

COVID-19 (Coronavirus) Updated Holding Statement

As COVID-19 (Coronavirus) diagnoses continue to rise globally, PointClickCare is committed to providing a safe and healthy environment for our employees, their families, our customers, partners and the greater community. We know our customers provide care for one of the most vulnerable populations for COVID-19 risk and, as such, we are taking extra precautions to both directly and indirectly reduce this risk to their elderly and health-compromised residents.

To support our “people first” approach, we have implemented a mandatory, remote work policy for all eligible office-based staff in the US and Canada. We have also instituted restrictions on non-essential business travel as well as a firm “no visit” policy that prevents any employee from visiting a customer site that has residents on the premises.

Given the risk associated with large gatherings of people, PointClickCare has also withdrawn from all industry and corporate conferences and events for the next 6 weeks.

We are working closely with our customer care teams and network of partners to look for additional ways to support our customers through this difficult time. As part of this effort we are providing the following:

- Educational webinars to reinforce clinical capabilities for tracking resident health status
- Refresher training on all relevant features and capabilities to support care teams
- A [COVID-19 resource page](#) on our corporate website with the latest information about COVID-19, and helpful tips on how to reduce risk
- Dedicated COVID-19 resources on our online customer community to enable best practice sharing and Q&A between our customers and our internal teams