



23 March 2020

### Niagara FACS Foundation & COVID-19

The health and well-being of the children, youth and families served by Family & Children's Services Niagara, and FACS staff, caregivers, partners, donors and the broader community remain among our primary concerns.

Therefore, during this COVID-19 pandemic, FACS Niagara and the Niagara Foundation for FACS are following recommendations from public health officials, including infection prevention strategies like "social distancing."

To help reduce person-to-person contact, FACS Niagara has suspended on-site operations in the Welland and Niagara Falls facilities, until further notice.

While the FACS St. Catharines facility remains operational, FACS has implemented several measures to reduce the spread of the COVID-19 virus. FACS will limit access to the facility to essential persons, as well as screening those who must attend the facility. FACS has implemented on-site sanitizing procedures and social distancing measures. We also ask anyone who plans to attend the facility to please call ahead.

Foundation staff and most FACS staff are working remotely during this time, while remaining accessible via phone or e-mail. FACS staff will also use personal protection equipment (PPE) as required during any community visits or person-to-person interactions.

Specials events, conferences and all non-essential meetings have been postponed or rescheduled. Any meetings that do proceed will occur via telephone or video conference call.

We want to assure the Niagara community and our children, youth and families that FACS Niagara continues to provide child protection services. These services can be accessed 24 hours a day, 7 days a week by contacting FACS at 905 937 7731.

We appreciate your patience and understanding during this time and will continue keep you informed of any changes that may impact our services.

Thank you, as well, for your ongoing support of Niagara's most vulnerable children and youth. It's in difficult times like these when that support means the most!

Wishing you good health and happiness,

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