

March 26, 2020

Dear Council Members,

I hope this finds you safe and well during the uncertainties that we are all experiencing with the COVID-19 Pandemic at the forefront of our everyday lives.

It is times like these, when we must rely on the goodness of humanity and it brings to mind; people like yourselves, leaders of the community, who have made solid commitments to ensure the safety and well-being for all. We need you more than ever now and we thank you for your unwavering support that enables STARS to be available for the next patient who needs us.

It may appear that the world has come to a stand-still . . . but life still goes on. During such stressful times, critical illnesses like heart attack or stroke occur every day, motor vehicle collisions, and those who may have lost their way (search & rescue) are still happening. STARS remains mission-ready to answer these calls for help. Please remember, this is not the first time that we have faced this type of situation i.e. HIV, SARS, H1N1 and now COVID-19. Be assured, our air medical crews routinely care for patients who may be afflicted with a range of communicable diseases. STARS have protocols and training in place to ensure that we can safely manage these illnesses, including COVID-19.

We commend the dedicated men and women within emergency protective services who continue to put our lives, ahead of their own and STARS is honored to work alongside them every day. Even behind the scenes, medical supply companies contacted us in advance, to ensure that safety and medical supplies would be readily available. Just another way that emphasizes how it takes a community to save a life.

Most councils have closed offices and cancelled their meetings until further notice. We have done the same and apart from medical crews at the bases, all support staff are working from home. I look forward to future opportunities when we can re-connect, and I can visit your councils again. In the meantime, I will continue to keep you updated through e-mail. I am also available directly on cell at (780) 512-6205 if you have any questions.

Thank you for being there for STARS. Together, we will persevere and realize a better tomorrow.



Glenda Farnden  
Senior Municipal Relations Liaison  
STARS Foundation