



March 20, 2020

RMHC Alberta would like to provide an update on the COVID-19 (novel coronavirus) pandemic, and an overview on the measures we're taking as an organization to protect our families, staff, and volunteers. The health and safety of our stakeholders is our number one priority.

In challenging circumstances, we continue to deliver our mission to the best of our ability by providing programming and accommodations in order to alleviate the emotional, financial, and physical burdens faced by families with sick or injured children.

While the situation with COVID-19 is rapidly changing, so too is our response. Alberta Health Services still deems the risk of exposure to Albertans as low, however the Province of Alberta has declared a state of emergency under the Public Health Act. As such, and in order to align ourselves globally with RMHC, we feel it is time to tighten measures in order to mitigate risk to our families.

Effective Saturday, March 21st, we are no longer accepting new families into our Houses for a period of 21 days, and will continue to assess that time frame as needed. During that time, we will still be taking new referrals for families so that we are ready to deliver our mission at capacity as soon as we're able. As of March 21st, only current occupants of the House and scheduled staff will be permitted access to the House.

Inside of our Houses, we are taking appropriate precautionary measures which include stringent sanitation of high-touch surfaces; closing off public/shared areas; and limiting access to those shared areas that can't be closed off. Wherever possible, we have enabled social distancing by facilitating sign-up arrangements for food preparation, dining room seating, and laundry in order to keep one family in the space during a designated time frame.

While we are still making every effort to provide nightly meals for our families, they are encouraged to eat meals in their suites wherever possible to avoid close contact within the Houses.



Effective Wednesday, March 18th, under the advisement of our partner Mosaic Primary Care, operation of the Ronald McDonald Care Mobile® in Calgary was suspended. Effective Tuesday, March 17th, the Shuttle Program in Edmonton was suspended, with alternate arrangements being made for families to travel via taxi to and from hospitals.

All volunteer shifts have been suspended until further notice. We want to extend a special note of gratitude to our volunteers – they are the heart of our Houses and we will miss their presence and their contributions during this time.

We also want to thank those in the community – with a special nod to our founding and forever partner McDonald's Canada – who have already shown incredible generosity and support, in light of the cancellation of our Home for Dinner program. We are making every effort to keep food on the table for our families during this crisis, and that's being made possible by our amazing donors and meal groups.

For more information on how you can be a #HeroFromHome and what you can do to help, please visit <https://rmhcalberta.org/covid-19>