

# MEMO



**Date:** March 5, 2020  
**To:** Canlan Customers - Canada & USA

**From:** Joey St-Aubin, President & CEO

## **Subject: COVID-19 Virus – March Update**

As an important customer and visitor to Canlan Ice Sports facilities, we wanted to share some information with you about various measures we've taken related to the COVID-19 novel coronavirus to help protect and inform our community and combat the spread of the virus.

Our primary goal is to ensure the health and safety of our customers, employees and public. We also want to provide our customers with peace of mind, knowing that our facilities are being maintained in a manner that is commensurate with the severity of the situation.

Canlan is closely following the instructions and guidelines issued by national and regional health authorities in order to do our part in stopping its spread.

As of today's date, health authorities have indicated that the risk remains low in North America. We are making every effort to avoid any disruption in service at this time.

A few weeks ago, Canlan formed a special task force with the sole purpose of staying abreast of the developments of this virus and prepare for potential outbreaks in the communities we serve.

We take pride in providing clean and well-managed facilities and have proactively stepped-up our game even further. Hand-sanitizing stations have been installed in multiple locations in each building and are being topped-up daily. We encourage you to use these frequently while visiting our facilities.

We are also sanitizing all areas of each building with a highly efficient disinfectant multiple times per week to eradicate bacteria and neutralizes viruses. We use this effective cleaning product as part of our regular cleaning program but are now applying it more frequently on surfaces that are contacted by customers.

Lastly, we have advised our staff of preventative protocols from health regulators and experts, including frequent handwashing, avoiding touching their face, and limiting non-essential physical social contact. We have also directed our staff to remain at home if they are not feeling well, or suspect that they may have come in contact with someone who has contracted the virus.

We would ask that you take these same precautionary measures. If you'd like more credible information, we recommend the following sources:

[World Health Organization](#)  
[USA – Center for Disease Control](#)  
[Canada – Health Canada](#)

If you have any questions, please contact David Stewart, 604 235-5198, the chairman of Canlan's Enterprise Risk Management Committee.