

New West Family Place Sixth Street Closure Questions and Answers

1. Why are you closing the doors?

One of the consequences of COVID-19 is that our space at 93 Sixth Street has been closed since March 13, 2020. After working on our COVID-19 safety plan we realized that our space was not going to be able to be used for our Family Resource Program drop in for the duration of COVID-19 restrictions. As many of you know we had outgrown our space at Sixth Street before COVID and had been discussing our future plans. We have continued to pay rent on the space which is one of the most significant lines in our budget. It makes practical sense fiscally to vacate the space on 6th street, and for the mission of our organization. We want to meet families where they are at, in their neighbourhoods. We are here so that families in New West can be empowered to THRIVE!

2. Are activities ending?

Absolutely not! We will be doing more drop ins and more programs to help families during this tumultuous time! We will be doing regular outdoor drop ins and are working on our plans for indoor drop ins in bigger spaces around New West.

3. Are staff being laid off?

We have some staff who have taken temporary layoffs due to their own situations during COVID-19, but we have no plans to lay off staff -- if anything you will see more staff at the drop ins going forward.

4. Is it because of COVID?

COVID-19 is one part of the decision – it doesn't make financial sense to hold on to renting a space when we can't use it. We also acknowledge that our space on Sixth Street was regularly at capacity and we often had to turn families away. The space wasn't working for us.

5. What about families in crisis? Where can they reach you?

We will still be available at our regular phone number 604-520-3666 and via email info@newwestfamilies.ca and on our socials @NewWestFamilies. We are available to provide referrals, support and help families to navigate the services and support needed.

6. What is the plan for space?

We will be doing our drop ins regularly in parks around New West for September and October. We also have plans in place for BIGGER spaces for our drop-in programs.

7. Will there be outdoor activities all winter?

We have been running an outdoor drop in on Fridays for the past two years during all weather. We will continue to provide outdoor drops ins throughout the winter.

8. What are you going to do when weather is bad?

We will be running programs rain or shine and will only cancel if there is a risk to parents and children due to extreme weather. We will keep in regular communication on our social media and be available for a check in at 604-520-3666.

9. What about parenting groups?

Our plan right now is to continue to offer parenting groups virtually. We are open to hosting the groups in larger, socially distanced spaces in the next few months depending on what our families are asking for!

10. How will you ensure the safety of families at the drop ins?

We have very extensive COVID-19 safety protocols that we are doing at every drop in and the safety of our families is our #1 consideration. Our most current plans are available onsite and on our website <https://www.newwestfamilies.ca/covid-19-safety-plan/>

11. Is it because you lost funding?

While all charities have felt the impact of lost revenue due to COVID-19 and the inability to do our regular fundraisers, we have secure funding for our drop-in programs. The additional family support and parenting groups are reliant on our capacity to fundraise.

12. How can we hear about what you are doing?

We are regularly communicating on our [Facebook](#), [Instagram](#), and [Website](#)

13. Can I donate to family place?

Absolutely! We are a charity who relies on donors to help support our programs and activities. Whether you want to give once, give monthly, or donate a security or mutual fund for great financial benefits, you can donate [online](#). You can even give in tribute or in memory. And, you'll always receive a charitable tax receipt. <https://www.newwestfamilies.ca/donate/>

14. How can I help? How can I get involved?

Join in our activities! Engage with us on our social media! Volunteer! We also look to our community to help share the word about our programs – did your neighbour just have a baby? Tell them about Family Place!