

from our  
executive  
director,  
**jann beeston**

March 18, 2019

Dear Clients, Partners, Funders and Stakeholders of Jewish Family Services, Edmonton Healing Centre and Integrity Counselling;

We are still open for business, with adaptations to protect us all. The COVID-19 virus is dominating the news cycle, and your personal and professional conversations. Jewish Family Services at large are no different; we are actively implementing our response to this situation while operating in an environment of considerable uncertainty.

We are focusing on both safety and service by continuing to provide Home Supports, Community Links and Counselling to vulnerable populations in this time of high anxiety. We are all in this together.

I've learned, rather than looking at what we can't do, it's beneficial to focus on what we can do. We can work together to keep ourselves and each other as safe as possible. JFSE has implemented recommended safety measures and protocols and enacted work at home provisions wherever possible.

Now, more than ever, we are leaning on our core values:

**Healing the world -TIKKUN OLAM:** Social wellbeing • Acts of kindness performed to improve the world • creating meaning out of confusion

**Fairness - TZEDEK:** Social Justice • Take turns and share • Be open-minded; listen to others • Don't take advantage of others • Don't blame others carelessly

**Caring - CHESED:** Be kind • Be compassionate and show you care • Express gratitude •support reconciliation • Help people in need

**Staying true to our Vision:** A world of economic and social justice, where individuals, families and communities care for and support themselves and one another. We have a responsibility and calling to work towards this vision in greater Edmonton.

While our office will no longer be open for walk in traffic, we continue to offer appointments for services. **Call us at 780-454-1194.** Therapists will continue to offer in-office counselling sessions, implementing intake protocols to address personal safety. To increase accessibility to counselling amid the stress of this pandemic, we have extended service options to phone and/or online counselling sessions using Zoom.com platform.

**However, we are postponing all of our group courses and events until further notice.** Group participants will receive a phone call from their facilitator to update them on the new terms for continuation, and may decide as a group to continue in an online format or register for individual counselling.

- **Community Links** continues to operate via phone or online connections. English classes will transition to virtual formats and can expect a call from their facilitator as well.
- **Home Support Services** are continuing to operate including Holocaust Survivor Supports and SMART (Seniors Making Age-related Transitions.) The Home support program teams are now operating via phone or online connections and their services continue with scheduled Home Support Workers serving seniors at home. They are focusing on safety first, providing care, food security and transportation as vulnerable seniors are affected by the limitations imposed by the community pandemic responses keeping us all safer.

Thank you for your patience during these service adaptations. If you have a counselling appointment booked, your therapist will contact you asap to discuss your options. Our community Links, and Holocaust Survivor Support and SMART staff will be communicating with clients and our phone lines are open at **780-454-1194.**

Give us a call, we will gladly take this opportunity to connect and continue serving community with both hope and ingenuity, rather than disconnect and discontinue our services to you. I am looking forward to the opportunity to try something new, like a phone or online session, and discover how surprisingly well they work! Don't let your voluntary home stay turn into isolation, stay connected and keep on receiving, and giving, support. Again, we are all in this together.

Sincerely,



Jann Beeston  
Executive Director