



# Notice of Office Closure - COVID-19 Response

Like all organizations in BC and Canada, we are thinking about the best approach to take for short-term and long-term plans during these unprecedented times. Recently, the federal and provincial governments announced tighter measures to protect Canadians against the spread of COVID-19 and we believe further measures are still to come. One of the key messages from government and health officials is for Canadians to act now, and to act fast to “flatten the curve” of the spread of the virus. To do our part in support of governments’ efforts to protect all Canadians by encouraging social distancing, the VSA has decided to close its office and its operations for two weeks.

**We will be ceasing operations beginning Wednesday March 18 and re-opening operations on April 1, 2020.**

We understand how our ceasing operations may affect your businesses and our current licensees. To minimize that impact, please be advised of the following:

## **Renewals**

If your dealer registration or licence is up for renewal before April 1, the dealer registration or salesperson, wholesaler, broker-agent or broker-agent representative licence is being extended an additional two weeks. We will be in contact with you once your renewal application has been processed. Our online salesperson renewal process will remain open and salespersons are encouraged to renew online. There will be no financial savings on waiting to renew or due to the two-week delay.

## **New Applications**

All persons who have recently applied for a licence or dealer registration will have their applications delayed by two weeks. We will prioritize applications in the order that they are received. To ensure quick processing, make sure your applications are complete. Incomplete applications will not be processed until they are complete.

## **Deadlines to submit records or submissions**

If you are under a deadline to submit records or submissions as part of an investigation or a hearing process, those deadlines are extended by two weeks. If you are unsure of the exact new date a record or submission is due, contact us after April 1.

## **Off-site Permits**

With health officials requiring that gatherings be less than 50 people, the VSA will temporarily suspend issuing off-site permits. We will notify the industry when we will again issue off-site permits.

## **Students enrolled in the Salesperson Certification Course**

Students currently enrolled in the salesperson certification course, or an upcoming session, will receive a separate communication from the VSA Learning Department.

Over the next 2 weeks, VSA leadership will monitor the COVID-19 recommendations from government and health officials and devise staffing and operational plans aligned to those recommendations. In the meantime, we are asking our staff to stay close to home, enabling the VSA to contribute to the provincial and national efforts to flatten the spread of this virus.

Thank you for your cooperation.