



March 17, 2020

Dear Families and Caregivers,

In light of increasing concerns about the spread of Coronavirus Disease (COVID-19), we would like to assure those we serve, their families and caregivers that MACL is taking appropriate measures to protect our clients, caregivers, staff and volunteers. Information about MACL's response to the pandemic, including our most recent Pandemic Continuity Plan can be found online at:

<http://missionacl.org/2020/03/13/covid-19-information/>

Each MACL program has implemented heightened precautions including increased hand washing for both staff and persons served, sanitizing a minimum of twice daily with products recommended for sanitization, avoiding large congregated spaces and practicing social distancing where possible. MACL staff who have traveled outside of Canada will be self-isolating as recommended by the BC Health Officer. While MACL is continuing to operate all programs at this time, temporary closure of some or all non-residential programs may be indicated in order to do our part in minimizing risk and helping to slow the spread of the virus.

We are asking families and caregivers to please ensure that people are not coming to programs if they are showing any signs of illness. If anyone falls sick while at a program with Covid-19 symptoms (e.g. fever/cough/breathing problems/headache) we will call home to have them picked up. If they cannot be picked up immediately, they will be supported in an area away from their peers until they can go home.

If anyone in your household fall sick with or test positive for the virus please let us know so we can be sure anyone exposed at the program can be made aware.

The outbreak of COVID-19 may create anxiety for some people, especially if someone they know is sick, or they see or hear troubling messages in the media. The Provincial Health Officer advises that you can support those around you by acknowledging that it is normal to feel worried and have questions, as well as by reassuring them that they are safe, and there are many things that they can do to stay healthy, such as:

- Regular hand washing
- Keeping their hands away from their face and mouth
- Eating healthy foods
- Getting enough sleep to help their body stay healthy
- Keeping physically active
- Take breaks from watching/reading/listening to news about the pandemic

We will continue to keep you informed as we navigate COVID-19 over the coming weeks and months.

Kind Regards,

Dawn Hein
Chief Executive Officer