



April 1, 2020

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

As we move into April, we are checking in with you, our Kinsight community, to see how you are managing through the global pandemic and to share some updates and resources with you.

Over the past month, we have connected with many of you: families, caregivers and people served. You have shared with us the impact COVID-19 is having on your family – from feeling alone to financial stress to lack of basic food and supplies. Kinsight is working hard to find ways to help.

We have adapted our core supports to continue to meet the needs of people we serve, and we have added a number of new supports in recognition of pandemic-related hardships.

Adapted services: Virtual outreach and in-home supports

Since mid-March, Kinsight teams have adapted our services to connect with families and children virtually and to support adults in their homes. To reduce the number of people who gather in one place, we closed our Community Inclusion locations (at Salisbury and Simcoe) temporarily and have redeployed our staff. Our focus is on serving people remotely, or in their homes as needed – whether on their own, with family or with a shared living provider, or in our Kinsight operated homes.

New supports: Groceries, supplies and activity kits

Kinsight has introduced additional services to help families meet their most urgent needs during the pandemic. We understand that some of the people we work with cannot leave their homes to purchase groceries and supplies, or may not have enough money to do so. We also know that people are running out of engaging activities and stimulating things to do, which can cause additional stress in the home. To support our families and caregivers in need, we are offering:

- Groceries and supplies purchased and delivered
- Financial support to purchase groceries and supplies
- Activity kits
- Online connections and learning through [CoMakeDo.ca](https://www.comakedo.ca)

Learn more about the supplies and resources that are available and how you can access them in the attached flyer.

As the pandemic persists, we will continue to adjust the essential services we provide to meet your evolving needs. Be sure to discuss your family's requirements with your Kinsight contact person.

More information

Please check our website for more information at Kinsight.org. Additionally, there are a number of helpful COVID-19 related resources available including:

- COVID-19 information from BC Centre for Disease Control: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19>
- An online symptom checker: <https://bc.thrive.health/covid19>
- Self-isolation, self-monitoring, what to do if you get sick: <http://www.bccdc.ca/health-info/diseases-conditions/covid-19/self-isolation>

Contacting Us

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

Tess Huntly, Director of Adult Services at thuntly@kinsight.org

Additionally, you may phone our head office at 604-525-9494.

Throughout this challenging time, we have experienced many silver linings in the form of acts of kindness among our staff, people served, neighbours and community. If you have any stories of beauty, resilience, or creative ways the community is joining together, we hope you will share them with us!

Thank you to our Kinsight community – families, caregivers, people served and our employees – who are continuing to reach out to us and to one another throughout this global pandemic. We are in this together, and together we will make it through.

Sincerely,



Christine Scott
CEO, Kinsight