

A Note from the Executive Director

Dear Families,

I am writing today in order to outline some of the services our agency will continue offering, and those which that will be on hold during this time of social distancing and while the province of Ontario remains under a State of Emergency. We take these directives, which have been put into place by health authorities and government officials very seriously, and are strictly abiding to these directives which includes the discontinuation of all non-essential domestic and international travel, as well allowing our staff to work from home as much as possible. Ensuring the safety and well-being of our staff, their children and families is a priority and we will continue to remain flexible in order for staff to be able to work from home, as well as care for children and other family members who are currently home-bound.

Our team takes every aspect of the work that we do seriously; please know that we understand that you have placed great faith and trust in us as the agency you have chosen to help build your family. We ask for your patience and understanding, as well as your continued trust, in knowing that our entire team continues to do their utmost to support each and every one of our families throughout the adoption process. We will also continue to work on your behalf to ensure that each family's process is completed as expeditiously as possible, even during these challenging and extraordinary times.

I would like to outline a few measures that we are taking to support our staff's well-being, as well as outline some of the challenges we are currently facing as we continue to attempt to move your file forward in the adoption process. I am doing this in the hopes that this will lead to continued support and patience for our remarkable staff as they take on these constantly shifting and ever-changing challenges each and every day.

- Program Managers (PMs) may have adoptive families in-country who traveled prior to the travel advisories/State of Emergency we are now all facing. These families are currently considered "priority files", and PMs may have to dedicate a fair bit of time to support these families and children while information continues to change hourly.
- PMs are researching and obtaining travel notifications and advisories, which in some cases are altered several times throughout a single day. We are also communicating, updating and providing information to our Central Authority, overseas officials and other authorities regarding the COVID-19 situation. This is above and beyond a normal workload of managing family files.
- Several third-party agencies or partners we rely on have also temporarily closed their physical offices or discontinued services at this time. This includes (but is not limited to):
 - CCY Law:
 - Notarizes family paperwork such as home studies and/or dossiers – limited hours with only reception onsite, therefore notarization of adoption paperwork is not possible at this time.
 - Global Affairs Canada:

- Legalizes adoption dossiers – not open to the public.
- Capital Authentication:
 - Delivers dossiers to Global Affairs and various High Commissions/Consulates;
 - Unable to retrieve dossiers due to closures of the above-named organizations.
- Our partner agencies in USA, Thailand, India and Korea have either begun to work reduced hours from home, closed entirely, or have announced the discontinuation of non-essential services at this time.
- Some TCB staff are under strict 14-day quarantine or have ill children or high-risk family members in their home. This means they are unable to physically come into the office to process paperwork such as home studies, dossiers, etc.

We ask for your patience and understanding as we continue to work on behalf of your family in this unprecedented time. Please know that family's are always welcome to reach out to their Program Manager's, our Board of Directors, or to me directly with any questions or concerns they may have, or for support as we all continue to move our way through these times of change.

Kind regards, and stay well,



Karyn Arnauld-Bakelaar, MA

Executive Director

The Children's Bridge – International Adoption Agency
1400 Clyde Avenue, Suite 221, Ottawa, ON, K2G 3J2
(613) 226-2112 ext. 2

karyn.arnauld-bakelaar@childrensbridge.com

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