

Montréal, March 13, 2020

COVID-19

Psychological support 24/7

Dear clients,

In this difficult time, we want to point out that **our organization's assistance services will stay active and available around the clock, 24 hours a day, 7 days a week.** While this is mainly a medical crisis, the fact remains that many of you may be dealing with worries, stress or anxiety after a trip, the news that a loved one has the coronavirus or any other situation related to COVID-19. Please know that your employee assistance program (EAP) is here for you with completely confidential psychological support.

PREVENTIVE MEASURES

Our intake agents and counsellors are strongly encouraged to work from home, and any of our employees who have been travelling are required to telework for 14 days after coming back. With regard to psychosocial consultations, we favor remote interventions, by telephone and online. These preventive measures are in line with the latest government guidelines and are designed to ensure that we continue to provide the quality service you've come to expect.

BUSINESS CONTINUITY STRATEGY

Optima Global Health has a solid business continuity strategy which is reassessed annually. As the current coronavirus situation is evolving rapidly, our teams review this action plan every week and at every decisive moment, in order to measure the potential impact of the pandemic on our organization and to ensure that the plan remains perfectly adapted to the situation. This includes getting ready for a possible increase in the volume of requests for assistance from all of our clients as well as a possible temporary unavailability of some of our resources.

FREQUENTLY ASKED QUESTIONS

What is your capacity to continue to answer calls?

Since the volume of calls varies considerably throughout the year and the number of intake agents always exceeds our needs to be able to address these fluctuations, our capacity is never completely maxed out.

What is your plan for making counsellors available in the event of COVID-19 related restrictions, technology issues or other absence related issues?

The same principle applies to our network of counsellors and therapists, which is never completely maxed out due to a well-balanced combination of internal and external professionals, in-person and remote professionals, as well

as continuous recruitments to respond to volume increases, temporary absences (sickness, bereavement, vacation, etc.) and permanent absences (drop-out, retirement, death, etc.).

What will your service standards be?

Although a slowdown in service is not impossible in upcoming weeks, it is quite unlikely and our normal service standards should continue to apply barring unforeseen circumstances.

What services can you provide with regard to the COVID-19 outbreak?

Since we already provide many mental health services to support individuals and organizations in a wide variety of situations, including all kinds of crises, we do not offer services specific to the COVID-19 outbreak. Our intake agents will however refer anyone concerned or wondering about the impact of a possible contamination, fear of catching it, etc. to the appropriate specialized resources.

I trust the above information will be helpful and reassuring. Please don't hesitate to reach out to us if you have any other questions or concerns.

Best regards,



Jean-Claude Vaillancourt

Vice President, Business Development and Customer Relations

Optima Global Health

