
COVID-19 Press Release

To: All Members & Clients of Ladysmith & District Credit Union (LDCU), LCU Insurance Agencies (LCUI), and LDCU Financial Management (FML)

There is no higher priority for our Credit Union family than the health and safety of our employees, members, and the community as a whole. We are closely monitoring the evolving situation surrounding the Coronavirus (COVID-19) and continue to follow the guidance of the World Health Organization (WHO), the Canadian Public Health Association (CPHA), regional, provincial, and local authorities.

This guidance has directly informed and shaped our business continuity efforts and we want to be certain that you're aware of our plans. We are taking immediate preventative steps within our offices:

- Hand sanitizers, wipes, and tissues are provided and we ask that you use them
- We would like to keep a personal space between employee and client of ideally 6 feet, but no less than 3 feet
- If you are coughing, symptomatic, or feeling unwell, we ask that you not come into our premises. Please make use of our Contact Center, online, or mobile banking services.
- Use your own pen
- Staff have been asked to suspend any unnecessary travel and may be subject to a 14-day period of isolation on return
- If you have recently travelled, we ask that you not come into the branch for 14 days after your return
- Employees at highest risk will be given the option to work remotely from home
- We have cancelled employee attendance at all conferences
- We are strongly recommending that employees avoid large gatherings
- The use of the Board room for community meetings has been suspended until further notice and any meetings scheduled will need to be re-scheduled

For the future, depending on how the pandemic unfolds, we are making plans for creative ways to continue to provide services to our members in the event that face to face interactions are not possible. We will keep you informed if and when this occurs.

We all need to do our part in containing this virus. Ladysmith is a strong and vibrant community where we have supported each other for over 100 years. LDCU is choosing to be pro-active and err on the side of caution for everyone's health and safety.

John de Leeuw, CEO
Ladysmith & District Credit Union