



September 18, 2020

To our valued clients,

To process a higher quantity of applicant exam requests more quickly, in August we launched additional fixed locations across Canada. As a result, today we are **processing 100% of orders with 80% of scheduled paramedical appointments taking place within 7 days.**

Below you will find an update of orders by province:

Province	Update
British Columbia	Up-to-date on outstanding orders with the exception of Terrace/Kitimat – expected to be up-to-date by end of September.
Alberta	Up-to-date on outstanding orders with the occasional exception of the northern community.
Saskatchewan	Up-to-date. Hotel location in Yorkton continuing to operate.
Manitoba	Up-to-date on outstanding orders with the occasional exception of the northern community.
Ontario	Up-to-date with the exception of Ottawa.
Quebec	Up-to-date with the exception of Sherbrooke and Gatineau. We are only utilizing fixed facilities in these regions at this time.
Maritimes	Up-to-date.

Please note that some regions have higher volumes, taking up to **72 hours** to connect with the applicant to book an appointment.

Get the Latest Updates

In some regions, or as the scope of the pandemic changes, we may continue to operate fixed facilities on either a temporary or ongoing basis. To get the latest updates, [click here](#).

Putting Health and Safety First

Our paramedical exam resumption plan continues to keep applicant and Health Professional health top of mind. Health Professionals are equipped with PPE (Personal Protective Equipment) for both mobile and fixed facility paramedical services, including a gown, mask, face shield, gloves, and sanitizer.

Applicants are required to wear a mask for all appointments. COVID-19 Applicant Preparation Guides have been developed to prepare applicants for their appointment. Guides are specific for mobile exams and fixed facility exams.

[Download Fixed Facility Exam Guide](#)

[Download Mobile Collection Exam Guide](#)



Fighting Against COVID-19

To help keep Canadians safe, Dynacare is proud to support COVID-19 testing for public health systems in Ontario, Quebec and Manitoba. Dynacare has also recently launched COVID-19 Antibody Testing – a Health Canada-approved private-pay test that can confirm previous cases not officially diagnosed, or that occur without any symptoms.

On behalf of all of us from Dynacare Insurance Solutions, we thank you for your partnership and support to work through this together. Should you have other questions or concerns, please contact your Account Manager.

Sincerely,

A handwritten signature in black ink, appearing to read "Brendon Lalonde".

Brendon Lalonde
Vice President, Business Development,
Client Services, and Solutions