

Dear TLC for Kids families, referrers and supporters,

It goes without saying that we are facing yet another incredibly challenging time. The small TLC for Kids team met this week to discuss the impact of COVID-19 on our vital services and operations for the coming months.

TLC for Kids is in a **unique position** to be able to support sick, immuno-compromised children and their families during this trying time, and we are implementing internal measures to ensure that we are still able to operate. We foresee that both our Distraction Boxes and Rapid TLC Programs, which can operate virtually and do not rely on external visitation to hospitals, **are needed now more than ever** in the wake of in-hospital entertainers and play therapists having restricted contact with patients.

Further to this, families of immuno-compromised patients will be facing **unique and complex situations that require the flexibility that TLC offers**. For instance, we are now seeing cases where family figures may have to self-isolate in hotels in order to protect their children from the virus. Others may **struggle financially** if they are unable to work during this period. Our deliberately open criteria for support will allow us to reach and help these families.

Being a small team with a wide reach, TLC for Kids has already **adapted to using technology and virtual measures to deliver critical services** to families around Australia, and our Rapid TLC and Distraction Box Programs will **continue to operate** wherever possible.

In order to protect our ability to do this, and in accordance with relevant medical advice, TLC for Kids is doing the following:

- Remaining **hyper-vigilant** about deep cleaning and hygiene practices within our office
- Facilitating staff working remotely if required
- Clearing our **events calendar** for the foreseeable future
- Hosting external meetings via **phone or video**
- **Postponing TLC Ambulance activities** until it is safe to do so
- **Monitoring supply chains** closely to ensure that we can re-stock Distraction Boxes as soon as possible

TLC for Kids will be taking this period of time with a clear event calendar to plan future charity services and fundraising.

As a community, of course, please make sure you remain **aware and respectful of the needs and challenges facing vulnerable families**, especially those with specific hygiene and dietary needs. Maintain social distance and stringent hygiene to protect these people, and offer your assistance where you can.

We also encourage everyone to be **mindful of healthcare professionals** in the hospitals we work with, who are not only on the frontline of this virus but are also facing challenging times without access to many distractional programs within hospitals. This will add pressure on them to not only care for their patients but also provide that little extra comfort to help ease some of the additional stresses and anxiety associated with hospital stay and illness.



March 19, 2020

Of course, if you are able to, TLC for Kids needs donations **now more than ever** to continue providing vital services as we are **uniquely placed to respond quickly to increasingly complex needs**. If you wish to support us at this time, please go to [tlcforkids.org.au/donate](https://tlcforkids.org.au/donate).

Please stay safe, be kind to each other, and keep informed -  
<https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert>

Kind regards,

Tim Conolan AM  
CEO & Founder of TLC for Kids