

March 23, 2020

We here at FireWise have been watching the current events related to the COVID-19 pandemic roll out across the globe with deep concern. Individuals, communities and organizations are being forced to adjust to a very changed world. We are deeply saddened and offer our heartfelt sympathy to everyone who is impacted by the virus. We also want to say a heartfelt thank you to all of you who are on the frontlines battling this disease, ensuring that our communities can effectively respond and recover from this unprecedented situation.

Here is how FireWise is approaching this emergency.

The health and safety of our team, partners, customers and our communities are, as always, our first concern. We are following guidance from the Canadian Medical Officers of Health in terms of social distancing, self-isolation and reduced travel. That means that we will be working from home and eliminating site operations for the duration of this emergency. We are leveraging our robust communications and virtual meeting capacity so that we are available when and how you need us. For those projects that are currently underway, that means we will be in contact with you to discuss how we move forward together in a manner that is respectful of your needs and capacity, ensuring this important work gets done. FireWise has implemented its business continuity plans to ensure that our programs and systems are able to provide uninterrupted services reflecting a very high degree of reliability. We are well-positioned to continue operating our business, continue our online training programs, maintain our IT infrastructure and deliver the services you have come to depend on.

FireWise has always been a source of dependable information for fire, rescue and emergency management leaders and it will continue in that role. We are monitoring industry trends and activities and will be sharing materials we believe may be of interest and value to you. We are also able to share information and training materials on our FireWise Learning Academy, website and our FireWatch newsletter to help get critical information from you to others. Feel free to give us a call to learn how this might work.

FireWise is committed to working with you through this crisis so that we all emerge ready to continue to provide high-quality essential services to our communities. We understand that many of you will be challenged to meet all your administrative and operational needs due to the rigours of running your emergency management plans and responding to your community needs. Our entire team is standing ready to work with you in any way we can to ensure that we get through these challenging times together. We will continue to monitor this rapidly changing situation and communicate as appropriate.

We wish you, your staff and your families all of our best in safety and health.



education that **saves** lives