May 26, 2020

Dear families, friends and caregivers of people served through Kinsight:

As the Government of BC outlines its “restart plan,” we too are looking at the next phase of Kinsight’s adapted service delivery.

As an essential service organization, Kinsight has been providing core support throughout the pandemic. Some of our services, such as residential support, has remained in person, while many other programs have been delivered virtually.

In the days and weeks ahead, we will gradually modify programs to increase in-person service delivery in priority areas and to allow additional staff to work from our offices, as needed.

**Extending in-person service delivery**

Our teams are being thoughtful and thorough as we prepare for greater access to our administrative offices and increase direct supports. We are planning carefully under the guidance of federal and provincial medical health officers, WorkSafeBC and our funders, and we are working closely with families, people served and our staff to ensure we consider a wide range of priorities and impacts. The safety of people served and our staff will remain at the forefront.

**May 28th call with families and providers**

We hope you will join us for our call this week with families and providers. During the call, we will:

* discuss the many considerations and challenges of our next phase of direct and virtual support
* share relevant updates from our funders, government and medical health officers, and
* hear from families about your experiences so far and what you would like considered in our next phase of pandemic planning

The call will take place at 7:00 p.m., Thursday, May 28th, and will be led by Gareth Williams, Director of Family & Children’s Services, and Tess Huntly, Director of Adult Services. For details on joining the Zoom call, please reach out to your Kinsight contact person or one of our directors (emails below).

Additionally, Community Living BC (CLBC) will hold another teleconference for families on Thursday morning at 10:05 a.m. The call will feature leaders from the provincial government, CLBC and the Deputy Provincial Health Officer. Details are available in the [CLBC Update](https://mailchi.mp/communitylivingbc/join-clbcs-teleconference-update-on-covid-19-recovery-planning?e=yxq8G6HHQO).

**Hospital Support Policy Change**

Last week’s news of the government’s change to the [essential visitor policy](https://www2.gov.bc.ca/assets/gov/health/about-bc-s-health-care-system/office-of-the-provincial-health-officer/reports-publications/covid-19-infection-prevention-control.pdf) at hospitals is significant. The revised policy means that families and caregivers now have a tool to assist them in ensuring that people with disabilities can have access to a person who can support them and assist with their communication and decision-making, while they are in hospital. If you need assistance in advocating with medical personnel, please contact us.

**Community Outreach Service Continues: Groceries, Gift Cards & Activity Kits**

We have received excellent feedback about Kinsight’s [community outreach service](https://kinsight.org/wp-content/uploads/2020/04/Kinsights-COVID-19-Community-Outreach-Info-Bulletin-040120.pdf) and the service will continue through the next phase of pandemic planning. The outreach service delivers groceries, gift cards and household supplies to families and individuals who cannot leave their homes to shop, or who need temporary financial support to do so. It also features a series of activity kits to help entertain and engage people while they stay at home, and an online learning experience called [CoMakeDo](https://www.comakedo.ca/).

A huge thank you to everyone who has sent us pictures of the activity kits in action. We have enjoyed seeing your work – building bird houses, filling planters, creating personalized canvases, and more. Please keep the photographs and feedback coming!

As we continue to adapt our direct and virtual supports, I want to thank you again for your patience. Your flexibility and feedback have strengthened the essential services we deliver and we look forward to sharing the next phase of our pandemic plans with you.

If you have any questions, please contact our directors at:

* Gareth Williams, Director of Family and Children’s Services at [gwilliams@kinsight.org](mailto:gwilliams@kinsight.org)
* Tess Huntly, Director of Adult Services at [thuntly@kinsight.org](mailto:thuntly@kinsight.org)

Warm regards,



Christine Scott

CEO, Kinsight