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August 28, 2020

Dear Parents, Guardians, and Caregivers,

As we prepare for the return of additional clients to SBC in September and October, we will extend daily service hours to **9:15am through 2:30pm** on the days each individual is designated to attend on-site programming. This time schedule will commence on September 14, 2020.

Recently, we have received questions regarding our phased and gradual on-site relaunch, and how our plan is aligned with schools re-opening for on-site learning this fall. Please note, as per the safety protocols we must implement and maintain for the health and safety of our clients and staff, our relaunch plan remains unique to our agency. Therefore, we will continue to increase programming and/or respond to a future outbreak based on the protocols required by Alberta Health Services and the Government of Alberta for our specific sector and the type of services we offer. Our plans will not necessarily align with schools, day cares, or other types of programming.

During on-site programming, we will continue to offer a minimum of 1:1 support for each client, practice social distancing whenever possible, designate specific staff to each client, and implement safety checks when everyone enters the building each day. Please refer to the previous letter distributed in June 2020 for further details related to transportation planning, enhanced safety protocols, etc.

Moving forward, we remain committed to providing the desired level of services for all clients, while maintaining the health and safety of clients and staff. We appreciate your ongoing patience, as this process is frequently a delicate balancing act.

Please contact us directly with any questions, concerns, or input.

Sincerely,

Kathryn Melrose  
CEO

*DAY PROGRAM SERVICES FOR ADULTS WITH DISABILITIES*  
Springboard Centre is a registered charity. All donations are welcome.

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