

To: Our Physician Colleagues  
Date: Thursday, March 19, 2020  
Subject: COVID-19 Actions

National and global concern around the COVID-19 pandemic is rapidly evolving. Air Liquide Healthcare entities worldwide have enacted pandemic and business continuity plans that are in compliance with the measures recommended by various health authorities. We are extremely sensitive to the situation surrounding the spread of coronavirus (COVID-19).

**We are taking steps to treat patients safely and responsibly**

Our highest priority is the health and well-being of our employees, patients, customers and the health communities we serve. We believe it is our responsibility to maintain essential urgent care to patients while reducing the spread of the SARS-CoV-2 virus (COVID-19).

Air Liquide Healthcare Canada and all of our operating brands are making every effort to ensure the continuity of supply of oxygen and oxygen therapy devices to customers and patients. We are prepared for an increase in hospital discharge of patients where acute care facilities must make room for COVID-19 patients.

At this time, our objective is to continue to care for home based oxygen patients while eliminating unnecessary close interactions. We apologize in advance for any longer than usual service times as all of our team members will be deployed to assist with surges in demand for home oxygen therapy.

**Supporting our oxygen patients**

As a healthcare company, our clinicians work with strict hospital and patient safety protocols. Our regular infection control procedures are always in place to protect our patients and our team. Our pandemic plan ensures the supply of medical gases, oxygen therapy and ventilation devices while following government-imposed guidelines. Disinfection measures at our sites have been reinforced and teams are mobilized to increase deliveries to our customers if necessary.

Our plan includes:

- Offering “no contact” oxygen set-ups.
- Wearing PPE for in-person visits where required.
- Providing “no contact” oxygen delivery or exchange to patients.
- Deferring any non-essential follow-up assessments.
- Following the guidelines of Health Canada and other local health authorities.

We will resume all follow-up assessments once we have received clearance from the appropriate health authorities.

**We'll keep you informed**

Thank you for your continued trust and ongoing relationship with us as a healthcare provider. We will be closely monitoring and following government-imposed guidelines and will keep you informed about any changes.

Although we are going through an unprecedented time, we are here to support you and our healthcare system. Please reach out to our team at 1-877-738-8702 if you have any concerns or specific patient requests. We remain available 24/7 for emergency support.

Sincerely,

Chris Mendonca  
Vice President, Healthcare - Canada