

We believe communities must take care of their most vulnerable, and that has never been more important than right now.

The health and safety of our staff, clients, volunteers, and our broader community is our top priority. Given the circumstances related to COVID-19, and the input from health authorities, we have made the difficult decision to **close our offices and suspend in-person programs effective March 17**, until further notice. We will continue to support our current clients as needed by phone, and we will maintain the day to day operations of the Agency with our staff working remotely where possible.

Please refer to our [website](#) for program specific details. Below are a few notes that may be helpful:

1. **Lonsdale Office and Christmas Bureau** locations are closed effective March 17, 2020. Many of our staff members are working remotely, from home, and are set-up to respond to messages by phone and email, in an effort to maintain the day to day operations of the Agency.
2. **Thrive Family Programs** at Maplewood, Lonsdale Quay Market, and West Vancouver Community Centre are suspended until further notice.
3. **Caregivers Connect programming** at all locations has been suspended until further notice.
4. **Scheduled Events** are under review and being evaluated in light of this dynamic situation. We will provide relevant updates as decisions are made.
5. **Interviews** for job applicants are on hold until the Agency office re-opens.

Thank you for your understanding. We will be in touch with updates, and plans for re-opening. In the meantime, if you need us, please contact our office by phone at [604-988-5281](tel:604-988-5281) or [email](#), and we will return your message as soon as possible.

Kind regards,



Julia Staub-French  
Executive Director, Family Services of the North Shore



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