



March 22, 2020

Dear Families and Caregivers,

We hope that everyone is staying safe and coping as well as possible during this global challenge. MACL's sole focus is doing everything we can to respond to the COVID-19 pandemic in ways that keep the persons we serve, their families, our staff, and larger community, safe and connected. With the recent updates from the Government of Canada and the Provincial Medical Health Officer, we have moved into the next stage of our plan.

On the heels of the March 17, 2020 announcement by the Provincial Health Officer to suspend schools, MACL will be suspending Sandcastle Preschool and CYA Services following spring break, from March 30th until further notice.

The decisions that we have made to date, and the decisions that we will make in the future, are not easy. Our primary duty at this time is to ensure the safety of the people we support, our staff members, and the general community. We believe that this is best done by following the advice of our Canadian and British Columbian Health Officers and by reducing the number of people who are gathering in our buildings and in community buildings. MACL will continue to pay close attention to and make decisions based on the information and guidance being shared by reputable organizations, including the World Health Organization, Canadian and British Columbian government Health Officers, including the Fraser Health Authority.

In order to follow the current directives from these organizations, we are limiting the number of people coming together and putting protocols in place to support both staying at home and social distancing. We are adapting the way that we deliver some of our services. Staff members are contacting persons served, families, caregivers and other community members by telephone, email or other technologies, to discuss alternatives to in-person support.

Our senior leadership team is reviewing and approving in person supports on a case by case basis. Please be assured that the health and safety of the persons we serve is our top priority. We are reviewing each of our services on a daily basis and making adjustments as needed in response to health authorities and in consultation with our funders.

In situations where direct service is critical, (e.g. when someone is at risk of death, serious injury or mental health crisis) we are asking the following questions:

- Are you or is anyone in your household sick?
- Are you or is anyone in your household self-isolating?
- Have you (or anyone in your household) traveled outside of Canada in the past 3 weeks?
- Have you (or anyone in your household) been directed to self-isolate?

Plans are also in place to ensure ongoing support to individuals that receive essentials services. Our resources and team members have been re-allocated to provide service and support in our residential homes. At this point in time, each MACL program has implemented heightened precautions and

measures, including increased hand washing for both staff and persons served, sanitizing a minimum of twice daily, avoiding large congregated spaces and practicing social distancing. MACL staff who have traveled outside of Canada are self-isolating as recommended by the BC Health Officer. There are currently no confirmed cases of COVID-19 among those we support or our staff.

MACL will stay connected with all families as we move through this crisis. We will continue posting weekly updates on our website <http://missionacl.org/2020/03/13/covid-19-information/> to keep you and your loved ones informed.

If there is anything you need from us or additional ways we can support you, please don't hesitate to reach out to us by email: macl@macl.bc.ca or phone: 604-826-9080 and press zero to leave a message. As difficult as this may be, we will navigate this situation together. On behalf of MACL, I wish good health for you, your families, and your communities.

Kind Regards,

A handwritten signature in black ink, appearing to be 'Dawn Hein', with a long horizontal line extending to the right.

Dawn Hein
Chief Executive Officer