



March 13, 2020

To everyone in our community,

With growing global concerns around COVID-19 (“coronavirus”), I wanted to provide an update on our response to date and our commitment to you moving forward.

At **Kidsopolis** we hold the health, safety and well-being of everyone in our community as a core value and a top priority. This includes all our visiting families, our employees and community partners. At this important time, we are following the lead of Canadian Public Health authorities and remain committed to providing a safe and secure play and learning environment for everyone visiting our location.

I would like to assure our community members that we are taking all appropriate measures to ensure our venue remains safe and secure at all times. Steps that we have already taken and continue to implement include the following:

1. Implemented plans and training protocol for all our staff on prevention and extra sanitizing routines.
2. Introduced enhanced cleaning and sanitizing protocols and schedules at our location, with particular focus on high traffic and high contact areas.
3. Ensuring hand sanitizers are always at hand and available to everyone at all times.

While the Public Health Agency of Canada has assessed the current public health risk associated with coronavirus as low, we continue to monitor for developments very closely and are fully committed to following the latest guidelines.

To protect yourself and others, we ask that anyone who is feeling unwell refrain from visiting us so that together we can ensure a safe and comfortable experience for everyone and to contain the spread of COVID-19.

Again, we continue to monitor this situation closely and will provide ongoing updates as needed via our newsletters, onsite, our social media and website; including addition of a Frequently Asked Question (FAQ) section on our website which will be added to our homepage shortly. We also encourage our guests to stay up-to-date through [Canada's Public Health](https://www.canada.ca/en/public-health) website for the latest guidance on the evolving situation.

Thank you and we look forward to welcoming you soon,

Adel S.

**Founder / Director of Operations
Kidsopolis**