

PETAWAWA MILITARY FAMILY RESOURCE CENTRE

Centre de ressources pour les familles des militaires de Petawawa

23 December 2020

To Our Military Families and Community Members

As per the Province's announcement on Monday regarding the province wide shut down as of 26 December 2020, the PMFRC must operate in compliance with Province and Public Health officials. The priority of the Board of Directors, leadership and entire team is to ensure the health and safety of our staff and members of the community. These restrictions are in effect for our region from Saturday, 26 December 2020 to Saturday, 27 January 2021.

PMFRC has already announced a scheduled closure from noon on 24 December 2020 until 4 January 2021. In light of the announcement, effective 4 January 2021, the following protocols will be put into place to align PMFRC with the required Provincial shut down:

- North Side Office (10-16 Regalbuto) will continue to operate for essential services only but will be closed to the public.
- All programs and services will continue virtually and as of 4 January, clients and families can connect with staff at their respective email address. Our priority remains continuing to ensure that families and clients feel supported and can access our services. Frontline staff will be available to answer our main phone line (613-687-1641 Press 0) and email address (isa.pmfrc@bellnet.ca) and can provide information and resources as needed.
- Petawawa Employment Services office will be closed to the public. However, coaching and resource and information services will continue virtually. Although closed to the public there will be consistent staff rotating in the office to respond to queries and emails accordingly. Contact information is es-program@pmfrc.org or 613-687-1717.
- As per the Province's direction, childcare centres will remain open for the duration of the Provincewide Shutdown period. This includes our Private Home Daycares, Lil Troopers South, and Lil Troopers North. Payments on accounts can continue over the phone by calling the North Side office at 613-687-1641 press 0, and any queries on accounts can be directed to the accounts receivable clerk at 613-687-1641 ext 2234.
- Before and after school programs are closed for an additional one-week period and will resume operations when elementary schools return to in-person learning on 11 January 2021. This includes the BAS programs at Lil Troopers South, Our Lady of Sorrows, and Valour schools. Families will not be billed for the extended 5-day closure and this will be represented on your January billing.

The following essential services will continue to be available during this period:

- Access to emergency childcare / emergency family care assistance
- Information Referral Services (including general inquiries and welcoming new families to the area)
- Deployment Support (including DAGs and briefings)
- Mental Health Support (Counselling and Single Sessions)
- Daycare payments
- General programming and activities virtually (including second language, special needs, child/youth activities, children's deployment support programs etc)

For more information on COVID-19, you can consult the following resources:

- Ontario Ministry of Health:
<https://www.publichealthontario.ca/en/diseases-and-conditions/infectious-diseases/respiratory-diseases/novel-coronavirus/public-resources>
- Public Health Agency of Canada:
<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>
- COVID-19 Information Line:
1-833-784-4397
- Family Information Line:
1-800-866-4546 – bilingual services available 24/7

Should anyone have questions or concerns, please contact the PMFRC during normal working hours (8:00 – 4:00) at 613-687-1641, via email at isa.pmfrc@bellnet.ca), or on our Facebook page at [Facebook.com/PMFRC](https://www.facebook.com/PMFRC).

We understand there is much uncertainty during this time, we hope these closures will slow any transmission of COVID-19 for the sake of our community's safety and wellbeing. We will continue to keep families informed by posting updates on our social media sites as they become available.

Thank you for your patience, continued support and understanding.

Warmest regards,



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