

# MEMO

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**Date:** March 4, 2020

**To:** Canlan Ice Sports / Sportsplex Tenants

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

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

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Although most of our customers and tenants are now aware of the worldwide spread of COVID 19 (Coronavirus), we feel it is necessary to keep you informed of Canlan's position and efforts to help combat the spread and fear of the virus.

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. 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.

We take pride in providing clean and well-managed facilities but have 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 and your customers to use these frequently while visiting our facilities.

We are also sanitizing all areas of each building with highly efficient disinfectant multiple times per week to eradicate bacteria and neutralize 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. We encourage you to increase regular cleaning of the space you occupy, to help combat the spread of COVID-19, and reduce the risk to your employees and customers

Lastly, we have 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 with your employees as well. We are making every effort to avoid any disruption in service at this time.

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