

March 12, 2020

To our JFS Community,

At Jewish Family Services (JFS), the health and safety of our clients, volunteers, staff and the general public is paramount. As concerns over COVID-19 grow, we are closely monitoring updates from the Public Health Agency of Canada (PHAC) and working closely with Vancouver Coastal Health to ensure we are doing everything we can to minimize exposure to the virus for our clients, volunteers, staff and people in the community. We are also working collaboratively with local communities and agency partners to keep lines of communication open and sharing relevant updates and resources.

At this time, PHAC has assessed the public health risk associated with COVID-19 as low for the general population in Canada. However, we know there is an increased risk for older adults and for people with compromised immune systems. While you each may be making your own decisions about how to proceed in light of COVID-19, as a social service agency serving many vulnerable populations, we have to exercise an additional level of diligence to ensure the safety and well-being of our community. For this reason, we are asking everyone to do their part to help keep our clients, volunteers, staff and community healthy.

Our Commitment to You:

- JFS staff are being briefed regularly on measures to reduce the risk of infection and we are increasing our efforts to ensure we are following the preventative recommendations outlined by Vancouver Coastal Health
- We are asking staff members who are feeling ill to stay home from work. We appreciate your patience if we need to reschedule appointments or meetings
- We will continue to adjust our policies as the situation develops and will keep in regular communication with you about any changes

What We Ask of You:

- Wash your hands immediately upon entering the JFS building or location or your meeting or program. Hand washing, when done properly, continues to be the most effective method of preventing the spread of COVID-19. Scrub your hands with soap and water for at least 20 seconds
- If you feel ill with symptoms such as fever, cough, runny nose or shortness of breath, we ask that you stay home and do not attend your appointment, meeting or JFS program or that you reschedule any planned home visits from JFS. Please contact your assigned JFS staff member to reschedule for a later date
- If you have recently traveled to a country that has been issued a Travel Health Notice, or have been in contact with someone who has travelled to one of these areas, please refrain from visiting our building or participating in meetings and programs for 14 days following your return or exposure
- If you would like to suspend the service you are receiving from us or if you will not be able to perform your volunteer duties at this time, we ask that you please reach out to your assigned JFS staff member as soon as possible

For those of you who are sick and living alone with no local family or support networks, please contact us immediately so we can determine how we can help you during this time.

JFS Public Events, Programs & Gatherings

Regarding our public gatherings, workshops, programs and fundraisers, we respect and appreciate your decisions about what you may or may not attend at this time. We are currently reviewing our upcoming calendar of workshops, program-related events, community/holiday gatherings and public fundraisers as part of our commitment to the public's health, interests and concerns, which are of utmost importance to us.

We will continue to provide updates as program and event information become available. We invite you to visit our website www.jfsvancouver.ca and to follow us on social media @jfsvancouver for updated information.

If you have any questions or concerns, contact your assigned JFS staff member or call us at 604.257.5151. If you have any health concerns, you can contact HealthLink BC at 8-1-1.

Sincerely,

A handwritten signature in black ink that reads "Tanja Demajo". The signature is written in a cursive, flowing style.

Tanja Demajo
CEO