



## PGT's Response to Mitigate the Risk of COVID-19:

### PGT Walk-In Service Closed Until Further Notice Many Employees Working Remotely

To help limit the spread of COVID-19 and protect the health and safety of our clients, staff, and our community, the PGT will temporarily close walk-in service at all PGT locations in Vancouver, Victoria, Kelowna and Burnaby as of **March 23, 2020**.

This change will be in place until further notice.

The PGT will continue to serve clients by telephone and email, Monday to Friday from 8:30 a.m. until 4:30 p.m. Most PGT employees will be working remotely and doing their best to respond as quickly as possible to client needs.

We are following the advice of the BC Provincial Health Officer and the Ministry of Health. Should the Government of British Columbia mandate that only essential services be delivered, the PGT will implement the Business Continuity Plan which would limit services and operations to those that are deemed essential.

Right now, all PGT services are continuing as usual and remain available by telephone and email, Monday to Friday from 8:30 a.m. until 4:30 p.m. You may experience wait times when you contact our switchboard or when you contact staff directly. Please be patient – we will get back to you as soon as possible.

Our main switchboard line is 604.660.4444. Our website is [www.trustee.bc.ca](http://www.trustee.bc.ca).

Thank you for your patience and understanding.