



A Message from Shellie Pociuk, CEO

During these challenging and unprecedented times, I want to let you know that you are all on our minds!

I know that you have received many messages over the last weeks regarding COVID-19, and you are concerned about its impact on yourself, your families and workplaces and vulnerable families in our community. I want to assure you that the wellbeing of our employees, our volunteers, our clients and their families, and the community remain our top priorities.

Office Closure

As a result of the current situation, we have made the difficult decision to close our main office temporarily to the public and in person services, effective March 25, 2020. *I can assure you we stayed open for in-person service as long we possibly could*, but now believe closing to be in the best interests of our staff, clients, partners and volunteers. Based on how the situation about COVID-19 has progressed, the measures enacted at the federal, provincial and municipal levels, and the general pattern of response emerging in the world around us, we felt it prudent to follow those directions and do our part to minimize the risk of exposure. We will reopen our offices as soon as it is safe to do so following direction from the Public Health Agency of Canada as well as provincial and local directives. We will be accessing this on a week by week basis.

Service Delivery

First and foremost, I want you to know that despite this, *we are still here to strengthen individuals, families and communities through responsive leadership and innovative programs*. We have a robust business continuity plan in place which has allowed us to be nimble and adaptive in response to this ever-evolving situation with as little disruption to our services and operations as possible. Staff are accessible by Zoom, phone and email and will continue working to provide on-going support to those who need it the most.

Clients in groups that have been suspended can still be in regular communication with our program staff to ensure they are receiving the supports they require.

You can reach out to us at 306-757-6675 by phone or email us at info@familyserviceregina.com. We may be working with reduce staff so we thank you for your patience and grace during this time.



Our Intake Team is also available to help navigate resources and can be reached at intake@familyservicereigna.com. Please feel free to share this information with people you know who may be struggling.

Stay Connected

Family Service Regina will be utilizing our social media channels and our website to keep our community up to date.

I encourage you all to stay connected with us, and with those you care about, during these very uncertain times. *Caring, human connection is the most effective strategy to the stress and anxiety so many of us are feeling right now.*

I've seen our community come together time and time again in times of adversity to ensure the most vulnerable aren't left behind. We will continue to build strong families together. *Please take care of yourselves and each other, and reach out if there's anything we can do for you.*

Sincerely,
Shellie Pociuk, CEO