

# Longo Family Resource Centre (LFRC)

## 10 things you need to know!

### 1 Hours

The LFRC is open for families to relax, make a coffee and use the desk spaces from 8:30 a.m. to 4:30 p.m.

LFRC coordinators can help with registration, payments and toy lending between 9:00 a.m. and 4:00 p.m., (away from noon to 1:00) Monday to Friday.

### 2 Refreshments

Coffee and tea are available free of charge in the LFRC for visitors and client families between 8:30 a.m. and 4:30 p.m.

### 3 Cost

There is no cost to visit the LFRC or to use the amenities while waiting on your child to finish their session.

For clients actively receiving service from ErinoakKids, a one-time \$10 fee lets you borrow books, toys and workshop workbooks to support learning at home.

### 4 Borrowing

Clients actively receiving service from ErinoakKids who have paid the one-time fee of \$10 can borrow books and toys.

Clients who are visiting for an initial assessment, have no further sessions booked or have been discharged from service are not eligible to borrow items.

### 5 How many items can be borrowed at a time, and for how long?

Clients can borrow up to three items, for a two-week period. This includes books and toys. If you would like to keep something for an additional week, the loan can be extended by calling the LFRC coordinator.

Note: if an item you are requesting to renew is on hold, for another family, an extension will not be granted

See back of  
page for more!

## 6 What happens if items are lost or damaged?

There is a \$10 fee to replace each item that is damaged beyond repair, this includes items that are returned with missing pieces or no longer functional.

Please return all borrowed items before borrowing new ones.

## 7 What happens if items are returned late?

There is a late fee for items that are past due. Each item has a two week lending period, which may be extended by one week if there are no families waiting for the item.

The late fee accumulates at \$0.50 per day, when the items are not returned and no contact is made after a three week period.

## 8 Can I sign out workshop workbooks?

Yes! Please speak to your clinician so they can provide a request form to the LFRC coordinator and arrange a time for pick-up.

## 9 Where can I get help with parking?

Parking is free for client families in the gated lot at each of our sites. Please keep your ticket with you to validate as you are leaving.

For questions, please speak to reception or LFRC staff.

## 10 Events

Our Family Engagement team hosts regular events in the LFRC. Check out the Event Calendar at [erinoakkids.ca/events](http://erinoakkids.ca/events).

You can also follow us on [Facebook](#) and [Instagram](#) (@erinoakkids) to see what's coming up next!

