



Update March 17, 2020

To: Partners, Funders, Clients, and Community

From: Shellie Pociuk, CEO - Family Service Regina

We have been monitoring the current situation with the COVID-19 pandemic very closely. Everyone's health is our top priority. We are taking the following precautions in response to the risks of spreading the virus and to best service our clients while ensuring the health and safety of our staff, colleagues and community;

- Immediately all Thrive Walk In Counselling Services have transitioned to Call in Counselling Services, Monday to Friday from 12:30 to 4pm
- Signage is in place at our offices for people to prescreen themselves before entering the building and office space with an email and phone number to call if they have any questions. Prescreening questions will be asked again at reception.
- We will continue to provide counselling services in person for clients that do not meet any of the prescreening criteria
- Phone and/or secure video counselling services will be offered to anyone that cannot attend services at our offices or choose to access counselling services in this way
- Interpersonal Violence Support Group scheduled to begin March 24<sup>th</sup>, 2020 will be postponed to a later date
- Wednesday night Domestic Violence Drop in Group, the Teens n Tots group and Art for the Heart's weekly groups will not be running until after April 3<sup>rd</sup> at which time we will re-access this situation
- The Senior Grocery Order service will continue for now but we will not be able to accept any new referrals
- As we are able, we will continue to provide in person services through our programs for those that do not meet any of the prescreening criteria and will be practicing best practices to limit the spread of the virus including self-distancing during this time

Updates on the COVID-19 will change daily, as will decisions on our agency response. We ask for patience and grace as we move into this uncharted territory.