

March 26, 2020

## **UPDATE**

To staff, Familyhome providers, individuals we support and their families,

As you all know by now, with the exception of essential services (Adult Residential), Bethesda has closed or modified the supports we provide to our community in response to the COVID-19 pandemic.

Let me take this opportunity to highlight what our amazing staff are doing during these difficult times.

### **ADULT SERVICES**

#### **Residential**

Front line workers continue to support individuals on a daily basis. Their professionalism and commitment is exemplary. Bethesda is fortunate to have such amazing dedicated staff.

#### **Familyhome**

While face-to-face visits have been cancelled, our dedicated case managers continue to support families by phone and email. Our deep appreciation to Familyhome providers for going the extra mile.

#### **Regional Respite**

While services have been suspended, the staff continue to work and provide support within our residential programs; their ability to jump right in highlights their amazing skills.

#### **Supported Independent Living**

Supports continue to be offered by phone and email. Essential needs such as medication refills continue to be provided.

#### **Day Supports**

Services have been suspended; the staff continue to work and provide support within our residential programs; they too are showcasing their amazing skill sets and are not missing a beat.

### **CRP RESIDENTIAL TREATMENT**

Program remains operational and people are being supported on site at our Fly Road location in Vineland by our dedicated staff. We are so appreciative of staff's commitment.

## **ADULT CLINICAL SERVICES, SOUTHERN NETWORK OF SPECIALIZED CARE (SNSC) AND CRP OUTREACH**

The amazing staff continue to connect with the people we support and community partners by utilizing teleconferencing and videoconferencing. We are completing assessments and treatment plans for people in addition to communicating results. Our support to people continues and we remain available to people, caregivers and community partners. We are receiving referrals from the DSO for Clinical and SNSC programs, plus receiving referrals to DDJCM from the community.

## **CHILDREN'S PROGRAMS**

Our dedicated Children's staff continue to work remotely to support children, youth and their families through a variety of options, including:

- Regular phone and / or videoconference check-ins with families who are active in service.
- Service Coordination support by phone and / or videoconference, including helping families' complete applications for OAP one-time funding.
- Coffee Chat – Parent Support Group is now offered through videoconferencing.
- Workshops offered through videoconferencing.
- Offering tip sheets through Bethesda's website and Facebook page.

We are so appreciative of all that our Children's staff are doing.

## **ADMINISTRATIVE SERVICES**

Bethesda's administrative staff continue to work from home wherever possible. They continue to keep the necessary 'wheels' moving with exemplary commitment.

The last update (March 19, 2020) indicated that closures and modifications will continue to at least April 5, 2020. We are extending these measures until April 12, 2020, at which time further review will take place.

I am confident that we will make it through this pandemic, because of the staff, Familyhome providers, individuals we support and their families. Thanks for all that you are doing!

Sincerely,



Brian Davies  
Chief Executive Officer  
Bethesda