



September 9, 2020

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

I hope you have enjoyed summer and have had an opportunity to make new memories with those in your bubble. As we gear up for fall, I want to again express my gratitude for the tremendous support of our community and share some of Kinsight's plans for the remainder of 2020.

Over the past six months, we have been touched by the outpouring of support from our extended Kinsight family – from groceries, to donations, to personal protective gear. Your generosity has helped keep our essential service staff safe and the families we serve well supported. Thank you!

As we continue to adapt our programs to offer a combination of in-person and virtual supports, I want to take this opportunity to update you.

#### **In-Person Visits**

We have updated our pre-visit/in-person support processes. Prior to every in-person visit with families and people served, our staff will ask a series of questions. While we have been checking in before visits for some time, we have updated our process to include additional symptoms and steps for follow up if anyone is experiencing health concerns. The series of questions are important safety precautions, and we appreciate your cooperation as we address them together before each visit. If you would like to see a summary of the most current pre-visit questions, follow the link [\[here\]](#).

#### **Community Outreach Service**

As our virtual and in-person supports have increased, there has been less demand on our Community Outreach Service. We have suspended some of the services, but remain ready to resume if needed.

The outreach support service filled a critical gap during the first four months of the pandemic by supporting families and individuals who were not able to leave their homes to shop for groceries and household supplies, or did not have the money to do so. It also featured activity kits to help entertain and engage people while they stayed home. I am grateful to our staff, partners and community for teaming up to provide this temporary assistance.

Some of the outreach services, such as the gift cards and CoMakeDo, will continue. If you have not checked out CoMakeDo [\[here\]](#), I encourage you to do so. Each week, there's a new schedule of virtual activities, from dancing to cooking to comedy – designed to help engage people and create online connections.

#### **Learning from You**

We would like your input as we continue to modify our services and identify locations to safely deliver them. Throughout the pandemic, we have been hosting group and one-on-one meetings with families and individuals served to share our plans and understand your needs. We will be hosting some larger group calls on topics ranging from virtual first visits, to supporting families whose children are entering adulthood, to modifications to our Community Inclusion program. Your feedback is valuable as we adapt

our supports, so I hope you will plan to join the conversation. Additional details will be shared by your Kinsight contact and will be posted on our website.

Additionally, Kinsight has partnered with some of our sector colleagues to gather stories and insights. We would like to hear about your pandemic experiences and have created a special webpage to collect your feedback. Your input will help us to learn and evaluate our services, and it will assist us as we continue to plan through the pandemic and into the future. Please consider sharing your story [[here](#)].

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)

My heartfelt gratitude to our Kinsight community for your support and patience during this prolonged pandemic. I know this has been a difficult and uncertain time for everyone, and I appreciate all that you do to keep one another safe and well supported.

Warm regards,

A handwritten signature in black ink, appearing to read 'Christine Scott', with a stylized flourish at the end.

Christine Scott  
CEO, Kinsight