

Update: April 27, 2020

While more hard work remains in our fight against COVID-19, it is encouraging to be able to share some positive news this week. I have spoken recently about how inspiring it has been to see the outpouring of support and recognition for our healthcare workers during the pandemic. That's why I am so pleased to announce that Uber, as part of their Move What Matters campaign, has recognized CBI Health's frontline healthcare teams with a \$65,000 donation of free food, free meal delivery and free rides. This innovative program will provide welcome relief and support to our staff as they continue providing important care services in the community. We will ensure that 100% of this generous donation gets into the hands of our brave frontline staff, and we are incredibly grateful to Uber for recognizing how hard they are working and how essential they are to the pandemic response.

I am heartened to be seeing more of this formal recognition recently for our frontline staff, for the people providing care in private homes, community homes, and long-term care homes across the country. Just this weekend, the Premier of Ontario announced a temporary pandemic pay increase for frontline healthcare workers, a definition that includes many of our Home Health teams. We are grateful for the Ontario government's recognition and support of our frontline staff who provide home and community care in various settings, when and where our clients need it most. I am confident that our other provincial partners will soon be following suit and joining Ontario in recognizing the essential service that these frontline staff are providing.

There has also been a lot of discussion in the news lately about potentially lifting restrictions or "reopening the economy," and when these changes might start to happen and what they will look like. The premiers of Saskatchewan and New Brunswick have already announced their phased reopening plans, which include potential partial reopening dates for our network of Rehabilitation clinics. With safety top of mind, our Rehabilitation teams are hard at work determining what those reopenings will look like, and how in-clinic services can complement our new telehealth and virtual service offerings.

We are going to be careful – you don't take off your parachute because you're getting close to the ground. We do know that our world has changed. I don't think we will ever be go back to exactly the way things were, nor should we. Every single aspect of our business has changed significantly in the past month, and there are more changes to come.

Right now, our primary focus remains on our teams in the field and how we can keep them safe as they continue their essential work. But we are also looking ahead, and preparing for the future in a way that is smart, sustainable and above all safe for our staff, clients and communities. As always, CBI Health will innovate, adapt and adjust, and lead the way in providing quality healthcare services to our clients across the country.

Take care, be safe and stay well.

Jon Hantho
President & CEO, CBI Health