



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-MAY-14

- Dynacare specimen collection and laboratory services are considered essential services and will continue to operate through this pandemic.
- 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 and where demand is lower, collection center hours are decreased. 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 are able to support all essential and critical operations.
- Screening and customer management 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

Early in the COVID-19 pandemic outbreak, Dynacare implemented preventative measures including:

- Screening of customers, clients, donors, visitors and all others that come into contact with our staff. Our screening has and will continue to evolve as the situation develops.
- Comprehensive protocols and training for staff on what to do and how to provide service if screening identifies higher risks to others in our facility.
- Where staff work in person, distancing between employees and the public is maintained or personal protective equipment (PPE) is used.
- 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.
- Establishing facility protocols and signage including but not limited to capacity limits, physical distancing, hand hygiene and use of common equipment and spaces.
- Reinforcing our policy that if employees are sick they are to stay home.
- Requiring that employees self-monitor and/or self-isolate if they are at risk of being infectious.

Contingency Planning

Dynacare has a comprehensive Pandemic Plan in place.

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

As the global COVID-19 outbreak evolves, our own contingency plans will be updated to reflect and address evolving risks. Dynacare will continue to provide essential healthcare services and will take a measured approach to restore services that have been reduced or limited during this pandemic.

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