Family Services Coronavirus Response  
***UPDATED March 17, 2020***

Dear Friends,

With the rapidly changing news about COVID-19, Family Services of the Merrimack Valley is monitoring developments hour by hour and taking steps to protect the health of its staff, clients and the community at large. In addition to the following measures, we are collaborating with our community partners to plan for the long term impact that the pandemic might have on our community. As we pursue our mission in these difficult times, we plan to continually adapt to meet the changing needs of individuals and families in our communities.

**Until further notice, Family Services is taking the following preventative measures:**

- Family Services remains open and working to support children and families, however, all non-clinical staff are working remotely.
- If you need to contact anyone at Family Services, you may still email or call staff members directly (all staff will receive voice message left on desk phones). Or you may call our main number: 978-327-6600 or email: info@fsmv.org.
- All group programs and trainings are postponed until future notice.
- Clinical mental health treatment sessions will continue the week of March 16 as we transition to a telehealth model.
- No individuals may come into Family Services’ central office (430 North Canal St, Lawrence) unless they have a clinical appointment.
- Individuals with a clinical appointment will need to reschedule if they are screened to be at risk (based on recent travel, exposure and symptoms).
- Our Family & Community Resource Center, located at One Union Street, will be open M-Th 8:30-4:30 and Fri 8:00-4:00. All group programming at the FCRC is cancelled. FCRC staff will be providing one on one services to link families with community resources, individualized parenting education, and assessments. FCRC staff can be reached at: 978-975-8800.
- We continue to implement enhanced cleaning and sanitation practices in all buildings.
- Family Services central office building (430 No. Canal) will be closed to all staff and clients on Fridays.

**All individuals are strongly encouraged to take the following steps:**

- Regularly wash hands using soap and water or an alcohol-based hand rub if soap and water are not readily available.
- Avoid touching eyes, nose and mouth.
• Follow **good respiratory hygiene**. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze.
• Maintain at least **3 feet distance** between yourself and anyone who is coughing or sneezing.
• Practice social distancing. [hub.jhu.edu/2020/03/13/what-is-social-distancing/](hub.jhu.edu/2020/03/13/what-is-social-distancing/)
• Greater Lawrence individuals are encouraged to access **online and phone screening** process for COVID-19 made available by Lawrence General Hospital. The numbers are below and the online link is
  o Online screening: [lawrencegeneral.org/about-us/covid-19](lawrencegeneral.org/about-us/covid-19)
  o Phone screening: 978-946-8409
• As families begin to struggle with economic hardship from lost waged, resources **for food and other basic needs** can be found here: [wearelawrence.org/coronavirus](wearelawrence.org/coronavirus)

We hope you all remain safe and well. Family Services is committed to continuing to be part of the caring and compassionate response to these very unique circumstances.

Warmly,

Elizabeth Sweeney
Chief Executive Officer