
Social Services Department COVID-19 Service Interruption Update

Effective Thursday, March 19th the Lanark County Social Services offices located in Carleton Place, Perth and Smiths Falls will be closed to the public to mitigate the spread of COVID-19.

All Lanark County Social Services departments remain open and continue to provide a wide range of services via telephone and email. The health, safety and wellbeing of our Social Services employees and clients and the overall community is incredibly important to us, which has resulted in a shifted focus to supporting our clients through the following methods:

Children's Services

All licensed child care centers across the province, including those in Lanark County, have been mandated to close. All EarlyON programming offered by Children's Resources on Wheels has been cancelled until Monday, April 6th at which time programming and services will be reassessed.

Developmental Support Services

Clients can contact their Caseworker via email or telephone and leave a message. The Caseworker will be in touch and can provide service coordination, case management and practical counselling.

Housing Services

We continue to provide housing services and supports through the Housing Options Program to assist eligible households obtain and maintain housing. For those residing in County social housing, we are performing emergency maintenance and repairs as required, and cleaning and disinfecting of common spaces. Payment for rent can be made by cheque or paid online through some financial institutions; debit is not being accepted at this time. As always, our tenants can reach out to us for support at any time.

Ontario Works

A transition has been made to risk-based applications that limit client contact in the community. Lanark County residents can apply:

On line at www.ontario.ca/socialassistance or
Phone **1-866-878-9588 or 613-267-4200 ext. 2140**

Applicants who do not have access to internet or telephone, please attend one of our three offices located in Carleton Place, Perth or Smiths Falls and you will be screened by staff at the front entrance. Only those who pass the screening test will be permitted access to the building for assistance.

Social Services clients can contact the office by calling 613-267-4200 or toll free at 1-888-952-6275 extension 2140. Clients may not be able to reach their ongoing Caseworker however our reception desk will triage you and ensure to connect you with a Caseworker.

While we may not be able to meet face to face with our clients, we assure you that we will continue to provide you with the highest level of customer service possible.

If you are in need of support and unsure of who to call please don't hesitate to contact our office at 613-267-4200 or 1-888-952-6275 ext. 2140 or at ss@lanarkcounty.ca.

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For more information, contact:
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