



Business Continuity Statement for the COVID-19 Pandemic

Updated: April 8, 2020

As we enter our second month actively managing a growing population infected with COVID-19, I wanted to reiterate pCare's commitment to supporting our healthcare clients in their herculean efforts of providing superior patient care while protecting the safety of their staff. Like you, we cannot deliver on our mission without also protecting the health and welfare of our team which is of paramount concern.

pCare is committed to maintaining superior levels of service yet the spread of the virus has impacted our team. Therefore, there may be periods when our normal levels of on-site coverage are reduced, and response times are longer than usual. In instances where coverage does need to be reduced, we continue to provide support for service requests through our field service team. Additionally, we are still executing support as outlined below but feel it is only fair to alert you to some potentially unavoidable delays and ask for your patience and understanding.

No One Goes Without access to Television and Phone Service

In this extraordinary time, we understand the importance of providing patient's access to television and phone service. Patients unable to receive visitors need the positive distraction benefits. Above all, regardless of on-site coverage or other impacted areas of our business operations, pCare remains committed to ensuring that all patients who want TV or phone access maintain the ability to have these services.

March 15, 2020

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 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 that 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, where possible office-based teams are transitioning to home officing.
- 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 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 supporting environment under any conditions.

Sincerely,

A handwritten signature in black ink, appearing to be 'DA' with a long horizontal stroke extending to the right.

David Bennett, CEO

