



COVID-19 Contingency Planning Update

Dynacare is committed and prepared to continue service to clients during pandemic events such as COVID-19. We take the situation seriously and have implemented measures to prevent illness and continue operations during this serious situation.

Update 2020-MAR-18

- Demand for Dynacare services is changing. We are adjusting staffing and processes to support this changing demand.
- Specimen collections are being adjusted. In non-critical areas collections are decreasing. In critical areas collections are being maintained or increased. We are working with impacted customers to coordinate these changes directly.
- Dynacare staffing is being closely monitored and tracked at the employee level. At this time we have no shortages and are prepared to re-deploy staff as needed to support critical operations.
- Social distancing is being strictly enforced for all Dynacare staff. Where possible, work from home in place. Where staff are needed to work in person, distancing between employees and increased facility disinfection has been strictly implemented.
- Screening practices are evolving to ensure they are appropriate to the current COVID-19 situation in each region.

The following measures and plans are in place and will evolve as the global COVID-19 outbreak evolves.

Monitoring

Dynacare is fortunate to have the medical and health and safety expertise to understand, monitor and respond to infectious disease outbreaks. The following staff are closely monitoring the global, national, provincial and local situation:

- Chief Scientific Officer and Vice President of Clinical Development and Quality Assurance
- Scientific Director, Microbiology
- Director, Health and Safety & Wellness
- Employee Wellness and Safety Manager
- Director, Quality Assurance

Prevention and Containment

As soon as COVID-19 was identified as a Pandemic risk, Dynacare implemented preventative measures including:

- Screening of patients, clients, donors, visitors and all others that come into contact with our staff. Our screening planning has and will continue to evolve as the situation develops.
- Comprehensive protocols and training for staff on what to do if screening identifies risks to others in our facility.
- Increased disinfection at all Dynacare facilities.
- Refresher training on proper hygiene protocols (such as handwashing).
- Providing appropriate personal protective equipment to staff and visitors to our facility if they are unwell.
- Reinforcing our policy that if employees are feeling unwell they are to stay home.
- When the first outbreak was reported in China, we immediately implemented a program to isolate employees who travelled, requiring that they self-isolate for 14 days before returning to work.

Contingency Planning

Dynacare has a comprehensive Pandemic Plan in place.

A top priority is ensuring that our supply chain is not interrupted. We are acting to increase our inventory supply levels. We will continue to monitor the situation with our vendors and third-party partners, identifying risks to our business and developing contingency plans as needed.

Our Disaster Planning team is establishing additional contingency plans specific to COVID-19. As the global COVID-19 outbreak evolves, our own contingency plans will be updated to reflect and address these evolving risks.

If you have any questions about Pandemic Planning at Dynacare please contact QualityAssurance@Dynacare.ca.