

March 16, 2020

### **Message from the President: Manitoba Blue Cross Response to COVID-19**

The purpose of this communication is to provide you with an update on Manitoba Blue Cross's ongoing efforts to mitigate the impact of the COVID-19 situation for our employees, clients, members and business partners.

The Public Health Agency of Canada has currently assessed COVID-19 as a serious public health threat for Canada. As such, we have invoked our Business Continuity Plan and are implementing the following measures:

- Closing our customer service walk-in centre to the public effective Monday, March 16 until further notice to be consistent with the recommendation of Manitoba's chief public health officer that people take additional social-distancing measures to prevent the spread of the coronavirus. Members can still conduct business with us online, through telephone and through email.
- Moving our Employee Assistance Centre towards a virtual service delivery model (telephone, video conferencing and email counseling). We will continue to see members at our facility until the transition is complete
- Providing updates on our website to keep our clients and members apprised of any changes. Updates can be found at: <https://www.mb.bluecross.ca/coronavirus>
- Implementing a work from home policy for some of our employees to ensure we can continue to provide uninterrupted business services to our many stakeholders.
- Restricting all employee, business-related travel to the end of April (will reassess future travel on an ongoing basis).
- Establishing a policy which requires employees who have recently travelled out of province to self-quarantine.

I want to assure you that Manitoba Blue Cross is well-positioned to respond to this situation. All of this remains dynamic and we are ready or preparing for a range of outcomes. We are meeting daily to monitor and assess the situation and will continue to provide updates if there are further developments.

Sincerely,

Brenda Slikker

Interim President and Chief Executive Officer

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