



March 16, 2020

## **Client Services in a Time of Unrest: Prudent Response to COVID 19**

*We will continue to serve you safely*

A message for our clients

OSHTECH is monitoring the COVID-19 situation on an ongoing basis and responding in a prudent and thoughtful manner to risks. We are conducting operations according to the best practice guidelines of the Public Health Agency of Canada,<sup>1</sup> as well as any directives that may be subsequently issued by the federal and provincial government authorities.

We will continue to serve you in a safe manner. Preventative measures have been implemented by us in response to these developments to mitigate impacts that could affect our clients, our employees and the communities we serve.

As with all businesses, hygiene protocols are receiving greater attention, business travel has been halted and employees are exchanging information and support to protect themselves and others around them. Visits have been cancelled. Social distancing, hand washing and sanitation, and a number of other preventative measures have been instituted to safeguard the health and well-being of our employees and clients.

Laboratory activities will continue to function as normal as possible. Turnaround times for analysis are not impacted at this moment and we do not anticipate this to change in the foreseeable future. Do not hesitate to send your samples for analysis; we will continue to operate. Feel free to call us ahead of time to confirm. We are eager to ensure that communications with you remain open and that you are informed of developments that may influence your decisions.

For your convenience attached is a list of the most frequently asked questions and answers related to the current COVID-19 situation.

With sincere regards. Stay well.

Peter J Pityn, PhD

1. Public Health Agency of Canada <https://www.canada.ca/en/public-health/services/diseases/2019-novel-coronavirus-infection.html>

**Will samples analysis continue if already in progress?**

The laboratory continues to function under precautions. We do not anticipate any interruption to analysis of samples already in progress. Routine analysis and Expedited / Rush requests continue to be processed according to our normal protocols. At this point our business operations have not been internally interrupted and we are not experiencing longer turnaround times for analyses. We will communicate with clients on case-by-case basis if this circumstance changes.

**Will turnaround times be affected?**

Routine analysis and Expedited / Rush requests continue to be processed according to our normal protocols and turnaround times. Our business operations have not been internally disrupted by COVID 19. We have instituted a Pandemic Response Plan. Normal turnaround times for analyses are expected to continue into the foreseeable future. We will inform you if circumstances change, but you are encouraged to contact us if you have any doubt.

**Is client support still available?**

Yes, you can reach us by email or phone. We will do our best to respond in a timely manner.

**Is OSHTECH still accepting samples for analysis?**

Yes, our sample reception is open for normal operations. You may find that drop off procedures have changed slightly. Do not come to our laboratory or office with samples if you are experiencing any symptoms or have potentially been in close contact with a contagious person. Follow instructions posted at reception.

**Does OSHTECH have contingency plans?**

Yes, this is a fluid situation. We have considered different options if laboratory operations are interrupted, including outsourcing, transfers, temporary facilities, etc.

*as on March 16, 2020*