

## CARTERS' RESPONSE TO COVID-19: UPDATE Friday, January 7, 2022

Carters would like to update our clients about the steps being taken by our firm in light of national and international health authorities' best practices recommendations to help limit the risk of transmission of COVID-19, as well as protect clients and ensure the health and safety of our staff and lawyers. At the same time, as an essential workplace in Ontario in accordance with provincial directives, Carters is committed to ensuring that the delivery of legal services for our clients remains a top priority.

In this regard, we have ensured that the requisite IT infrastructure and internal protocols are in place so that our lawyers and staff can work remotely while still being able to access required client information in providing legal advice. Carters' three physical offices in Toronto, Ottawa and Orangeville will remain operational, subject to further developments. The offices will be maintained with minimal staff in order to effectively implement social distancing protocols while ensuring our offices can provide the essential services that our clients need. At this time, Carters will conduct all meetings with clients by telephonic conference call, or online video connection where appropriate.

We encourage clients to connect by online video. If a client cannot connect by zoom or needs to sign documents in person, an in-person meeting can be arranged. Appropriate screening protocols will be implemented prior to the meeting; including a COVID-19 Screening Questionnaire and COVID-19 Rapid Test on the day of the appointment (to be completed in your vehicle). Upon entering the office, a standard temperature check will be performed with permission from the client. In the common areas of the establishment, a face covering is required. Hand sanitizer will be available before and after the meeting.

At this time, clients are asked not to attend any of our offices if they are exhibiting any cold or flulike symptoms, if they have traveled outside of Canada in the last two weeks, or if they are living with or have been in contact with anyone who has been diagnosed with COVID-19, exhibiting symptoms or has recently travelled outside of Canada. Even if symptoms are not being experienced by clients, if a meeting in person is required, we strongly encourage a strong hygienic approach as advised by domestic and international health authorities, which we will confirm through appropriate question screening.

This is an exceptional and quickly developing situation. We are monitoring updates from Canadian and international health authorities and will keep clients informed if our procedures need to change. Our commitment is to our clients, but also to our respective communities. Our thoughts are with those and their families who have been personally impacted by COVID-19. We are grateful to everyone on the healthcare front lines fighting the spread of COVID-19.

If you have any questions, please do not hesitate to contact me or the partner assigned to your file.

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