

March 20, 2019

### **Olds RCMP Detachment Response to COVID-19**

Olds, Alberta. The Olds RCMP have implemented measures to help protect community members and RCMP employees during the COVID-19 pandemic response. Front counter services at the detachment, like all others in the province, have been modified:

- Only essential services are being provided at this time.
- In order to prioritize services and reduce unnecessary personal contact, the public is asked to call the detachment administration lines during business hours - (403) 556-3324.
- If assistance can be provided over the phone, an employee or officer will do so.
- If your request requires personal contact with an officer, an employee will make arrangements to bring you into the detachment.
- For the safety of all, the public may be asked to wear a mask while in the detachment.
- If you need officer assistance, and believe you may be ill, please provide this information during the call so that the officers can be prepared ahead of time.
- Don't be alarmed if you see employees or officers wearing extra protection, such as gloves and masks.
- Only fingerprinting and criminal record checks that are time sensitive for critical employment are being processed at this time. Non-urgent fingerprinting and criminal record checks will be available at a later time.
- If you need to report a crime at any time, please call the Complaint Line at (403) 556-3323. If your matter is an emergency, call 911.

As it is important to keep the RCMP employees healthy in order to keep the community safe, the Olds RCMP has also implemented measures to protect employees:

- The RCMP is following all AHS guidelines for employees returning from travel or who are experiencing symptoms.
- Employees who have compromised immune systems or other underlying health issues are receiving additional care.
- Personal protection supplies are being procured so that all staff have the necessary equipment available.
- Additional protocols have been put in place for safe prisoner handling practices.
- There are mandatory protocols for regular cleaning and disinfecting of workstations and police cars.
- RCMP officers and employees are following social distancing practices in the workplace.

Where possible, officers will be attempting to handle non-urgent complaints by phone or e-mail. However, response to priority situations is unchanged and everyone can be assured that the RCMP is still responding to all calls and protecting the public.

Media Contact:

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