



Community Care and Assisted Living Appeal Board

Fourth Floor, 747 Fort Street
Victoria BC V8W 3E9
Telephone: (250) 387-3464
Facsimile: (250) 356-9923

Mailing Address:
PO Box 9425 Stn Prov Govt
Victoria BC V8W 9V1

Website:
www.ccalab.gov.bc.ca
Email: ccalab@gov.bc.ca

Notice re: Coronavirus (COVID-19)

The Community Care and Assisted Living Appeal Board (the "Tribunal") is implementing a business continuity plan to ensure that we continue to deliver core services to the public, despite disruptions related to COVID-19. That said, with the increasing risks of infection and the potential for impacts to staff availability and the risk for disruption of services relied upon by the Tribunal, there may be a need for the Tribunal to focus on critical matters.

All those who wish to file an appeal with the Tribunal are encouraged to do so electronically by emailing the relevant documentation to the applicable email address: CCALAB@gov.bc.ca

All those with ongoing appeals are also encouraged to communicate with other parties and the Tribunal electronically, using email addresses already provided or, otherwise, to the email listed above.

Lastly, because of the possibility of decreased work capacity among the Tribunal's staff, all parties are encouraged to identify any issues of a pressing, time-sensitive nature. Staff may need to prioritize such matters if facing a decreased ability to manage appeals. Staff will review any matters so raised and will determine whether the issue needs to be addressed on a priority basis.

Please continue to monitor this website. In the event of service disruptions, an updated notice will be provided to advise of such. We will do our best to communicate the impacts of the spread of COVID-19 and our plans to address those challenges, to interested members of the public.

In advance, I wish to thank the public and our staff for their patience and flexibility as we deal with the risks associated with COVID-19. The Tribunal remains committed to providing its public service to the best of its ability in these potentially challenging circumstances.

Yours Truly,

A handwritten signature in cursive script that reads "Alison H. Narod". The signature is written in black ink on a white background.

Chair, Community Care and Assisted Living Appeal Board