



Hello everyone,

It is without question that the declaration of COVID-19 as a worldwide health pandemic is having an impact on our lives, business operations and the way we interact with one another. With this in mind, we continue to monitor and assess the updates provided by the Government of Canada and Public Health. This information guides our approach and helps ensure we take the steps that best protect our clients and staff, reduce risk and ensure we continue serving your needs.

Things are changing rapidly and we're reaching out with an update about our commitment to safety and well-being. We've decided it is in the best interest of our valued clients and staff to limit walk-in service at this time. The most convenient ways to safely connect with us during this time:

\*Phone: [780-750-0846](tel:780-750-0846) (24 hours) \*Email: [info@LIAMFirst.com](mailto:info@LIAMFirst.com)

Our staff are informed and taking precautions to protect themselves and the clients they serve. Increased cleaning and disinfecting practices in our local and corporate offices will help reduce risk.

LIAM is taking all reasonable precautions to ensure that illness and infection do not spread in the workplace between employees or from employees to customers, other trades, etc. Employees are taking measures in the prevention of exposure and spread of any illness. We have increased our awareness and added extra cleaning at all frequently used touch points.

LIAM is listening to and taking advice from Alberta Health Services and the WHO. Recommendations are changing quickly and we are following them very closely. It's important to remember that we are all tasked with self protection and LIAM Staff are assisting.

Alberta Health is currently recommending the following:

- Effective March 12, all Albertans currently outside Canada should self-isolate for 7-14 days when they return.
- If you have travelled outside the country in the last 14 days, it is recommended you isolate yourself until two weeks have passed since that visit. This is recommended even if you are feeling well.
- You should self-isolate and call [Health Link 811](#) for additional precautions and follow-up testing if you have travelled to anywhere outside of Canada and experienced any of the following:
  - contact with someone who was suspected or confirmed to have the novel coronavirus
  - were in a health-care facility
  - have symptoms, such as cough or fever

If you have to self-isolate, please know the Canadian government has removed the one week waiting period for EI for sickness leave.

There are some things you can do to prevent illness:

- Wash your hands often and well
- Avoid touching your face, nose or mouth with unwashed hands
- Avoid close contact with people who are sick
- Clean and disinfect surfaces that are frequently touched
- Stay home and away from others if you are feeling ill
- Contact your primary health provider or Health Link 811 if you have any questions about your health
- If you are sick please make the decision to stay home.

There is information available to keep you and your family healthy on the Alberta Health Services website: [www.albertahealthservices.ca](http://www.albertahealthservices.ca)

Finally, if you think you may have COVID-19, if you have symptoms such as fever, cough and difficulty breathing and have travelled outside Canada or have been exposed to someone who has COVID-19, stay home and call Health Link 811. If you are not seriously ill, do not go to a physician's office, a health care facility or a lab without consulting with Health Link 811 first. Call [911](#) if you are seriously ill and need immediate medical attention and inform them that you may have COVID-19.

Make sure you are taking the necessary precautions and steps to keep you and your families healthy.

Sincerely, Liam de Silva