



## How we are addressing COVID-19

Our role as a healthcare leader in our communities is always our number one priority. As a critical partner to your business, we understand the importance of our ability to serve our clients amidst this global health event. Rest assured, as we continue to adjust our business practices your clients' needs are our priority focus.

Like all of you, we've been continuously monitoring the evolving global impact of COVID-19 and are in regular communication with federal and provincial health authorities. We all have a role to play in protecting public health.

### Here is what we've done to ensure that we are prepared:

- Our business continuity committee is meeting daily, making decisions and adapting quickly to all changes as they arise
- We have enabled work from home for as many staff as possible and now a significant portion of our employees are working remotely
- We have eliminated all business travel for employees, including between offices, and have instituted a 14 day self-isolation period for all returning travellers
- To support social distancing, we have cancelled all events of more than 25 people and eliminated attendance at conferences and other external events
- We are actively providing real time updates to our employees as things change and evolve
- We have increased cleaning and restricted access in all our office locations and sent as many employees home as we can

As we focus our efforts on helping your members during this evolving time, we are continually reviewing our practices to make sure our resources are focused where they can have the most impact on member health. That may result in short term impacts on the plan and member experience. Please be assured that these decisions are being made thoughtfully to help ensure maximum positive impact for your members.

There is much about this situation that we cannot control, but we all must focus on where we can make an impact. By following best practices and the advice of healthcare professionals we are committed to improving the wellbeing of Canadians. As your trusted healthcare partner our teams are prepared to support our communities during this important time. We're ready and committed to respond to your needs.

Take care of yourself and others,  
Bernard Lord  
CEO Medavie