



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) – Updated September 01, 2021

With the end of the public health emergency related to COVID-19, the Community Care and Assisted Living Appeal Board is pleased to work toward operations in the “new normal”. In this “new normal”, the Board recognizes the ongoing concerns related to COVID-19, and continues to operate in a way that encourages safety for its members, staff, and the public.

In particular, the Board:

- is operating at a reduced in-office capacity, and is working toward all staff being able to return to the office, with more remote work options available;
- is generally conducting appeals in writing or electronically using videoconferencing software (Microsoft Teams), where possible and appropriate; and
- commits to working with parties, members, and others to identify the safest ways of ensuring that any in-person oral hearings occur as fairly, quickly, efficiently, and transparently as possible.

The Board will continue to monitor public health recommendations and adjust its operations to best serve those involved in appeals, as well as the larger public. Those with questions or concerns about any specific appeal are encouraged to contact the Board’s Registrar at **(250) 387- 3464** or ccalab@gov.bc.ca.

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

Yours Truly,

A handwritten signature in cursive script that reads "Alison H. Narod".

Alison Narod
Chair, Community Care and Assisted Living Appeal Board