



March 17, 2020

Dear Families, Friends and Caregivers of people served through Kinsight:

Last week we wrote to you about the things that we had put in place to prepare for and address COVID 19 concerns. With the recent updates from the Government of Canada and the Provincial Medical Health Officer, we have moved into the second stage of our plan.

This means that we have begun to change the way that we deliver some of our services. This includes having our staff contact people served, families, caregivers and other community members to discuss alternatives to in person support such as by telephone, email, Skype, FaceTime or other video-conferencing technologies. Where possible, some staff have moved to a model of working from home.

We have made changes to limit the number of people coming together and put protocols in place to support social distancing. In situations where people continue to require direct services, we are asking questions that include:

- if they or anyone in their household are sick;
- if they or anyone in their household are in self-isolation;
- if they or anyone in their household have travelled outside Canada and are in self isolation.

Plans are also in place to ensure ongoing support to people that receive essential services that cannot be adapted. These include staffing supports for people who receive housing services.

Directors of our Family and Children's Services and Adult Services departments are reviewing and approving in person supports on a person by person basis. This means that staff may sometimes need to check with their supervisors to confirm home or community visits and in some circumstances we may ask people to meet us in different locations such as our offices or different program sites.

Please know that the health and safety of people we serve and of staff is our top priority. We are reviewing each of our services on a daily basis and making changes in response to public health recommendations and in consultation with our funders.

This information is posted on our website, where we will be providing regular updates:

<https://kinsight.org/>

If you have questions about your services or supports available through Kinsight, please contact your consultant, key worker or program supervisor. You may also wish to contact either:

Gareth Williams Director of Family and Children's Services at gwilliams@kinsight.org or
Tess Huntly Director of Adult Services at thuntly@kinsight.org

Our head office lines remain open at 604-525-9494 and we will regularly be checking our general email at info@kinsight.org

We are thinking of all of you each day and are committed to working with you and our community to provide support during this very difficult time.

A handwritten signature in black ink, appearing to read 'Christine Scott', with a long horizontal flourish extending to the right.

Christine Scott
CEO