

## **Sage's Response to the COVID-19/Coronavirus Pandemic**

Sage has been actively monitoring developments related to the outbreak of the coronavirus, or COVID-19. As the situation evolved, we established a focused Pandemic Planning Committee, led by our Executive Director, to ensure that we are able to respond proactively, carefully, and quickly. The committee is meeting regularly to monitor developments, determine the best responses, and communicate frequently with our members, clients, participants, volunteers, partners, and stakeholders.

Right now, the risk is still relatively low in Edmonton. However, we know that seniors are at greater risk, and extra care is advisable at this time. We believe that the level of risk to seniors from this virus is high enough that we need to take steps to help keep the people we serve healthy and safe.

After careful consideration, Sage has decided to limit access to its building until further notice. Effective Monday, March 16, only people with existing appointments will have access to the building. All other programming is being postponed or considered for alternate forms of delivery.

### **Until further notice**

- The Sunshine Café is closed to the public.
- All Life Enrichment programming has been canceled.
  - If you have paid for programming and require a refund or would like use it as a credit toward future programming, please contact Rachel Tassone at 780-701-9016.
- Volunteer shifts have been cancelled.
  - If you have further questions or require support, please call or email Barb Carroll at 780-701-9014 or [bcarroll@mysage.ca](mailto:bcarroll@mysage.ca).
- The Income Tax Clinic has been closed.
  - We are hoping to re-open the clinic when the threat has passed, and will contact participants to reschedule appointments at that time.
  - Seniors can call 211 to see if there are other agencies that have the ability to complete their taxes now.
  - We are encouraging family and friends who might to help with tax preparation if they can. There is tax software available for download online.
  - We are working with the Government of Alberta and the Government of Canada to determine how the pandemic is impacting the administration of financial benefits, including taxes.
  - We have added a dedicated phone line for the Tax Clinic that will be updated every day: 780-809-9424. Because of limited resources at this time, we ask that you do not leave a message, but check it for updates.

Even though access to the building will be limited, Health Services and Social Work Services will remain available by appointment. The Seniors Safe House will also continue to operate as normal.

Please know that we are monitoring the situation closely and will respond as quickly as possible as things develop. This means that we will continue to make changes to our programs and services moving forward. We will update our website and information line (780-423-5510) daily.

### **Questions?**

For everyday health, safety, and preparedness steps you can take now in response to coronavirus concerns, please follow the advice as laid out by [Alberta Health Services](#). If you do have symptoms such as fever, cough, or shortness of breath and have travelled outside of Canada, or been exposed to someone who has COVID-19, stay home and call Health Link at 811.

For the latest and most up-to-date information on this coronavirus outbreak please visit the Center for Disease Control at <https://www.cdc.gov/>

For information on other seniors' programs and services in the greater Edmonton area, please call 211.

Did you know? The Senior Centre Without Walls offers a wide variety of social and health based programming over the phone. For more information, visit <http://www.edmontonsouthsidepcn.ca/classes-health-resources/seniors-centre-without-walls/>