

April 6th, 2020

To Our Community Partners

Over the past few weeks, we have been keeping you all apprised of the efforts KHCAS has undertaken to support the health and safety of all of employees, foster parents, volunteers as well as the families, children and youth we work with. It is important for our community partners to know that we are continuing to deliver services and remain focused on ensuring the safety, protection and well-being of children and youth as well as strengthening families.

Since our communication on March 30th, 2020, we have made additional modifications to our service delivery model in support of proactive measures to limit and prevent the spread of COVID-19. Effective April 6th, 2020 we will be closing the Lindsay Office, in addition to the previous closure of the Haliburton office. Notices have been posted on exterior doors and anyone who comes by the branch offices will be asked to call us and we will work to ensure their needs are met through our Peterborough Office and/or employees who are working from home. Additionally, all of our direct service employees are now working remotely and continue to respond to calls and referrals. The Peterborough office will continue to be closed to outside visitors with a limited number of employees working in the office. When in the office, employees are practicing physical distancing practices. These measures will remain in effect until May 4th, 2020, unless otherwise communicated.

As per previous updates, we are limiting face-to-face contact when possible and should face-to-face contact be required, screening questions will be asked in advance of meeting with any child, youth or family. Should contact be required with someone where there is known or suspect COVID-19, employees have been equipped with the proper personal protective equipment.

We thank each and every one of you for support in ensuring the safety and well-being of children and youth in our communities.

If you have any questions, please call us at (800) 661-2843. We will post updates regarding our service operations on our website and shared via social media platforms.

Thank you,

Jennifer McLauchlan, CHRL
Executive Director (A)