

March 16th, 2020

Dear families and community service partners,

We at BC Family Hearing Resource Society (BCFHRS) are concerned about the lives affected by COVID - 19.

BCFHRS continues to monitor and assess this evolving situation and will appropriately respond based on guidance issued by public health authorities and other known information. Current guidance from the Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) indicate that the immediate risk of being exposed to the virus that causes COVID-19 is thought to be low for most people.

For more coronavirus information, please visit:

- [BC Centre for Disease Control](#)
- [World Health Organization \(WHO\)](#)
- [Public Health Agency of Canada](#)
- or call the BC dedicated coronavirus info line: 1-888-COVID19 (1-888-268-4319)

We are keenly focused on our preparedness efforts to maintain a safe work environment for our families and staff and to sustain our operations. Security, safety and well-being of our families and staff is integral to our services. As such, we have activated our Business Resiliency Plan, which will include:

- Canceling all in-person groups, events/activities until the end of May, 2020
- Canceling flights and ferries that are required for outreach services until the end of May, 2020
- Enabling work from home capabilities for Interventionists, Sign Language Instructors and Family Support staff
- Coordinating delivery of services and support to our families and community partners via various tele-practice options
- Providing our staff, families and community partners with information and best practices to prevent the spread of any illness
- Coordinating Provincial and local communications with our families and communication partners

We will continue to monitor this fluid situation and will shift workloads, as necessary, to ensure essential services remain operable. BCFHRS has demonstrated unwavering support to our clients in past emergency situations, and in dealing with the present circumstances, we will continue to use every effort to deliver uninterrupted essential services to all our families.

Sincerely,



Noreen R. Simmons
Executive Director

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