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March 13, 2020

**RE: COVID-19 Update**

Dear Parents, Guardians, and Caregivers,

At Springboard Centre (SBC), our top priority is to ensure the health and safety of the individuals and families we serve, as well as our employees. We want to provide peace of mind in knowing that our facility is being maintained to mitigate the spread of germs. At this time, are making every effort to avoid any disruption in services.

SBC is closely following the instructions and guidelines issued by national and regional health authorities in order to do our part in stopping the spread of COVID-19. We are proud to provide a clean and well-managed facility and have proactively increased our cleansing processes. We have stocked up on essential supplies including hand sanitizer, disinfectant, and personal protective equipment. We are also frequently sanitizing all commonly used surfaces with a disinfectant to remove bacteria and neutralize viruses.

Given that we have many clients and a few employees with age-related concerns and/or underlying health conditions, we are taking additional precautions to minimize the risk of infection. As of today, we have started taking the temperatures of all clients, staff, and visitors upon entry to the agency. We are asking any potential visitors to contact us before entering the agency and we ask that all parents, guardians, and other caregivers wait at the entrance when picking up or dropping off individuals. For the next several months, we will be conducting ISP and all other meetings involving external participants via conference call. We will also be minimizing client outings and limiting visits to low risk locations.

Additionally, we have advised our staff of preventative protocols from health professionals and experts. These protocols include frequent handwashing, avoiding touching the face, and limiting non-essential physical social contact. We have also directed our staff to remain at home if they are not feeling well or suspect that they may have come in contact with someone who has contracted COVID-19.

We ask that you take these same precautionary measures when it comes to our clients. We understand that many of our parents, guardians, and care providers may require additional support when keeping individuals home for an extended period of time. Therefore, we ask that you please contact us in advance to discuss additional in-home or residential supports that may be available. If you end up choosing or needing to keep an individual at home, but do not require additional support, we ask that you contact us so that we are aware of your decision and can continue to communicate essential information as the situation evolves. **Please refer to the attached protocols sheet for all clients and caregivers.**

In the event that we have a an employee or a client who has attended the agency in the last month and has a confirmed case of COVID-19, we may need to temporarily suspend day program services. As a precaution, all potentially affected individuals will be notified immediately, asked to follow recommended procedures, and possibly isolate at home for 14 days.

We will continue to send important information and updates home via paper copy with clients. For the most up to date information during the coming months, please refer to our website at [www.springboardcentre.ca](http://www.springboardcentre.ca).

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

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Kathryn Melrose, *Chief Executive Officer*

If you have any questions or concerns related to the outbreak, please feel free to contact us immediately. If you would like additional accurate and up-to-date information about COVID-19, we recommend the following sources:

Alberta Health Services  
World Health Organization  
Health Canada

Sincerely,



Kathryn A. Melrose  
CEO