



NOTICE TO STAFF AND CLIENTS RE: COVID-19

March 1, 2020

I am writing you today to provide information regarding the coronavirus (COVID-19) outbreak and what we at Angels of Flight Canada Inc. are doing in response.

Whether a valued employee or a valued client, your safety has always been, and remains, our number one priority. We train for these scenarios as part of our overall travel safety program and we activated a COVID-19 response immediately as the situation began to unfold. From the onset of the coronavirus, we have been kept informed of developments through the Public Health Agency and other agencies, such as the World Health Organization, around the world to ensure we are up to date on information and air travel.

In addition to receiving notices, our Nurse Case Managers in the office have taken the on-line course and subsequent additions from World Health Organization called "**Emerging respiratory viruses, including nCoV: methods for detection, prevention, response and control.**" As a specialized healthcare based company, we have always been **proactive** in planning and implementing changes to ensure the protection and safety of our staff, our clients and all travellers. Our experiences, as healthcare active providers during SARS, has reinforced the necessity of planning, screening and implementing appropriate measures to prevent contamination and spread of disease.

In **December 2018**, we added a specific cleaning kit to our crew medical bags to disinfect and sanitize their seating areas on *commercial airlines*, such as headrests, tray tables, armrests, seat belt buckles and more. Our flight medical crew members and teams attended an in-service on the new kits at that time.

Our Nurses, RTs and paramedics will also be completing a pre-screening and infection control form on each patient/client they will be transporting to another facility or country. On return from each International medical flight our staff will complete the same document for themselves and submit to our Nurse Case Managers.

If you have any questions, please contact Elaine or Gail anytime. I hope this gives you confidence in the actions we are taking on your behalf. We remain committed to providing our staff and clients safe travel.