



Family & Children's Services
of Renfrew County

Services à la famille et à l'enfance
du comté de Renfrew

March 17, 2020

Dear Community Partner,

As we continue to support the health and safety of all of our families, staff and community members and in response to the declaration of the state of emergency in Ontario, Family & Children's Services of Renfrew County has made additional changes today to the delivery of our services. We are closely monitoring our local, provincial and national public health authorities concerning the COVID-19 pandemic and will advise if any further changes as necessary.

Once again, if you should have any questions, please call us at 613-735-6866. All updates regarding our service operation impacting community members will be shared via our Facebook page, Twitter and our website (www.fcsrenfrew.on.ca)

Child and Family Access Visits Changes

All face-to-face access between family members will be discontinued as of tomorrow, March 18, 2020 at any of FCSRC office locations. FCSRC is connecting with families to develop alternative ways to keep their children in contact with the important people in their lives and arrangements will be made based on a case-by-case basis. Alternatives may include communication using online tools. In addition, FCSRC will be supporting families that may not have access to certain technology, including phones and computers, through use of our Pembroke and Renfrew offices to help facilitate court-ordered access. FCS staff are contacting families to make plans and families are also able to call our office at 613-735-6866 to make arrangements. Any of such visits will include heightened cleaning practices and following the screening procedure for any visit to our building.

Pembroke, Petawawa and Renfrew Kumon Centres

In light of the suspension of Kumon classes at our Pembroke, Petawawa and Renfrew centres, we had arranged pick-up of worksheets on designated dates. However, in order to minimize any person-to-person contact, worksheets will now be mailed to families this week unless they do not wish to receive them.

Pembroke and North Renfrew EarlyON Child and Family Centres

As previously stated, our North Renfrew and Pembroke EarlyON Child and Family Centres have been closed and any groups utilizing these centres have been suspended until April 6. We had stated that staff would be onsite at these centres if parents are not aware of the closure to inform them, but this is no longer the case. Signage will showcase closure on all centre locations.



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Family & Children's Services of Renfrew County is only delivering essential services at this time. Please be assured that the safety and well-being of children, youth, families, and adults in our community remains our first priority. Our staff will continue to be available to answer calls, respond to referrals, and work with families to ensure safety as required. Access to an FCSRC office is by appointment only and related to the delivery of essential services.

As a reminder, if you should have any questions, please call us at 613-735-6866. All updates regarding our service operation impacting community members will be provided on our Facebook and Twitter pages and website (www.fcsrenfrew.on.ca).