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August 28, 2024

Dear Parents, Guardians, and Caregivers,

I hope this letter finds you well. At Springboard Centre, we prioritize the safety and well-being of our clients and staff above all else. It is with this commitment to transparency and care that I want to inform you of an incident that occurred today, August 28, 2024, at our facility.

Earlier today, a burnt transformer in our HVAC unit produced smoke, leading us to initiate our emergency protocols. Following these protocols, we promptly requested everyone in the building to evacuate as a precautionary measure, ensuring the safety of our clients and staff.

Understandably, the sudden evacuation caused some discomfort and upset among a few of our clients. We fully understand how unsettling these situations can be. Our dedicated staff were diligently by the side of the clients throughout the process, providing reassurance and support to minimize their distress. I am glad to report that the evacuation proceeded smoothly and efficiently, displaying the effective execution of our safety procedures.

The local Fire Department responded quickly to assess the situation. After a thorough inspection, they certified our building as safe for re-entry. We have also taken immediate steps to address and rectify the issue with the transformer to prevent any future occurrences.

We are deeply committed to maintaining a safe and nurturing environment for our clients. While we strive to avoid such incidents, it is essential to acknowledge that we are prepared and equipped to manage them appropriately when they arise.

Should you have any questions or concerns about today's incident or any other aspect of our safety protocols, please do not hesitate to reach out to me directly at 403-248-7071 or rconcepcion@springboardcentre.ca. We value your trust and understanding and are here to support you and your individuals in any way possible.

Thank you for your continued confidence in Springboard Centre.

Warm regards,

Romeo Concepcion
CEO

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

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