

December 22, 2020

To our valued clients,

We continue to closely monitor the developments of COVID-19 as cases rise across the country, particularly in regions that are "Locked Down", or identified as "Red Zones" or "Hotspots". As you may be aware, provincial governments are increasingly tightening regulations surrounding gatherings and other restrictions.

Please know that we at Dynacare Insurance Solutions are constantly reviewing our processes as the Covid-19 situation evolves. We are taking additional measures in order to ensure that our **Paramedical Exam business can continue safely**, with all existing case appointments **proceeding as scheduled**. Please note that our processes may differ from province to province to adhere to provincial legislation and guidelines.

Taking Additional Health and Safety Measures

To continue business safely we are taking additional health and safety precautions to protect applicants, clients, and our health care professionals.

- All applicants will be **screened prior to scheduling, and again, prior to beginning their exam**. Failure to pass the screening will result in cancellation of the exam and rescheduling of the appointment.
- Our Health Professionals are equipped with **PPE (Personal Protective Equipment)**, including a mask, face shield or goggles, gloves, and sanitizer.
- All applicants are required to **wear their own mask** to their exam. In **Red Zone regions**, the health professional **will provide the applicant with a medical mask** to change into before the exam takes place. Masks must be worn with mouth and nose fully covered for the duration of the appointment.

COVID-19 Applicant Preparation Guides have been developed to prepare applicants for their paramedical exam appointment.

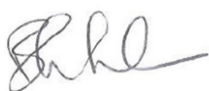
[Download Fixed Facility Exam Guide](#)
[Download Mobile Collection Exam Guide](#)

Stay Informed

We will continue to monitor paramedical exam orders across all regions. In order to conduct paramedical exams in as timely a manner as possible, Dynacare may implement Fixed Facility locations in specific regions as required. Please note we are not currently accepting prebooked appointment requests. To get the latest updates on Fixed Facility locations, and for up-to-date information surrounding red zone regions by province, [click here](#).

On behalf of all of us at Dynacare Insurance Solutions, we thank you for your continued partnership and support. Should you have other questions or concerns, please contact your Account Manager.

Sincerely,



Brendon Lalonde
Vice President, Business Development,
Client Services, and Solutions



Dr. Jenisa Naidoo
Vice President, Clinical Development and Quality
Assurance and Chief Scientific Officer