

Business Consulting & Planning 250 763 4199...phone
Financial Statements 250 763 4118...fax
Accounting www.jkirbyco.com...web
Tax Planning 1090 Nechako Court
& Preparation Kelowna BC V1V 2N9

May 22, 2020

Good day:



Rosemarie and I would like to assure you and provide you with an update about the steps being taken by our firm in regard to COVID-19 in light of the current federal and provincial health authorities' and WorkSafeBC advice and business operating requirements to help limit the risk of transmission, protect clients and their families, as well as to ensure the health and safety of each of us and our families. At the same time, we are committed to ensuring that the delivery of all of our services for our clients remains a top priority.

In this regard, our office continues to be fully operational during our usual business hours. Normal business hours between now and the end of June are 9:00 a.m. to 5 p.m. Monday to Friday, not including statutory holidays. For July to December our normal business are 9:00 a.m. to 5 p.m. Monday to Thursday, not including statutory holidays.

To assist you with keeping up to date with the ever-changing federal and BC government financial supports and tax measures related to COVID-19, here is a link to the CPA BC webpage which contains many helpful links to the most current information:

<https://www.bccpa.ca/news-events-publications/news/covid-19-updates-and-resources-for-cpas/government-and-tax-programs/>

While we are remaining open and operational at this time we are requesting that all clients who are able, to deliver their tax and other documents to us electronically via email, fax, or some other means. In turn we will return the completed documents to you electronically via the same method you used to send them to us. Of course, the usual paper copy of your completed documents will be available to you should you request it.

There are several methods available for you to send the documents to us electronically:

- You can email the documents as attachments via the secured encrypted email service we subscribe to as PDF format documents and/or as readable clear digital photographs (jpegs). If you would like to send your tax documents using this secure encrypted email service, please call or email Rosemarie so that she can respond to you with information about how to use the service. Her email address is rosemarie@jkirbyco.com.

As a reminder, please ensure you type the “j” in front of the “kirbyco”. If the “j” is missed the email does not come to us. ;

- You can email the documents as attachments via (unsecured) email by emailing the tax information as PDF format documents and/or readable clear digital photographs (jpegs). If you are emailing us your tax documents via your usual method of sending an email, please send them to Rosemarie. Her email address is rosemarie@jkirbyco.com . As a reminder, please ensure you type the “j” in front of the “kirbyco”. If the “j” is missed the email does not come to us.; or
- Fax your documents to us. Our fax number is 250-763-4118.

If you are unable to send your documents to us electronically or if it is not feasible due to the nature of your documents, you are still welcome to drop the documents off during regular business hours. Please do call us ahead of time so that we can ensure that there are not already other clients scheduled to drop off/pick up at the same time as we do have a process in place at the door to maintain social distancing.

We are continuing to conduct all meetings with clients by telephone or online video connection where appropriate. Any in-person meetings with clients or others will need to be screened prior to the meeting and will only be available in specific circumstances.

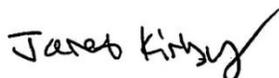
To limit the spread of infection, all clients, and visitors to our office are asked to personally not attend our offices if they are exhibiting any cold or flu-like symptoms. Even if symptoms are not being experienced by clients, if a meeting in person is required, we strongly encourage a strong hygienic approach as advised by the requisite health authorities, which we will confirm through appropriate question screening.

Please know, that since the risk associated with the coronavirus emerged, we have reinforced our own hygiene protocols including increased daily office sanitizing and more frequent hand-washing.

This is an exceptional and ever developing situation. We continue to monitor updates from health and other authorities and will keep clients informed if our procedures need to change.

If you have any questions, please do not hesitate to contact us directly. Thank you in advance for your understanding and patience.

Yours truly,



Janet Kirby, MACS, BAccS, CPA, CGA
J. Kirby & Company Inc.
janet@jkirbyco.com