

September 16, 2020

Dear People Supported and Families,

We hope that you are staying strong, healthy and safe.

As you are well aware, our Community & Employment Support programs were required to close effective Monday March 16, 2020 due to the Covid-19 pandemic. Since then, KWH has been diligent in following health and safety measures, working closely with the experts at Waterloo Region Public Health and other Provincial and Federal Health authorities regarding pandemic precautions.

The Covid-19 pandemic has hit us all very hard. What we all knew and relied upon ended so abruptly. It has had and will continue to have a big impact on our day to day experiences. We know that things will need to look different moving forward and to reopen our services and supports in this dynamic environment safely, we must adapt our programs to meet the shifting needs of our KWH community. This is as result in part due to the ongoing pandemic, and will continue to define our new reality moving beyond Covid-19 as we rethink our services to better align with the value of inclusion.

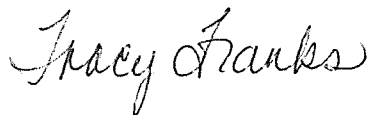
To this end, we have contracted the services of People Minded Business (PMB), a well-known consulting firm, to gather information from people supported, their families and our employees through extensive surveys and focus groups. We need your input into the future reform of community participation. We will need to adhere to all Public Health and MCCSS guidelines but believe there is opportunity for new beginnings.

We anticipate that this process may take several months to facilitate an efficient data gathering process that will inform our new model of services and supports. As such, this letter gives notice that any existing service agreements will be re-drafted to match new service models once they are determined.

We understand and respect how difficult the last 6 months have been on everyone. These are unprecedented times for which there is no manual to tell us how to do the things that need to be done. Over the next couple of months, our priority will focus on connecting with people who attended the Vibe, ADS and the Studio who live at home with their family. We are looking at a phased in approach to any programs being offered such as 1:1, small group or virtual options rather than the larger centre-based programs. As options become available we will continue to work with you and keep you informed along the way.

As previously mentioned, your participation in the upcoming surveys, virtual meetings and town hall meetings is incredibly important in shaping our future directions. Information will be forthcoming from People Minded Business within the next few weeks as to how you can be involved.

Sincerely,

A handwritten signature in cursive script that reads "Tracy Franks".

Tracy Franks

Cc: Ann Bilodeau