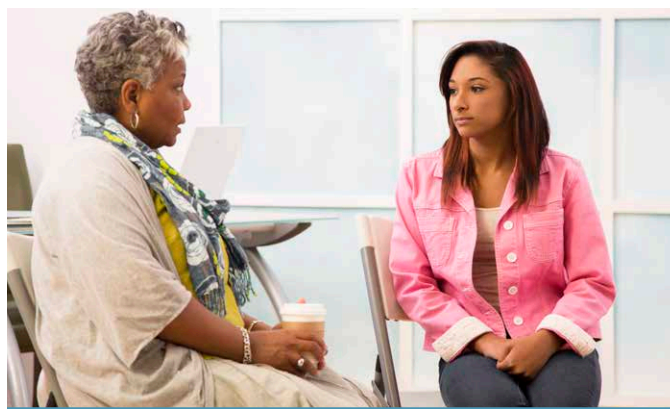


# COVID-19: Face-to-Face Treatment Updates

The COVID-19 pandemic has brought new challenges to all aspects of life for businesses and individuals alike. As we move through this pandemic, news from coast to coast and around the world is beginning to shift to re-opening and getting back to normal with the re-starting of businesses and economies. At Homewood Health, as we examine and identify our requirements to return to what normal may look like and how we can best support our customers and their businesses, we continue to pay close attention to the guidance offered by public health and provincial government officials.

As we maneuver and manage a safe and effective return to face-to-face counselling, our commitment to a professional and quality experience remains as high as ever. Here are a few of the key considerations we continue to examine to ensure we deliver a meaningful solution that brings forward the level of safety, support and resolution being sought for all stakeholders:

- We are going to move cautiously, following the highest national standards, as the consequences of being a part of an outbreak are significant. Should a client, employee or member cause the spread within their workplace or home, the impact and priority considerations are:
  - The health and safety of our service providers;
  - The health and safety of our clients; and
  - The health and safety of our customers work and their environments
- In order to begin re-introduction of face to face counselling, we will need to ensure that all cleaning/decontamination protocols along with physical distancing guidelines are followed. Homewood has the best chance of ensuring this in our own offices. This is equally as challenging when it comes to considering re-opening face-to-face access to our service providers who run their own practices in separate locations and facilities.
- As we collectively face the potential of a second wave of the pandemic, we need to consider the implications of contact tracing. Contact tracing



requires a substantial amount of time and effort, and carries with it the sacrifice of client confidentiality when information needs to be shared with public health authorities. Not only would that individual's name and whereabouts need to be supplied, but also the names of other clients seen by that service provider during the same period of time and within the same space.

- A subsequent factor is the need for physical distancing, and the time required to thoroughly sanitize counselling spaces between counselling sessions. This, just like with retail outlets, means fewer clients can be seen within the course of a working day. This is further compounded if re-launching our own offices, meaning fewer face to face counsellors will be available in our network. This will lead to significant delays when requesting face to face counselling.

Due to the above factors, and the significant risks associated with a premature return to face to face support, Homewood Health will maintain its current practice of offering virtual counselling and support to its clients and customers. With respect to Crisis Management Services (CMS), Homewood Health will also continue to offer virtual support, and evaluate the need for face to face support on a case by case basis, using the highest standard of safety protocols.

Thank you for your ongoing support and partnership through this challenging time across the globe. We genuinely appreciate the trust you place in Homewood Health to provide support to you, your organization, your managers, your employees and the people they care about.

We're here for you.