

Island Confidential Associates Inc.
PO Box 1474 STN CENTRAL
Charlottetown, PE
C1A 7N1



March 16, 2020

COVID-19 Update from Island Confidential Associates Inc.

Thank you for your business and the opportunity to serve you. We wanted to personally share an update on our efforts to keep our operations up and running during the Coronavirus (COVID-19) pandemic.

Island Confidential Associates Inc. is closely monitoring the latest reports from the Government of Canada and the Province of Prince Edward Island. We have an appropriate business continuity plan in place that allows us to continue to serve our clients' needs with as little disruption as possible while keeping our staff safe during this unprecedented and evolving situation. These include provisions for members of our team to securely work remotely in the event of an office shutdown.

Under the direction of the provincial Chief Public Health Officer, Dr. Heather Morrison, the Province of Prince Edward Island has put several recommendations in place to ensure the health and safety of all Islanders. These measures are necessary to reduce the impact the virus may have on Prince Edward Island. We are taking a number of precautionary measures for the health and safety of our customers and team members which include:

- Encouraging clients to take advantage of our online video/audio conferencing system to facilitate electronic hearings from the safety of your office or home.
- No longer swearing witnesses on the bible, for the time being, to reduce unnecessary contact and to respect the two-meter distance between individuals as per recommendations. All witnesses will be affirmed.
- Deploying extension cords for microphones and additional equipment to allow a larger distance between our staff and all parties present in the room. We ask our clients to limit the number of people present for hearings where possible.
- Delivering and receiving all documents in electronic format and discouraging clients from dropping files to our office unless absolutely necessary. If it is necessary for documents to be delivered or received, we ask clients to call ahead to make arrangements for this to happen in a manner that is safe for your staff and ours.
- Augmenting cleaning procedures at our office and in doing so have provided our staff with additional sanitization products to regularly sanitize our equipment.
- Contacting clients with upcoming bookings to encourage the use of our online tools and waiving all cancellation fees that would have normally been charged due to last-minute cancellations.

While we do not anticipate any disruption in our phone and email communications at this time, our website will be the best source of up to date information about any changes to our operations. As new information becomes available, these policies may change without notice. Please visit <https://www.islandconfidential.ca/covid-19/> for updates from our office.

For the most up-to-date information on this fast-moving situation please visit the [Government of Canada](#) or [Province of Prince Edward Island](#) website.

On behalf of all of us at Island Confidential Associates Inc., thank you for your continued business.