



Connecting you to your health

2017/2018 Community Report

INNOVATING FOR HEALTHIER LIVES

LifeLabs is Canada's leading provider of laboratory diagnostic information and digital health connectivity systems, enabling patients and health care practitioners to efficiently diagnose, treat, monitor and prevent disease. We support 20 million annual patient visits, and our 5,700 talented and dedicated employees conduct over 100 million laboratory tests using cutting-edge technologies. LifeLabs is Canada's first commercial genetics lab as well as the country's largest online patient portal, which allows more than 2.5 million Canadians to receive their results online each year. Our commitment to innovation has helped millions of Canadians live longer, healthier lives.

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LETTER FROM THE CEO



At LifeLabs, we take great pride in improving the health outcomes of Canadians. Through innovative technology and groundbreaking science, we work to continually improve the health care experience of the 79,000 patients we serve each day. Whether it's launching a new genetic test to make sure you're taking the right medication, conveniently delivering your test results online, or developing the next generation of health services, we are focused on empowering Canadians in their health journey.

As the new CEO of LifeLabs, I am honoured to join a team of highly skilled professionals who are truly passionate about providing exceptional patient care. As you will read in this year's community report, we have advanced health care for Canadians while supporting our communities. Our stories capture our commitment to advancing convenient, patient-centred care through innovative digital health solutions and our constant drive to introduce the very latest diagnostic solutions for Canadians.

Part of building a healthier Canada means encouraging healthier communities through partnerships and nurtured relationships with local organizations and giving back to the people we are privileged to serve. These connections enrich the lives of our patients and the communities they live in, helping us support health outcomes from a holistic perspective. Personally, I am passionate about giving back, and am proud to be part of a team where driving positive health, social, economic, and environmental outcomes where we live and work is fundamental to the culture.

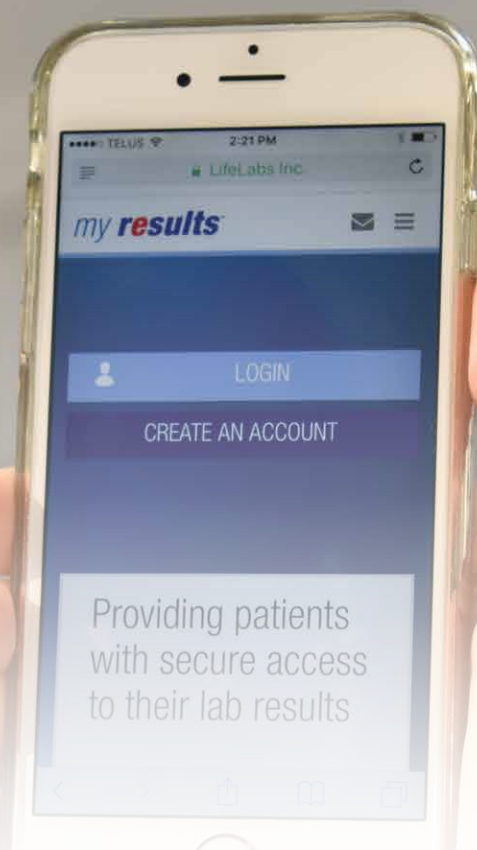
The accomplishments highlighted in this report would not be possible without the hard work of our professionally trained staff, from lab technicians to phlebotomists, to couriers, physicians and customer care call-centre representatives, as well as our corporate staff. I look forward to working with the team and our partners to create innovative services and technology that will have a profound impact on the lives of our patients. With that, I hope you enjoy reading this report on our work this year.

Sincerely,

Charles Brown

President and CEO

IMPROVING PATIENT CARE THROUGH DIGITAL HEALTH



2.5 million
users access results online

Accelerating the future in digital health care

Excelleris Technologies, a subsidiary of LifeLabs, is a pioneer in digital-health innovation and a Canada Health Infoway award winner that designs e-health solutions for 21st-century patient care. Our secure patient web portals, *my results* in Ontario and *my ehealth* in BC, provide more than 2.5 million Canadians fast, easy online access to their lab results, empowering patients to take an active role in managing their own health.

Excelleris also delivers e-health solutions to the broader health system. Since 2016, Excelleris has been working with Velante, an organization established by the New Brunswick Medical Society (NBMS), to support the adoption of electronic medical records throughout the province's health care system. Together, we provide an e-health solution for a common challenge in health care – moving to paperless records. Before partnering with Excelleris, patient test results were available in a provincial repository that was not accessible to community physicians,

requiring results to be sent to their offices via traditional mail or fax. Excelleris' broad experience integrating clinical systems offers NBMS a proven, reliable solution to this problem. Today, physicians have immediate and easy access to diagnostic lab tests through a fully-automated system.

20,000 health care providers receive results electronically via Excelleris

"At Excelleris, we're constantly asking ourselves how we can use technology to address roadblocks to modernizing health care and improve outcomes from our patients," says Stephan Mueller, Director, Information Technology. "Looking into the future, we are poised and excited about helping even more Canadians achieve optimal health outcomes."

Convenient care when you need it

Since 2010, LifeLabs has been the only medical lab in Ontario and BC to offer online appointment booking and secure, online access to lab results for patients. Scheduling an appointment in advance provides patients with an option to pre-plan their trip to a lab and dramatically reduces time spent in the waiting room. Each year, over 1.6 million appointments are booked online through LifeLabs' website.

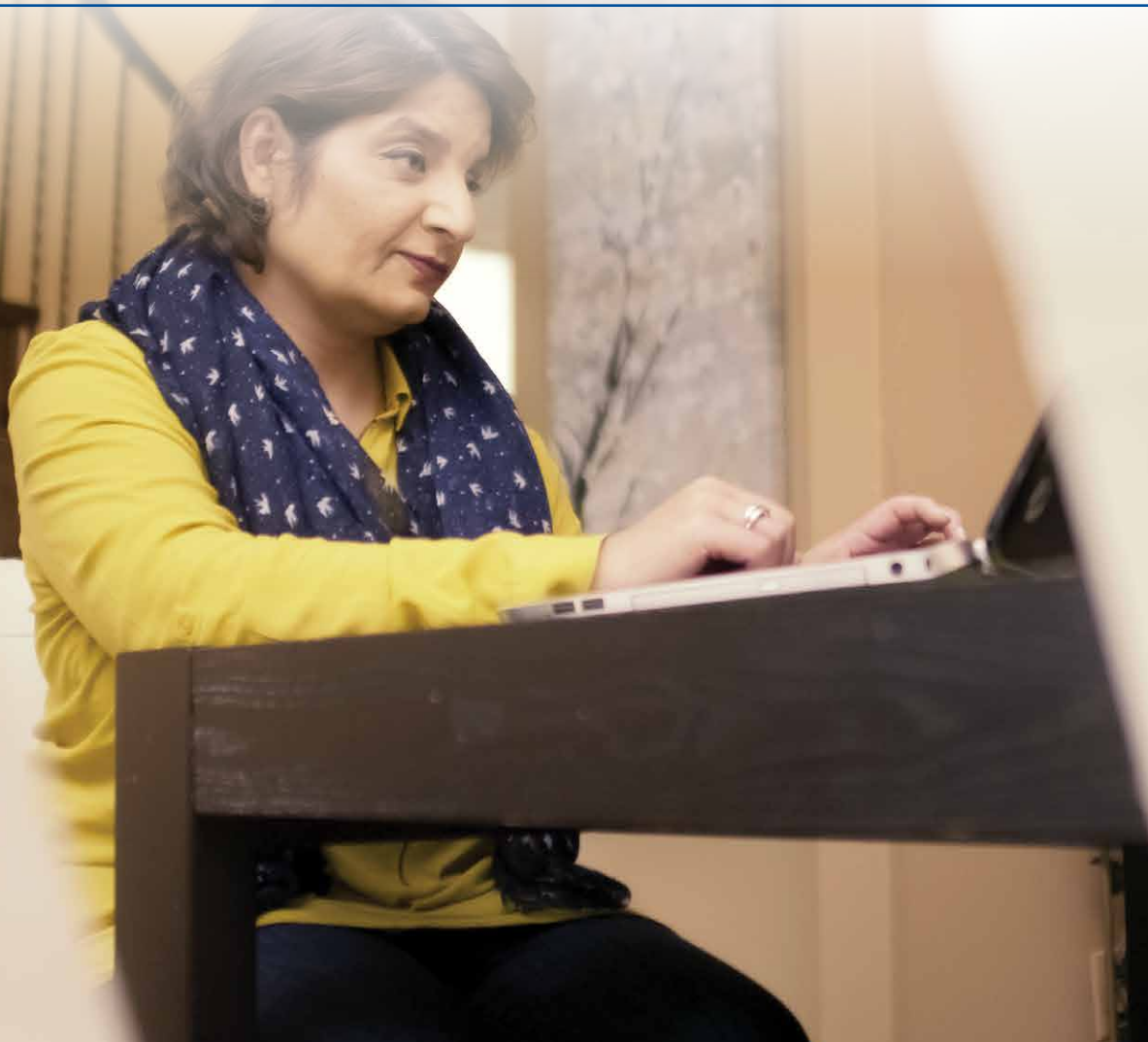
"I use the online appointment booking service regularly for myself, and it makes it extremely easy to make an appointment – change or cancel, too!" says Maria, a LifeLabs patient. "I can also schedule time for my 94-year-old mother so that she doesn't have to sit for too long in the waiting room. I've found that

booking online is faster than making a telephone call and much easier because the site saves your information."

In addition to patient convenience, the service also allows our employees to prepare for specialized services that require additional time or preparation. This process helps to streamline each visit and reduces wait times for other patients.

1.6 million
appointments booked online

Did you know that the people that brought you appointment booking and *my results* and *my ehealth* are also connecting systems in health care?





IMPROVING PATIENT CARE THROUGH DIGITAL HEALTH

It's an exciting time for innovation in health care, with many opportunities to improve the lives of Canadians through the use of data and technology.

LifeLabs is a proud member of the British Columbia-led Digital Technology Supercluster, which was selected earlier this year as one of the five successful collaborations to be funded through the Government of Canada's Innovation Supercluster Initiative.

The Digital Supercluster is an exciting initiative that brings together a group of top industry players, academia, nonprofits and the Canadian government. Over the next

ten years, the Supercluster will identify and advance 100 projects that are guided by defined industry needs with an aim to boost Canada's competitiveness and position our nation as a global leader in digital technology.

"Together with our partners, the Digital Technology Supercluster will deliver life-changing developments in areas like genomics and digital health technology solutions," says Jennifer Cudlipp, Senior Vice President, Strategic Partnerships at LifeLabs. "As leaders in diagnostics and health technology, we are pleased to play a role that contributes to improving the health of our fellow Canadians."



TRANSFORMING THE PATIENT EXPERIENCE

Partnering for more convenient patient-centered care

For patients with red blood cell disorders, managing their day-to-day health care needs can mean monthly blood transfusions requiring frequent blood work and lengthy hospital visits. LifeLabs is partnering with the University Health Network (UHN) in Toronto to provide patients with the ability to book a quick, 15-minute blood collection appointment at three conveniently located LifeLabs patient service centres (PSCs) in the community. Once the hospital receives the sample from LifeLabs, they work to find a match prior to the transfusion date – saving patients valuable time, undue hassle and travel costs.

“The collection of red blood cell cross-match samples by LifeLabs has been warmly embraced by patients and significantly improved workflow for both the hospital blood bank and outpatient Medical Day Unit,” says Dr. Jacob Pendergraft, Associate Medical Director, Blood Transfusion Service at UHN.



Award-winning program for patients with autism sets the new standard of care

In 2017, LifeLabs launched a first-of-its-kind program that delivers a safe and worry-free blood collection experience for those with autism spectrum disorder (ASD). ASD affects how people communicate and interact with others; unfamiliar faces, a noisy waiting room, flickering lights and a scary procedure can cause severe stress and anxiety for individuals with ASD.

When a mother of a three-year-old child with autism needed to book an appointment to have her son’s blood drawn, she was understandably anxious. But the experience was above and beyond what she expected. “When we arrived at the collection centre, we were immediately placed in a room and were stunned

to see a Spiderman poster and stickers of Spiderman all over the walls! They knew my son was a fan of Spiderman and with that distraction, he did not even mind that the blood work was being done. Thank you so very much for the wonderful experience.”

The program was developed in consultation with community partners at Holland Bloorview Hospital in Ontario and Pacific Autism Family Network in BC and provides national guidelines and training that are setting new standards for how people with ASD experience blood collections. Since the program started, we have been able to provide this service to over 1,000 patients.



For the estimated **1 in 66** Canadian children with autism spectrum Disorder (ASD), a visit to the health clinic can cause sensory overload and distress.



PERSONALIZING YOUR HEALTH CARE

The power of knowing: Genetic testing for breast cancer

Growing up, Heather Gauthier realized that every woman in her family – her grandmother, mother and aunts – had been affected by cancer. Heather was only 20 years old when her mother passed away from ovarian cancer at the age of 48. “I’ve always been terrified of getting cancer,” says Heather, who gave birth to her second child less than a year ago. “I grew up without a mother; I couldn’t imagine my two daughters having to go through the same thing.”

Thinking of her age and family history, Heather looked to LifeLabs for answers. Equipped with the necessary forms from her health care provider, Heather visited a patient service centre in Burlington, Ontario, to receive a genetic test that assesses mutations in the BRCA 1 and BRCA 2 genes (BRCA 1 / 2) – the most common mutations that cause inherited breast cancer.

Her results showed that she was positive, with an up to 87% risk for developing breast cancer over her lifetime in addition to increased risks for ovarian, pancreatic and melanoma cancers.

After consultation with her genetic counselor at LifeLabs and her gynecologist, Heather made the decision to have a complete hysterectomy. After she recovered from that surgery, Heather scheduled a consultation for a prophylactic double mastectomy, which will significantly reduce her chance of developing breast cancer.

“Heather has a very striking family history and was motivated to learn more,” says Kate Gardiner, Heather’s genetic counselor at LifeLabs. “She predicted right from the start that she was going to be positive, but carefully weighed the pros and cons of genetic testing. She’s an inspirational example of someone determined to be their own advocate.”

LifeLabs Genetics is Canada’s first commercial genetics testing laboratory. The service has helped make genetic testing more widely available in support of healthier Canadians.

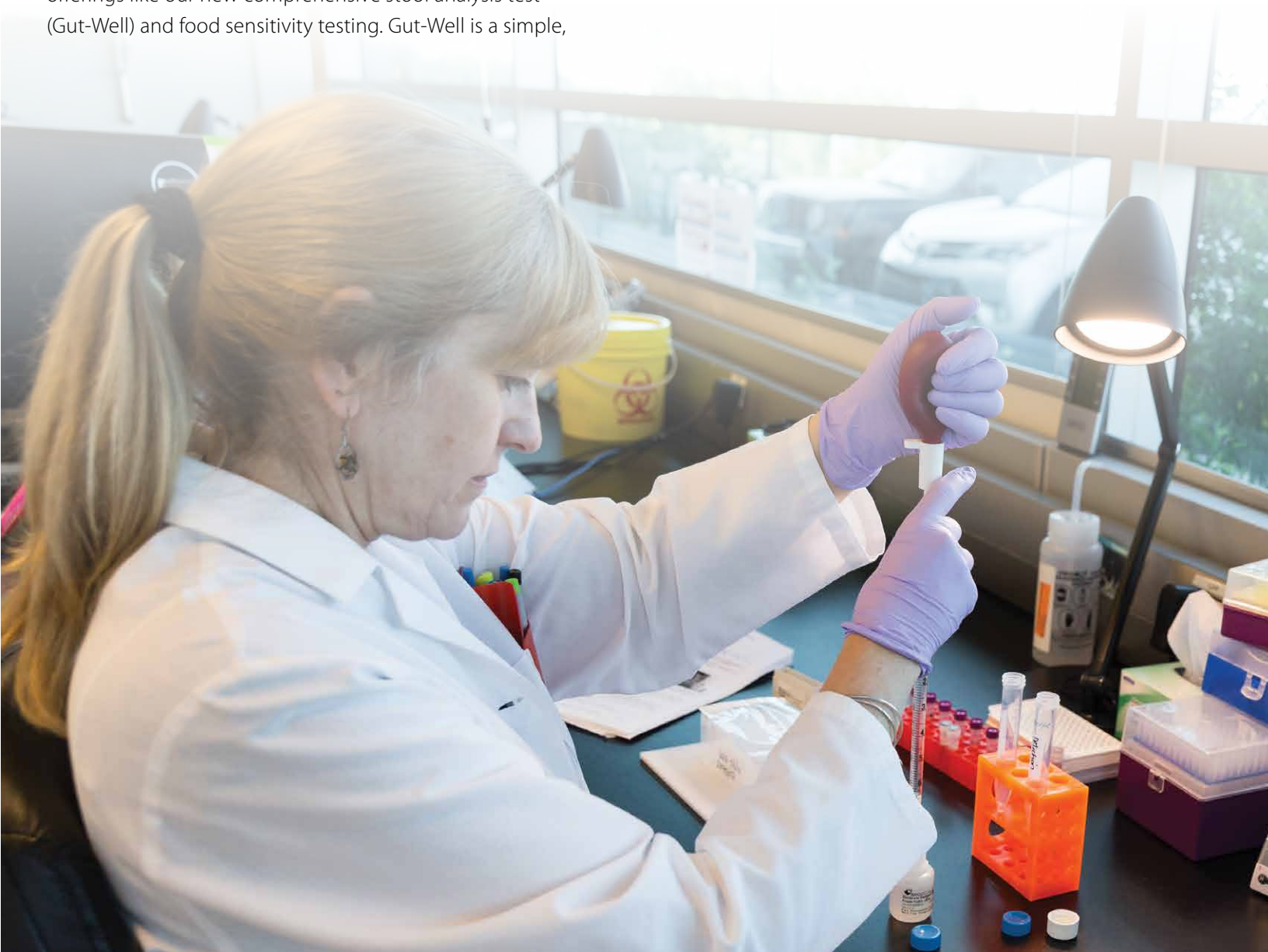
Take control of your health through personalized and preventative medicine

With more than 20 million Canadians suffering from digestive disorders each year, gut health is becoming increasingly critical to understanding and improving the overall health and well-being of our patients. Through Rocky Mountain Analytical (RMA) – a division of LifeLabs and Canada's largest provider of naturopathic and functional medicine services – Canadians can access tests that use a personalized approach to assessing, preventing and treating complex health issues.

For more than 15 years, RMA has provided advanced testing related to personalized and preventative health, aiding the treatment of chronic disease. We continue to be the leaders in Canada and are actively building out our test menu, including offerings like our new comprehensive stool analysis test (Gut-Well) and food sensitivity testing. Gut-Well is a simple,

non-invasive at-home test that provides clinical insight into gastrointestinal issues such as acute or chronic pancreatitis, gluten sensitivity, celiac disease, diabetes or irritable bowel syndrome (IBS).

"We are all unique. Personalized medicine helps us to understand individual health issues, both genetically and biochemically," says George Gillson, Medical Director, RMA. "The tests we offer are comprehensive – and use every tool at our disposal to get to the bottom of a patient's health issues. We have seen from our patients that understanding the root causes of chronic health issues can help people sustain a healthy life."



LifeLabs® BY THE

283 centres providing service across Canada

24/7

Critical results notifications



Online appointments booked by



1.63 million in 2017

16



LifeLabs laboratories



We served over

500,000

patients through our homecare and mobile visits in 2017

Perform over



112 million



laboratory tests in 2017

90%

customer satisfaction rate



79K patient visits per day



2.5 million

Canadians access their results online

1,754,380 kg

total waste diverted

NUMBERS

LifeLabs has experience serving over **500** long-term care facilities with over **450K** visits per year



Proudly serving **British Columbia, Ontario and Saskatchewan**



LifeLabs Health and Safety saw a **16.7%** decrease in its national incident rate in 2017

TOP 100

Named one of Business in Vancouver's Top 100 Tech Companies in BC in 2017



Rocky Mountain Analytical recipient of 2017 Disability Employment Awareness Month (DEAM) award for inclusivity in the workplace

100%

of our employees are represented by Joint Health & Safety Committees



Partnerships and reference testing for over

80 hospitals

Licensed to perform **59** genetics tests

5,700

employees working together



36,000

health care providers supported



*"The best part of my day
is when I get to see
patients leave with a smile."*

Arti Mistry, Phlebotomist

OUR PEOPLE

We believe that the brightest minds and most caring hearts deliver the best outcomes and experiences for our patients. At Lifelabs, we are committed to nurturing our people and helping them succeed in what they love to do most, so that together we can deliver on our commitment to building a healthier Canada through our communities and in the health care system. We are proud to feature some of our team members and the exceptional work they do each day to serve you.

*"I was able to go from urinalysis,
to low volume chemistry, and then hematology.
I am so fortunate to have
opportunities to learn and grow."*

Paul Nu, Supervisor, Laboratory Operations





"I look for different ways
to **improve** the way we operate
at **LifeLabs** every day."

John Frangos, Courier



"What I **love most** about working at
LifeLabs is the way it challenges me to learn about
new advancements in technology
and apply them to our operations."

Chris Casola, Process Engineer,
BSc Mechanical Engineering



"I love implementing **innovative**
technology that unlocks **new**
value for our patients and employees"

Sunita Mathew, Project Manager,
PMP, BRMP



"Every day, I say to myself:
this **patient** might be your **child**,
or it might be **your parent**."

Mozghan Amir, Technologist
MLT, BSc Entomology

INNOVATING FOR A HEALTHIER ENVIRONMENT

Our waste
diversion rate is **73%** nationally
1,754,380 kg total waste diverted

LED retrofit of
2,200 fixtures saves



1.6 million kwh/yr

6.5 million litres
of wastewater treated, purified and
returned to public system each year

Sustainability in the lab: Working to create a healthier Canada

Last year, our Environmental Sustainability team launched a pilot project to recycle methanol in the stain used by our hematology lab to dye slides. Methanol and other chemicals are prohibited from entering municipal wastewater systems and are disposed of as chemical waste through a third-party supplier.

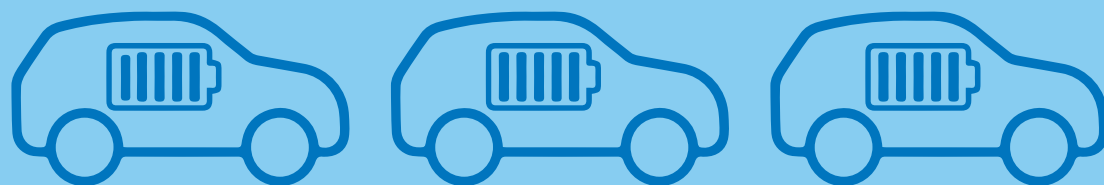
Using the methanol recovery unit Procyler™ to repurpose up to 100% of methanol, we have significantly reduced the purchase of new methanol – a significant step in reducing our environmental impact. “This new program has helped

to develop a recycling culture in our labs,” says Mohamad Zaraket, Manager, Laboratory Operations, Hematology. “Sustainability has positively impacted our daily lives; we have all become mindful of taking those extra steps to minimize our environmental impact every day.”

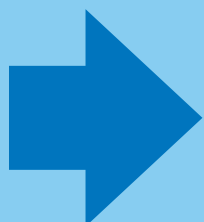
LifeLabs will be rolling out the methanol recycling system to our laboratories in Toronto, Mississauga, Victoria, Burnaby and Belleville over the next year.

Sustainability is the new frontier for innovation. Finding new ways to lower costs by reducing air waste, reducing our inputs, and making a positive impact on the environment benefits everyone.

75% of **methanol**
recovered and reused in the process



Nationally, couriers travel **1.7 million km** /month



Rollout of new fleet is estimated to reduce our **CO₂** emissions by approximately

49.4% per vehicle

CONNECTING TO

Pancakes for a purpose: Supporting childhood cancer

In November, LifeLabs announced a community partnership with the Pediatric Oncology Group of Ontario (POGO). POGO works to support children with cancer and their families by providing equitable access to health care and support services. In Canada, an average of 943 cases of cancer are found in children each year. With this prevalence, LifeLabs wanted to support those who are helping children living with cancer, their families and communities. As the lead sponsor of POGO's Pajamas and Pancakes program, LifeLabs hosted fundraisers across the country with our employees to show our support for children diagnosed with cancer.

"LifeLabs' commitment allows us to sustain our unique mission to provide access to the best available support for every child in Ontario who has been diagnosed with cancer, and to the families who love and so desperately want to protect those children," says Lynn Wilson, Chief Development Officer, POGO. "Thank you, LifeLabs for joining our league of champions."

"We are thrilled to welcome LifeLabs as a proud partner to our new Pajamas and Pancakes program," says Lynn Wilson, POGO Chief Development Officer.

Over the next four years, LifeLabs has committed to donating \$200,000 to POGO, through fundraisers like pajama days and pancake breakfasts with employees.



OUR COMMUNITIES

Donated over **\$134K** to community organizations



Matched **113**
employee giving contributions

158 community initiatives supported

Screened **1,000+**
athletes for health issues through
Special Olympics Healthy Athlete
Sponsorship



Provided **over \$80K**
of in-kind testing for at-risk residents
in Vancouver's Downtown Eastside





LifeLabs®

Connect with us:



www.LifeLabs.com