

Client Alert No. 1

Firm operations to continue as normal in light of COVID-19

Szabo & Company is committed to providing up-to-date information for our clients and would like to communicate an important message regarding the current state of firm operations.

As clients are a top priority for our firm and we are dedicated to continuing our high-level of client service, Szabo & Company will remain fully operational and all deadlines (new or existing) will continue to be handled as normal.

Reducing the Risk

As of today, our office is open to accept drop-offs, deliveries and mail. Relying on the best practices and advice provided by Alberta Health Services and focusing on the health and safety of our clients and our team, we are no longer facilitating face-to-face meetings. We have also enabled the ability of each member of our team to work remotely.

With new health measures like social distancing and enhanced hygiene etiquette, we have changed some of what we do at the office. The new measures include:

1. The inside doors of our front entry vestibule are now locked. Visitors (couriers, letter carrier, etc.) are asked to ring a newly installed doorbell downstairs and one of the lawyers or staff will meet you at the door to either accept the package or let the visitor in;
2. We are discouraging in office meetings and have instead enabled our technology to permit video and audio conferencing which you will be able to easily access from your computer or smart phone;
3. Our office cleaners are using enhanced virus cleaning methods to disinfect the office as much as possible each day;
4. We have enabled cleaning protocols during the day in the office to enhance our disinfecting routine;
5. We will actively use Adobe Sign to electronically sign documents;
6. We have developed a Safe Meeting Protocol that will enable us to arrange for live signing of documents requiring live signatures and witnesses (wills, real estate matters, etc.).

Managing the Business

We are also maintaining efficient and sustainable contingency plans that will assist us in the event of any possible Government-mandated closure or shutdown. With various arrangements now in place for our professionals and staff to work remotely, our commitment to ensuring everyone's health and safety during this time remains an important priority.

Our team continues to be working and available to service our clients. Please continue to email us or call with any questions you have or as you may require assistance. Our phone system is linked to our email system, so voicemail messages are received by us via email. Also, our phone system permits us to answer our office lines directly from our mobile phones when we are not in the office. We will be doing our best to respond to your issues or concerns as quickly as possible.

In my 35 years of practising law, I've seen our city, province and country persevere through some very difficult times. We've weathered a one in 100-year flood, catastrophic wildfires, and more than our share of financial challenges. But the effects of the current pandemic are unlike anything I've dealt with in my lifetime or career.

We all understand that anxiety is high. Evolving circumstances and new government announcements create uncertainty and concern about lives, livelihoods and businesses.

We will strive to continue to provide uninterrupted service to our clients. We will continue to monitor official sources and resources and take whatever measures and precautions are necessary to protect the health of our team and our clients and our loved ones. Changes will be communicated via email or on our web site.

If you have any questions about this message, please contact us by email at info@szaboco.com or telephone (403.229.1111).

As this email was intended primarily for client communication, please refrain from replying to this message with any instructions. For instructions or questions related to your files, please email or telephone a lawyer or staff member directly.

Thank you,

A handwritten signature in blue ink, appearing to read 'Arthur M. Szabo', with a stylized flourish at the end.

Arthur M. Szabo, Q.C.
Principal



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