



Business Continuity Statement for the COVID-19 Pandemic

Now that COVID-19 (coronavirus) has been declared a pandemic, we are all witnessing major disruptions across the totality of our lives. The changes are coming at all of us fast and furious. In the midst of this, I wanted to personally update you on all pCare is doing in the realm of business continuity to support our clients and the communities they serve.

pCare is open for business. However, we have made the following adjustments as necessitated by the current situation.

On-Site Client Support

- All pCare field-based staff will comply with client policies regarding on-site registration and COVID-19 screening prior to being admitted into facilities.
- To ensure staff safety and mitigate further spread of the virus, pCare will minimize all work in areas with patients.
- While installations in progress will continue as long as safety permits, new pCare installations will primarily occur in new construction or empty buildings/wings, i.e., areas with no patients, which have been deemed safe.
- pCare PX coaches have been instructed to partner with clients to transition toward virtual meetings to meet the patient care and staff development needs of our clients as much as can be accommodated.
- pCare on-site collection of subscription revenue has been primarily shifted to our call center.

Office-Based Support

- In accordance with CDC recommendations, office-based teams are transitioning to home-office based wherever possible.
- The pCare call center remains open and the hours are unchanged. As we transition to modified work-at-home scheduling and pick up some of the activity traditionally handled by our field team, there may be a slight delay in response times although our goal is to incur no lapse in performance.
- Our account management teams have been instructed to limit travel and to partner with clients to conduct virtual meetings as much as can be accommodated.



Expansion Services

- As demand on your facilities increases, we recognize that many clients will want to expand their IPC presence. pCare is ready to accommodate to all degrees practical any need to expand into new rooms and sites and will work with you as inventory and safe staffing allows.

It is a challenging time. The situation is fluid and we anticipate more changes to come. Regardless of what transpires, you can count on pCare to be your partner in fostering collaborative care among patients and staff and creating a supportive environment under any conditions.

Sincerely,

A handwritten signature in black ink, appearing to read 'DAVID BENNETT', with a long horizontal line extending to the right.

David Bennett, CEO

