

May 20, 2020

Change Our Narrative

Re: COVID-19

Hi,

I wanted to update everyone on where we are at given the crisis of the pandemic, limited access to record availability and other variables. We have been desperately trying to locate a work around during this crisis. This has caused major delays up to 8 weeks in our process or more depending on where everyone is at with their project and research.

I appreciate everyone for their patience as I have furloughed my staff with the knowledge that most deserve to spend this time with family as well as unemployment offering more than what I can pay in terms of comparison.

- I am slowly getting to uploading the orders placed in late February/March. As some of you know, this is very time consuming having to mitigate data from one platform and store it on a private web page that is in a readable and accessible page for you and your family.
- If you are waiting on the aboriginal search, we are trying our best however most tribes including the archives in Oklahoma for “Native” have limited staff. We will work through this.
- If you are waiting on your book, this portion of our process is completed by my staff that is unfortunately not available during this period, but we will resume printing.
- If you are waiting on the final draft of your project and have received the initial draft bear with us as I am uploading this but it takes a lot of time as explained above.
- If you purchased a global/adoption search, the above applies as well. Most agencies here and abroad are closed. We are seeking to find work arounds by asking additional questions, but this is very challenging if we have limited information and genealogist in other countries that we may contract need more.
- Also, if your purchased only the Aboriginal Search and Nothing else please contact me. We do not offer this as a separate package and we have stated this numerous times in our documentation. This is the reason that we urge everyone to read before purchasing. Unfortunately, we can provide our services, but we cannot read for you or assume that you failed to read or comprehend. We also cannot research a family we do not know for tribal affiliation. This requires a full/half research project to appropriately have names, locations and other vial information in its most correct format to even begin to search and feel confident that the family we are searching for are indeed your relatives. If you do not contact me, I will count the first payment towards a project.
- Also, if you have no information on your parents/grandparents we will going forward consider this a “find my ancestor” locator fee and do our best to uncover their identity. If given that your family has limited knowledge of your relative we are having a frustrating time guessing as well.

I want to urge everyone to read through the documents on our website that outline contact information, our process, frequently asked questions and our procedures in terms of updates most importantly our business hours.

I also want to urge everyone to please not message me privately on IG, Facebook. I do post about my business as an informative measure however I have no way of tracking direct messages and most times especially after business hours I do have a personal life that I also post about. It is not necessarily an inclination of my availability no different if your employer were to contact you via social media outside of your working hours. I love each and every one of you and I know your family like my own, but I have to establish a professional boundary and also maintain a level of sanity during this crisis as well.

We do not give on demand updates. We provide 2 files. One is the initial file which gives us an idea if we are on the right track in our research, the other is the finality file of what we have concluding our research.

The conclusion of our research does not mean that we have located everything possible associated with your family beyond our reach and time given. I encourage everyone to explore on their own outside of the window we give you in terms of time. We do work diligently to uncover what we can and what is readily available within reason, but we do not claim to capture every small detail of your family.

A Reminder of What is Included:

The Formal Genealogy Report is very specific in terms of what sources were used, your biographical index of generations.

The Actual Family Project includes all documents, your family diagrams and other important facts that we have collected that identify your lineage. We have worked very hard to make this as readable as possible. We feel that this is specific and if you follow from beginning to end it will make sense in comparison with the diagram.

I have hired a new assistant that we are working out the details for her employment.

I really appreciate your patience, support and excitement during this time of uncertainty.

Jessica