

COVID-19

March 17, 2020

At TCS, caring for our staff members and those we support is central to what we do and we are proud of our work. In good times and tough times, we are committed to providing the best possible care and workplace for those that matter most.

The COVID-19 virus situation is changing rapidly and we know that people are worried as evidenced by the closure of stores and schools and by the emptying of the shelves at our local stores. In this time of pandemic, we commit to the following:

- Communicating factual and relevant information from trusted sources;
- Providing the necessary equipment and resources to safeguard both staff members and those that we support;
- Providing information and training on precautionary measures to minimize transmission;
- Following the advice of the BC Centre for Disease Control; and,
- Prioritizing our services and resources.

Handwashing: This is the one of the most effective way to reduce transmission. Remember to wash for 20 seconds.

Social Distancing: This is likely the most effective way to reduce transmission. Please maintain a social distance of six feet whenever possible. This does not apply when providing care and support to those we serve.

Staff Illness: First and foremost, if you are sick stay at home and always consult your health care provider or call 811.

How to Notify: Whether you are contacting your health care provider or your Manager to report illness or have questions, **call first by phone. Do not just come to the office or program. You may be spreading the virus.**

Cleaning: Thorough cleanings must be completed minimally three times a day.

News Sources: We have heard a number of reports that are simply not true. I urge you to use government sources for the up to date information. These sources include:

- The BC Centre for Disease Control;
- The Public Health Agency of Canada.

Nothing is more important than the well-being of the individuals that we support and our staff members. Some of these measures may seem inconvenient but they are required to keep us all safe.

Thank you for your understanding, your commitment and your caring. If you have questions please do not hesitate to contact your Manager or Director.

Please post this in a prominent area and discuss this with you staff members at your earliest convenience.

Thank you,

Bob Cornish
CEO