

## **COVID-19 Questions & Answers**

Kinsight has been gathering information from health authorities, funders, industry partners and staff for use in this list of COVID-19 frequently asked questions. Many of these questions and answers come from our partners throughout the province who have been generous in the sharing of information and resources. We have circulated most of it already in various forms; we are summarizing here to give you one main document to refer to.

Kinsight will add and change the content below as information evolves. Please note the date along the top, which indicates the last time the document was updated.

### **1. How is Kinsight responding to COVID-19?**

Kinsight is following the recommendations of the Provincial Health Officer and collaborating with colleagues in our sector to identify alternate ways of providing our services in response to COVID-19. Our top priority is to maintain the safety of our Kinsight community – families, people served and our employees.

### **2. What Kinsight programs and services are postponed or cancelled?**

A number of our services have been adapted to maintain safe, social distancing. This includes holding some of our family and community visits over the phone or through video-conferencing technologies. Our workshops, playgroups, and support and networking groups have been postponed and we have closed our Community Inclusion locations (Simcoe & Salisbury), temporarily. Our focus is on serving people in their homes – whether on their own, with family or with shared living providers, and in our Kinsight operated homes.

Some families have chosen not to access services at this time. In other cases, we have spoken with family members to ask if they are willing and able to support their adult children in their own homes. Some of the families we work with are already doing this, others are not in a position to do so.

### **3. What Kinsight locations remain open?**

At present, Kinsight's head office at 1140 Austin Avenue is open as well as 204 Blue Mountain. Both locations are limiting the number of staff working on site to adhere to safe social distancing. Staff from Lincoln and New Westminster Children's Centre are working remotely, where possible, and are rotating office space at the Blue Mountain location.

#### **4. With the closure of Kinsight's Community Inclusion locations, how are we supporting the adults in our programs?**

Effective Friday, March 20, our Community Inclusion locations at Simcoe and Salisbury were closed and on-site services were suspended. We have been working with adults served and their families to provide supports in their homes or to adapt supports. This includes remote support and some in-person support such as walks to get fresh air.

In all cases, we are looking at how we can support the people we serve, now and over time, whether they are in fully staffed homes, family homes, shared living provider homes or living independently. In doing so, we are redeploying some of our Community Inclusion staff and others, and we have changed some of our services to include support for basic needs such as groceries, toiletries and medical supplies.

#### **5. Will the service changes and closures impact all staff?**

Yes. Staff of our LIFE and Employment Services, as well as staff from the Family and Children's Services department have already adapted their services to work remotely. Kinsight has also re-deployed staff from Community Inclusion into homes and may redeploy other staff. Staff may be asked to work out in the community, which may include activities such as gathering and delivering food hampers, toiletries and medical supplies to families in need.

#### **6. What other changes should employees expect?**

As our supports change to meet the needs of people we serve, we are shifting how we do some of our work. Staff may be asked to:

- Work different hours and/or different days with periods of time off to rest and refresh
- Adapt your role to accommodate additional or different support requirements
- Temporarily forgo vacations – note that all vacations are under review and staff may be called back from vacation to assist with essential services
- Work from home

#### **7. Where do I get the latest information from Kinsight?**

Kinsight is sharing information with employees in a number of ways including:

- Regular all staff meetings/phone calls via Zoom
- Online through Kinsight's COVID-19 web page [\[here\]](#) and on our employee Spotlight site [\[here\]](#)
- Written communications, such as memos from Kinsight's CEO and FAQs
- Department or team meetings

#### **8. Are there other ways I can help?**

Kinsight has an ongoing need for some of the more difficult to find items, such as cleaning supplies, safety gear and toiletries. As you shop for yourself or your families, please keep a look out for

supplies, such as gloves, hand sanitizer, toilet paper, Lysol-type wipes (disinfectant and not anti-bacterial) and cleaning products. If you do purchase some items on behalf of Kinsight, please contact Maggie Vilvang at [mvilvang@kinsight.org](mailto:mvilvang@kinsight.org) who can coordinate supply drop off and reimbursement.

**9. Who do I contact at Kinsight if I am sick?**

Staff who are sick should continue to make their initial call as they normally would, to their supervisor or for Adult Services staff, the On-Call number at 604-828-3716.

Supervisors/Coordinators will inform Andrea Mohr, Director of Human Resources, of staff who have called in sick. Andrea will support and manage all staff during their sick leave periods. Andrea can be reached at 604-790-9683.

**10. Where can I find reliable information about COVID-19?**

There are a number of pandemic related resources available, including:

- Public Health Agency of Canada: <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>
- PHAC's Know the Difference, Self-Monitoring and Isolation poster: <https://www.canada.ca/content/dam/phac-aspc/documents/services/publications/diseases-conditions/know-difference-self-monitoring-isolation-COVID-19/know-difference-self-monitoring-isolation-COVID-19-eng.pdf>
- BC COVID-19 Symptom Self-Assessment Tool: <https://bc.thrive.health/COVID19>
- Fraser Health Website: <https://www.fraserhealth.ca/health-topics-a-to-z/coronavirus#.Xmq9Q25FxFPa>
- CDC: when and how to wash your hands: <https://www.cdc.gov/handwashing/when-how-handwashing.html>
- CDC: [http://www.bccdc.ca/health-professionals/clinical-resources/novel-coronavirus-\(COVID-19\)](http://www.bccdc.ca/health-professionals/clinical-resources/novel-coronavirus-(COVID-19))
- Videos:
- Cough etiquette: <https://www.youtube.com/watch?v=J2jbEetZ8G4>

**11. Who can I speak with at Kinsight if I have additional questions?**

If you have specific questions about the measures we are taking to address COVID-19 and what that means for you, please contact:

- Gareth Williams, Family and Child Services at [gwilliams@kinsight.org](mailto:gwilliams@kinsight.org) 604-306-7172
- Tess Huntly, Adult Services at [thuntly@kinsight.org](mailto:thuntly@kinsight.org) 604-374-5168
- Andrea Mohr, Human Resources and Administration at [amohr@kinsight.org](mailto:amohr@kinsight.org) 604-790-9683