



March 18, 2020

Dear CFI Participant/Family,

As Coronavirus and social distancing impact how people gather around the world, we've felt the challenge and disruption it's caused all our daily lives and the services for your children and family members. We are daily trying to determine how best to proceed by gathering guidance from both State and Federal Government. Many clients have asked us how best to move forward with continued therapy and assessments. We are working with experts in our field to determine how best to proceed with tele – therapy and home-based education and therapy tools to continue to support you and/or your family.

We ask you to be the lead in communicating what your needs are during this time. You may determine that you do not want care in your home for a short while to prevent spread of COVID 19. There may be some direct support professionals that are not available during this time. Understanding what you need for supports is key to supporting you through this time. You have the right to ask for no one to visit you in person.

If you are experiencing symptoms of COVID 19 as defined by the CDC:

1. Fever
2. Coughing
3. Shortness of Breath

Please contact your medical professionals and your service coordinator. If you are unable to reach your service coordinator, please contact **Nzenalu Obinelo 459-2749 or nobinelo@gatewayscs.org.**

Your Gateways team is here to support you in every way we can. Your service coordinator is in place to keep you informed and to support you with planning. Please communicate your service needs to your service coordinator. Service coordinators are going to try to limit in person meetings and will use phone calls and video conferencing whenever possible.

Our partnerships are key in this challenging time. We will all prevail together and return to typical circumstances.

We continue to plan and develop strategies to keep our participants happy, safe, and healthy as we navigate this situation. Please keep lines of communication open so we can address your needs as they arise. As we know things are changing rapidly and we will be communicating. As always, thank you for your partnership.

Best regards,

Nze Obinelo  
Vice President of Individual and Community Services

Sandra Pelletier  
President/CEO