



2019-20 Message from the Chair & CEO

The bookends of fiscal 2019-20 and what they have taught us

The events that have unfolded in 2020 have gripped our community, our country and the world. As we reflect on the past year, 2019 seems like a distant memory.

Last year's annual message was one of celebration and anticipation. We focused on Kinsight's upcoming 65th anniversary, which took place on September 24, 2019, and used it as an opportunity to give thanks to you – our Kinsight community. The anniversary milestone allowed us to recognize the many individuals who shaped our history and who positioned us for future success.

We advanced a number of key priorities, from family leadership through the award-winning Now & Next program to the extension of the community-based service for adults, called L.I.F.E., which stands for Learning, Inclusion, Friendship and Employment. Additionally, we officially broke ground on the Tri-Cities Children's Centre, a joint initiative of Kinsight and SHARE Family & Community Services.

As our fiscal year came to a close, however, our organization and the world looked very different. The impacts of COVID-19 were – and continue to be – substantial and far reaching. To support the families and people we work with, we had to reimagine and adapt our services as well as introduce new supports.

The pandemic challenged us. It has shone a light on many of our strengths and opportunities to improve and adapt. In doing so, it has made us more resilient and resourceful than ever. It also put a spotlight on the relationships we have built over nearly seven decades. Throughout spring and summer, we have consulted with families and people served to understand their unique needs, with funders to augment supports, with partners to share resources and launch virtual programs, and with businesses and neighbours to gather donations to support families in need.

Our community has come together to look out for one another, and to support Kinsight's team of essential services staff, and we are grateful. As we look to the year ahead, we will build on those relationships, on our adapted services and innovations, and on the learnings from managing through a pandemic.

We have found many silver linings to celebrate along the way, and are proud of how our community has embraced our vision of ***Everyone's welcome. Everyone belongs. Everywhere.***

Sincerely,

Winston Cummins, Chair, Board of Directors
Christine Scott, Chief Executive Officer

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