

## Why your transaction is safe with us:



All of our data and our practice management tools are in the cloud so we can access any time, anywhere. We've been working remotely for years. We're ready if the entire firm was forced to work from home tomorrow because we were already doing that before any of this began. However, if law offices do start getting closed due to quarantine I assure you ours will be the last one standing. We have four locations each of which is a perfect yet independently operating copy of the other. If one office were to become quarantined, there are three others to see all the clients and close all the transactions. We have four lives where most firms only have one. There may be challenging days ahead but I assure you we will be open and closing deals at every single one of them.

## What we do to protect you:

The good news is at this point most of what the whole province is doing is a dress rehearsal. However if the number of COVID cases continues to rise at some point the measures below will no longer be a theoretical precaution and as such we are taking them very seriously now. Our goal is simple, nobody gets sick, every transaction closes smoothly.

If we could sign remotely we would, but Alberta law still requires us to physically meet with clients to sign closing documents. There is no way around that (yet). As such we are treating our signing appointments like surgery and our signing room like an operating theater very literally. We've taken the World Health Organization's surgery guide and turned it into our operating procedure for signing appointments.

- ✓ Our Lawyers scrub before each appointment
- ✓ We have n95 masks that our Lawyers will wear during each appointment
- ✓ All tables, chairs, pens, doorknobs and light switches sterilized after every appointment
- ✓ Table, chairs and pens re-sterilized when new clients arrive so they can see it done
- ✓ UV/HEPA air filters in every signing room

## What Ryan MacKay will do for quarantined clients:

As Lawyers one thing we are taught is never to turn a client away just because their case is unpopular. We will be pre-screening all clients for a history of travel in the last 14 days, and/or symptoms of COVID-19. All healthy clients will be seen at our regular offices by our regular Lawyers. I will see clients that are sick, whether with COVID or otherwise, at an offsite location. Clients must be mobile, I will not see them in their homes. To be clear I will be following a procedure which makes any viral transmission 100% impossible, but will still self isolate for 14 days after each signing and will not physically meet with anyone on my team nor visit any of our locations during self-isolation.

Whether you want to deliver a baby or sign your real estate transaction (or both!) every one of our offices is safe, secure and ready to help.