

May 24, 2021

Dear Parents/ Guardians:

Thank you for your ongoing patience and support as we work through this year's school photograph concerns. I have been in direct contact with Life Touch to try and resolve the issues. As the school year comes closer to an end, I have made the decision to not wait any longer for answers and have requested that Life Touch come back and redo school photos for our hybrid students. The turnaround for this to occur will happen quickly, but I am hopeful that this will eliminate the ongoing issues we have experienced.

Life Touch will be returning to CSAT for picture retakes for all students. Each cohort will be scheduled on one day, as outlined below.

## Cohort A (Monday/Tuesday students): June 1, 2021

### Cohort B (Thursday/Friday students): May 27, 2021

Students must be in uniform for their school photos. Once the picture retakes are completed, Life Touch has assured me that the photographs will be delivered before the kids leave for the summer break.

If you previously ordered pictures, and have yet to receive them, this retake day take should result in you receiving your order. If you have not placed an order and would be interested in doing so, please take note of the ordering code on the proofs that will be sent home. If you need to contact Life Touch regarding any question/concern please feel free to reach their customer service number at 1-865-511-3510.

Thank you for your continued support.

Sincerely,

Sue Jurewicz Principal, K-5

#### Elementary School // K-5

#### Middle School // 6-8

#### High School // 9-12

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