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***IMPORTANT NOTICE***

**DATE : UPDATE April 6, 2020 -** March 24, 2020

**TO :** Lifesaving Society Affiliate, Certified and Client Members

**SUBJECT :** Coronavirus COVID-19

Closing of the Regroupement Loisir et Sport du Québec and access to its offices

The steady decrease in the Lifesaving Society’s day-to-day operations

Following the government’s announcement on Monday, Sunday, April 5, 2020, regarding the closure of all businesses that do not manufacture or provide essential services, the Regroupement Loisir et Sport du Québec (RLSQ) and the Lifesaving Society will follow the government's recommendations and will keep their **offices closed until May 4, 2020.**

The Lifesaving Society takes the COVID-19 crisis seriously and is also responding to the government’s demands by keeping staff out of its offices. on Tuesday, March 24, 2020. In doing so, the Lifesaving Society reiterates its commitment to ensuring the well-being and safety of all those involved in the pursuit of its mission. Here are the new measures put in place by the Lifesaving Society and the RSLQ to best serve their members.

The RSLQ and the Lifesaving Society offices will be closed until May 4. However:

* All Lifesaving Society staff will continue to be working from home and management will reassess the situation over the next week to make sure to respond only to priority issues and communicate with its members. Delays in response times are to be expected;
* The RLSQ will keep the incoming mail service open, but will no longer be sending out any mail. Lifesaving Society members will continue to be able to send in their exam sheets, course materials and payments;
* The Lifesaving Society will not place any order through the RLSQ mail service. The Lifesaving Society will continue to process incoming orders, but they will be forwarded to members only when the RSLQ resumes operations;
* The Lifesaving Society will continue to process and update all exam files, but no certificate or certificate copy will be mailed.
  + The Lifesaving Society encourages all of its members that are applying on lifeguard jobs and need their proof of competency, to log on to their Dashboard (as a temporary measure: take a screenshot of your file and show it to your potential employer);
  + The Lifesaving Society asks for the cooperation of employers in the process of hiring lifeguards. Proof of competency will be forwarded to certified members when the Lifesaving Society and RLSQ operations resume.
* It will be possible to contact the Lifesaving Society’s staff by email or by phone for any information, audit or training request. If you don’t have an employee’s contact information, the Lifesaving Society suggests that you e-mail alerte@sauvetage.qc.ca so that your message can be forwarded to the right person.

In these uncertain times, it is all the more important to be well informed in order to make informed decisions for the benefit of our organization and the public. For this reason, the Lifesaving Society is following government recommendations and has implemented work-from-home for all of its staff for their safety and well-being. We have established a plan to continue our operations until April 3 and are confident that our staff has all the resources necessary to continue operating.

Given that the COVID-19 situation changes from hour to hour, it is important to regularly consider the level of risk and to make quick decisions that take into account several factors with respect to the likely impacts. The Lifesaving Society remains in contact with government authorities and will keep you informed of any significant changes.

Cordially,

Raynald Hawkins

Director General

Lifesaving Society, Quebec Division

