



June 1, 2020

Needless to say, it's been a difficult few months for the families, staff, volunteers and all stakeholders of RMHC Alberta. At every turn over the course of this COVID-19 pandemic, RMHC Alberta has stepped up to the plate. I am in awe of the way we have handled the challenges as an organization, and in awe of the strength of the families we serve. Our response has been enabled by the community - you've made continued mission delivery possible and our families are all the better for it. We hope that your support will continue through the year as we adapt to the evolving crisis. We can't do it without you!

While the road ahead of us is uncertain, I am pleased to announce that we are beginning to re-open our doors to new families, with a careful and considerate plan in place that has been vetted by local health authorities as well as our global partner.

Work has been diligent behind the scenes to ensure the safe re-opening of our Houses, and we plan to conduct this in a phased approach, working closely with our hospital partners.

Effective June 3rd, we will begin Phase 1 of our reinstatement plan in our Calgary and Edmonton Houses, which will enable us to reach up to 50% occupancy in the first 14 days. Phase 1 will begin in Red Deer on June 15th. Phase 2 will allow us to reach 70% occupancy in our Houses over 14 days; Phase 3 up to 90% occupancy over 28 days, and Phase 4 will see us get back to full occupancy.

We're closing in on completion of our Medicine Hat House. Details of our opening are yet to be determined. We are excitedly awaiting the opportunity to serve families in this new facility.

Things are going to look very different as we ramp up protection of both our families and our staff during these four phases, and potentially beyond. The re-opening of our Houses and reinstatement of families is not a sprint; it's a marathon. Significant precautions will be taken to ensure everyone's safety, and rules and regulations in the Houses will be amended accordingly in order to mitigate any risk.

The Ronald McDonald Care Mobile® continues its redeployment as a maternal health clinic for patients of Mosaic PCN. We intend to continue delivering these services as we slowly transition back to regular programming this summer.

There will be many questions as you read this, but I want you to know that we have developed a Mission-forward, safe, and sequential process for reinstating RMHC Alberta



programming. We know at this time there are roughly 280 eligible families waiting patiently for our reopening. They are foremost in our thoughts right now, and it is with them in mind that we move forward to serve and support families again.

To all of you who have been with us on this journey – thank you for walking alongside us. We know you can't support us in all the typical ways you may have in the past – whether that be Home for Dinner, recreational programming, baking, Helping Hands, or event volunteering. But we see you; and now more than ever we need you in our corner.

Thank you for your patience as we work out the 'new normal' at RMHC Alberta over these next couple of months, and I wish all our supporters and their families continued safety, wellness, and happiness.

Sincerely,

A handwritten signature in black ink, appearing to read "JEvanson".

Jason Evanson
CEO, RMHC Alberta