

Dear valued customer,

We understand that the recent news and uncertainty surrounding the COVID-19 situation may have caused you some adjustments as it has to FCSS and the Food Bank. We will support you as best we can during this time and are continually monitoring the situation and have put the following procedures in place until March 31 when we will re-evaluate the policies that may impact you.

### **Your safety**

Our top priority is everyone's health and wellbeing. We highly recommend customers everywhere follow the health and travel advice of relevant authorities. Some websites are listed below.

We may experience longer than expected hold times and we are adding some of our other staff to assist. We are asking our volunteers to please stay home until further notice.

To help us serve those with the most urgent needs,

**Our office will be closed to the public but we will assist you as best we can and answer your questions on the phone. Pre-made hampers will still be available, but you must call first. Hampers will contain information sheets on keeping our homes safe.**

### **Phone Hours:**

**Monday to Thursday 9-3**

### **Food Donations**

- Please call (403) 485-2192 Ext. 102 ( Claire Kuchel-Klassen) senior support or Ext 101 (Tammy Wallace) reception
- Please do not donate if you are ill or showing any symptoms
- Please ring the bell at the food bank door when dropping off food, someone will assist you.
- If possible please wipe down the donations before you deliver to us and wash your hands

### **Monetary Donations**

If possible, please mail your donation – no cash please, include your mailing address so you can receive a receipt.

Please call (403) 485-2192 Ext. 101 or Ext. 102

Or Email [seniorsupport@vulcanandregionfcss.com](mailto:seniorsupport@vulcanandregionfcss.com)

[Reception@vulcanandregionfcss.com](mailto:Reception@vulcanandregionfcss.com) for any further information.

## **FCSS**

The Youth Centre is closed until at least April 1 and possibly longer.

Home Support Services have been temporarily suspended.

All FCSS programs and workshops have been cancelled

Courtesy Drivers have been cancelled.

The Good Morning Newsletter is cancelled

The tax assistance program will not be accepting clients until the April dates.

Our staff is working on some ways to assist shut-ins and youth during this time. Please review our website, face book, village notices and check your local buy and sell online sites for information. We will try to put up posters as well.

Vulcan FCSS website: [WWW.vulcanandregionfcss.com](http://WWW.vulcanandregionfcss.com)

Facebook: Vulcan Fcss

The Coronavirus (COVID-19) outbreak is a rapidly changing situation from a public health perspective, we are committed to keeping you informed and to taking care of you as a valued FCSS and Food Bank client.

Stay safe and well, yours sincerely,

Vulcan and region FCSS & Foodbank