



Dear colleagues, clients and friends,

On behalf of all of us at Castlemain Group, we would like to extend our warmest wishes to you, your family, and your community during these unprecedented times. The COVID-19 pandemic has affected all of us, and left many people reeling in the face of uncertainty, hardship, and in fear for their health. Health workers and support staff in communities, and across the country, are struggling to cope with the surge in cases, and are putting themselves at risk to help those affected by COVID-19. Our gratitude and appreciation goes out to all these health workers and support staff.

Relationships are at the heart of why we do what we do, and we are committed to continue our service to you through this period of uncertainty. Our primary focus is the health of our team members, our clients, and the wider communities we live in and serve. All our team members are working from home, and we have shut the office until it's appropriate to reopen. Our office phones are forwarded to our cell phones, so please continue to reach out and connect with us. We have also instituted a moratorium on travel and in-person meetings. We continue to follow and respect recommendations from the First Nations Health Authority, Canada, and the Province of BC, and will continue to do so until this pandemic has passed.

Fortunately, we are well prepared to work remotely, and our team is as enthusiastic and committed as ever to work with and for you. We appreciate your understanding and flexibility as we transition to all manner of digital communications and collaboration!

We are developing a free communications toolkit, which we look forward to sharing with you as soon as possible. We believe this toolkit will provide a measure of support, as you reach out to your community members in this time of crisis. We are also working on other innovative approaches to share experiences and best practices adopted by our clients in their communities. We are grateful for the opportunity to work with and for you, and we cherish the relationships we have with every one of our clients and their communities. We look forward to seeing you again in person (when this pandemic has passed), and we are optimistic we'll be able to bring our clients together again at our annual gathering in October.

Yours truly,

Neil Philcox
President

Rob McPhee
Managing Director

