



Giving Hope Today

The Salvation Army
Canada & Bermuda
British Columbia Division

Office of the Divisional Commander

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FAQ

Q: *What is The Salvation Army doing about the outbreak of COVID-19?*

A: As an organization that has people at the core of our mission, the safety and health of our employees, clients, volunteers and partners is paramount. As one of the largest providers of social services in the province and the country, it is also our responsibility to work with government and health authorities to ensure we do our part in containing the virus.

As we navigate these challenging times, our decisions and actions will be guided by our Mission, our Values and evidence-based information published by Vancouver Coastal Health, BC Centre for Disease Control, and the Public Health Agency of Canada.

Across the province in our 56 ministry units, two camps and all our Thrift Stores, we have begun to take precautionary measures to ensure the safety of our people and the public:

- Taking extra sanitation measures to clean all surfaces and touch points thoroughly and frequently in all our facilities
- Prepared and updated our Pandemic Plan
- Have our Emergency Disaster Teams at the ready to respond, across the province
- Communicating with our staff and clients on how to prevent and recognize COVID-19
- Adjusting services accordingly to reduce the risks
- Working with government agencies, health authorities and community partners to ensure we are implementing best practices
- Regular communications with our staff, clients, volunteers and the general public to keep people informed and up to date

Q: *Will The Salvation Army continue to run programs and services?*

A: Yes, we will continue to serve our clients to the best of our ability; however, in some locations, we may have to make adjustments to programs and services.

The best thing to do is contact your local Salvation Army to find out more information.

For general inquiries, refer to our web site salvationarmy.ca/britishcolumbia

Call us at 1.604.299.3908

For media inquiries: 1.604.375.4042

Q: *What if a volunteer or client gets sick?*

A: If a client, volunteer or staff are diagnosed, we will immediately implement our Pandemic Plan and begin to work with and take direction from our local health authority.

Q: Has anyone contracted the virus?

A: To date, none of our staff, volunteers or clients have been diagnosed with the virus.

Q: *Where can I get more information?*

A: We will continue to update this document on our webpage and continue to post periodic updates through our social media channels.

For medical information or information on the COVID-19 virus, refer to the *BC Centre for Disease Control, Vancouver Coastal Health* or the *Public Health Agency of Canada*.