



March 12, 2020

To our Cridge Centre for the Family clients, staff, volunteers, society members and partners:

I write to you today in rapidly changing times, with new news every day, every hour, on the Novel Coronavirus, Covid-19.

As this virus has moved westward and now impacts our country, our province, and likely more and more our island and city, we have been closely monitoring the situation and making changes and plans for changes to how we deliver services.

We have two primary responsibilities that must take our highest attention with equal importance: the first being the safety, health and wellbeing of those we serve; the second with equal importance is the safety, health and wellbeing of those who serve. Of course, the health of our entire community is a responsibility we all carry.

Staying closely connected to our local and provincial health authorities, we are determined to be proactive.

I wanted to let you know some of the things we have done to date:

- Interactions between children in our childcare and seniors in our assisted living centre have been suspended for the time being;
  - Intensified disinfecting and cleaning has been directed and implemented at all Cridge sites and in all Cridge programs;
  - People with illness are asked not to come onto our sites. Parents of children – please keep your children home if they have the sniffles;
  - We have asked family of our seniors' centre to visit by phone. We are trying to depopulate our facilities of unnecessary activity and no visitors will be allowed in our seniors' centre other than medical personnel or pharmacy delivery until further notice;
  - Some family members of seniors are considering bringing Mum or Dad home for a few weeks to limit their potential exposure to living in community;
  - We have cancelled some large gathering activities planned for the spring;
  - We are discontinuing most volunteer and practicum student involvement in childcare, seniors, brain injury, young parent, and intimate partner violence programs;
  - We have a robust pandemic plan that all managers and departments have spent time reviewing and implementing aspects of, or planning what is required if we need to escalate our measures;
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- We have instructed staff working in the community to ask two questions prior to meeting with clients – are you or anyone in your home or family ill? Have you or anyone in your home or family travelled in the past two weeks? Services will be determined based on information gathered;
- We are reviewing pre and post vacation with all staff and volunteers the when, where, how of their travel as well as their health upon return and that of their travelling companions;
- As per government instruction, anyone who has been out of the country will complete fourteen days of self-isolation;
- We are transitioning business meetings out of our facilities and either meeting elsewhere, or convening telephone meetings, or postponing meetings;
- Of course, everything you hear about hand washing *PROPERLY* for 20 seconds, not shaking hands, social distancing, self-isolating if sick are being communicated over and over;
- We are well positioned to manage for the time being and we are well positioned to escalate protocols should the situation require it;
- At this point these are all precautionary steps out of an abundance of caution to keep everyone safe and healthy.

For the short term, your interactions with The Cridge Centre may look a little different, please bear with us. We approach this challenging situation with our organizational values in mind – to Act Justly, to Love Mercy, and to Walk Humbly. The uncertainty of the changing situation can be distressing. It is easy to be swept up in the fears about what might happen. We need to support one another in this uncertain time and share in keeping our global Cridge “family” as safe as possible and operate, not out of fear, but out of caution, science, prudence and best practices.

I am particularly deeply grateful to the passionate commitment of our staff who are committed to going the extra mile to ensure their own health, in order to protect the health of those we serve.

Please watch our website for updates [www.cridge.org](http://www.cridge.org)

Respectfully,  


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