

When you get to your visit...

Sanitize your hands—Put on a mask—Answer the screening questions

Family and Children Services of the Waterloo Region is following Public Health directions in setting out safety measures that **must** be followed during your visit to ensure that you and your child(ren) are able to have a safe and supported visit.

What to expect during my visit.

1) Question: When must I wear my mask?

Answer: Masks are required in all Agency common spaces (ie hallways and lobbies). During visits, masks are expected to be worn at all times unless during meals or snacks. During this time, masks may be removed to eat, however please ensure that you maintain 6 feet distance while your mask is off.

2) Question: Can I hug, kiss and cuddle my child?

Answer: Yes, of course but you must keep your mask on to ensure safety.

3) Question: Can I bring food to my visit?

Answer: Yes, you may bring food to your visit. Please have the food portioned into individual packages (or pre-packaged) so that sharing of food does not occur. Please also bring your own plates/cups/utensils etc.

4) Question: Can I bring a few toys/books for my child to my visit?

Answer: Yes, please bring a few items for your child to play with. Please sanitize any item that comes into any Agency visiting space before use by your child and it must return home with you.