

March 24, 2020

A message for Families from Bruce Grey Child and Family Services:

Bruce Grey Child and Family Services is heeding Premier Ford's direction to move into essential services mode. We understand and appreciate that Public Health professionals are urging all of us to limit our face to face contact with each other in order to reduce the spread of COVID 19.

We closed our visit program today (March 24th 2020) and will be in touch with families of children in care to arrange other methods of communication. We know this is hard for parents and for children; however, we want everyone to be safe. Our volunteer program has also been suspended as we discontinue face to face visiting. Our volunteers need to protect their health during the pandemic.

We support families who are coping with parenting challenges and we will continue to see families and children at home. Here's what we are doing to keep you and our staff safe:

- We will be calling all families to ask you about the health of the people in your home. If there is an illness in your home, we will make a plan with you to address the presence of illness.
- We will use protective equipment, in an emergency, to safely interact with a family or a child or a youth who has a respiratory infection.
- We are self-screening and will not knowingly bring health risk into your home. We will make sure our hands are germ free and we will practice good social distancing when we are with other people.
- We will help you with access to urgent needs. We have access to services and equipment that might help you keep your family safe during the pandemic.
- You are welcome to call your worker and your worker will support you through phone contact.

Everyone in the community is worried and stressed. We know that you feel this stress too and you may face special challenges. Families with low income, parents who struggle with mental health problems and families who count on schools for a needed parent break are dealing with a lot. We will do our best to support you and help you. Please reach out to us if you need help and we will continue to reach out to you to offer support and assistance.

A handwritten signature in black ink, appearing to read 'Phyllis Lovell', written in a cursive style.

Phyllis Lovell
Chief Executive Officer