update, please contact Laura Wallace at (641) 228-4842. A list will be kept of the individuals who need hard copies sent.

Ryan Becker  
Associate Director