

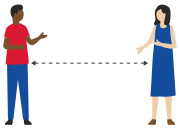
# Your health and safety is our top priority

As an essential service with over 50 years of experience in keeping you safe, we are proud to do our part in the fight against COVID-19.

To protect the health of our employees and customers, we've developed a COVID-19 Safety Plan including:



**Proactively screening all customers:** Before entering the waiting room, all customers will be asked to answer a series of questions related to COVID-19. We are also working to limit the number of customers in the waiting room at one time.



**Social distancing at our Patient Service Centres:** We are asking all customers and employees to maintain 2 metres of distance at all times. We are also limiting the number of family members or caregivers allowed inside the location with the customer who has an appointment. Please look for the dots on the floor to help you with maintaining physical distancing.



**Customer masking requirements:** Face masks are mandatory at all of our locations. Please notify our staff if you are unable to wear a mask so that we can appropriately accommodate your service.



**Supporting vulnerable populations and the immunocompromised:** We are taking several proactive actions to ensure customer safety and well-being by isolating these customers and expediting service.



**Using virtual appointment booking tools:** If you're visiting any of our locations, we strongly encourage you to use our Appointment Booking or virtual check-in app - Save My Spot - so that you can limit your time at our locations in the global effort to practice social distancing.



**Plexiglass barriers at reception:** We have installed plexiglass barriers at the reception desks to protect our employees and customers during face to face interactions.



**Employees are wearing personal protection equipment:** Following advice and recommendations from the Public Health Agency of Canada (PHAC), our customer serving employees will continue to wear personal protective equipment for droplet precautions, which includes eye protection, masks, gloves and gowns.



**Hand hygiene is important:** We are asking all patients to sanitize their hands upon arriving to prevent the transmission of COVID-19 by contact. Our employees also change their gloves and sanitize their hands for every customer and when they change activities.



**Following enhanced cleaning and decontamination measures:** All of our collection sites have implemented enhanced decontamination practices, including regular cleaning of high touch surfaces, and decontaminating shared equipment and spaces after each patient. As a part of routine operations, all LifeLabs employees are trained in infection control and containment.



**Decontaminating our courier transport bags:** We are taking extra precautions to try to “break the chain” of the virus in all ways possible. Cleaning the bags in addition to practicing regular and frequent hand hygiene can help to protect our staff that are handling transport bags, as well as our clients who have transport bags regularly at their sites.



**Supporting virtual consultations from health care providers:** Many health care providers are offering virtual consultations through video and phone. As a trusted health care partner, LifeLabs offers a variety of solutions that support required medical testing stemming from virtual consultations.



**Promoting the safety precautions recommended by the Public Health Agency of Canada**



Wash your hands



Avoid touching your face



Stay home as much as possible

More information is available at [www.lifelabs.com/covid19](http://www.lifelabs.com/covid19)