



LIFESAVING SOCIETY®
SOCIÉTÉ DE SAUVETAGE
The Lifeguarding Experts
Les experts en surveillance aquatique

March 13, 2023

Notice of Increased Processing time for Lifeguard Shop Orders

This notice is to inform Lifesaving Society Manitoba affiliates and the general public of the increased processing time for orders placed on our online store, Lifeguard Shop.

As an organization, we want to ensure that we are providing the best service possible to our affiliates, and part of that requires communication regarding any changes to our services. Effective December 31, 2022, the Red Cross has ceased providing aquatic education or aquatic leadership training, which resulted in all Red Cross Training Partners and Facilities in Canada to transition to the Lifesaving Society in their respective provinces. The rapid growth in our affiliate numbers and increased demand in product and services, coupled with the affects of the COVID-19 Pandemic on paper supply and general supply chain issues, has strained our supplier's ability to produce the educational materials required. To meet the needs of all Lifesaving Society branches in Canada, our supplier has requested that each branch place orders for a minimum of 6-8 weeks in advance of when the item(s) are needed.

Going forward, the fulfillment period for **educational materials** (instructor kits, manuals, etc), purchased on Lifeguard Shop or through Lifesaving Society Manitoba **will be temporarily extended to 15-20 business days to fulfill**, from 3-5 business days. Any further delays will be communicated to the customer as soon as possible. As we enter Summer, we ask that you take into consideration the new order processing time when purchasing your educational materials.

We understand that this is a significant change. Our goal is that this change is only temporary, and we are working to resolve the increased processing time.

If you have any questions, please contact us at info@lifesaving.mb.ca or (204) 956-2124.

Thank you for your understanding,

Stacey Grocholski
Executive Director

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