



LIFESAVING SOCIETY®

The Lifeguarding Experts

MEMORANDUM

Alberta and Northwest
Territories Branch

Date: March 17, 2020
To: Members and Affiliate Delivery Partners of the Lifesaving Society
From: Kelly Carter, Chief Executive Officer (CEO)
Subject: An update from the CEO

We are in unprecedented waters as the world deals with the Covid-19 pandemic. In Canada we are seeing restrictions on society as a whole and life as we know it is immensely different. As we face our new normal (at least for the time being) we recognize the impact of these restrictions on both our business and the daily life of Canadians.

We are thankful that our response to this pandemic is being led by world class experts and would like to take the time to thank all of those who are working to protect us such as public health policy makers, health care workers, and everyone who is working hard to provide us with essential services.

As we prepare for what lies ahead the Lifesaving Society has had to make a number of changes to the way we do business. I would like to provide all of our Affiliate Delivery Partners and Members with the following updates:

Certifications and Award Processing

At this time members may be concerned regarding the status of their awards and certifications. Some may have awards that are no longer going to be current in the near future and will be looking for a recertification. Due to the cancellation of aquatic programs across the province/territory and closure of aquatic centres I have authorized the extension of all Lifesaving Society certifications issued by the Alberta and Northwest Territories Branch for an additional 6 months. This will be in effect for all certifications that were issued after March 1, 2018. We have also inquired with the Government of Alberta regarding the impact on Standard First Aid certifications and will provide clarification regarding Standard First Aid certifications and recertifications in the coming weeks.

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Service and Support

Effective immediately the Lifesaving Society office in Edmonton will be closed to the general public and members. The Society will continue to receive deliveries and mail at this time.

The restrictions that have been put in place as a result of the Covid-19 pandemic will disrupt our business as a result will be significantly reducing our staffing level. As a result of this our service levels will change and phones will only be answered between 1-4pm Monday-Friday effective April 6, 2020.

All Lifesaving Society safety services that were scheduled in the next 3 months have been postponed to a later date. We will continue to work with those organizations that had activity booked in to reschedule when it is safe to do so.

The closure of the office and reduction of service levels will remain in effect until further notice.

Award Processing

Affiliate delivery partners are asked to submit any outstanding test sheets to the Society electronically by scanning them and sending to awards@lifesaving.org

Test sheets will continue to be processed as they are received. Certifications will be mailed as long as postal services are maintained. Members are reminded they can access their certifications by entering their Member Number on the Lifesaving Society website. Certifications that were extended will not appear as current under Find A Member but they will appear on the Members full transcript.

Courses and Events

Effective immediately all courses / programs / recertifications that were to be offered by the Lifesaving Society directly have been cancelled. We will look at rescheduling these courses at a later date.

The Alberta and Northwest Territories Pool Lifesaving Championships and Junior Lifeguard Games that was scheduled for April 3-5 in Lethbridge, Alberta has been cancelled for 2020.

On March 15, 2020, I placed a travel restriction on all branch supported activity which includes sending Team Alberta to the Canadian Lifeguard Emergency Response Championships, Safety Management Commission meetings, Canadian Pool Lifesaving Championships, and any other upcoming meetings/events. This travel restriction was implemented for the Health and Safety of our valued volunteers and staff.

Returning to Normality

The Lifesaving Society will be here as recreation facilities move to return to normality and restore recreation services in their community. We have extended certifications as a first step but will continue work closely with any affiliate delivery partner to support when the time comes to restore operations.