



LifeStance

HEALTH

DATE: March 31, 2020
TO: All LifeStance Health Team Members
FROM: Michael K Lester, CEO
RE: Unprecedented times
CC:

Unprecedented times! We have heard this phrase repeated over and over in recent days, as the world fights a war with an invisible enemy now known as the COVID-19 virus. This enemy is the first global pandemic of its kind in over a hundred years. Each day our televisions remind us of images of health care providers, who are on the front lines fighting back against this pandemic. From ER doctors and nurses, respiratory therapists, first responders, primary care physicians to behavioral health professionals, each provider is working sacrificially and tirelessly to ensure that patients receive the care they need without interruption. Many risking their own lives so that patients they are treating could be restored to health.

In the face of this health challenge unappreciated in our lifetime, I look at our team at LifeStance. I have observed the way this team has rapidly adapted to this crisis; turning your homes into multi-use safe havens as offices, daycare centers, and schools—sometimes all three. I have been incredibly impressed how everyone has come together to work through our response to this crisis. The hours you have put in and the sacrifices you have made in your own family lives is amazing. It is also astounding to me that we have converted over 80% of all patient encounters to telemedicine in just a two-week period.

I appreciate the hard work and dedication that each of you have put forth into ensuring that our services at LifeStance remain open and available to all our patients. It has not gone unnoticed! You have put in long hours and worked under some very stressful conditions in a manner that I have not witnessed in my 35-year career in health care. I can't overemphasize how proud I am of each of you and how humbled I am to be part of this team! Thank you!

As you know, we serve a most vulnerable patient population; one that is particularly at risk when crisis' like this occur. Their lives become easily tangled and confused with the uncertainties that surround them. Isolation due to the quarantines may bring anxiety, loneliness and depression as they struggle in the bondage of their own thoughts.

All of you at LifeStance, are and will continue to be the anchor in the storm for our patients. For this I am infinitely grateful.



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We know as the team at LifeStance Health forges its way through this battle with this virus, that our fervent efforts will have to continue over the weeks ahead. Our responsibility is to maintain continuity of care for existing patients while addressing the needs of many new people suffering from anxiety and stress caused by the COVID-19 pandemic. These efforts will be a key component in the fight against our invisible enemy - a fight that I am confident we will win and from which we will emerge, as both a company and a nation - stronger.

As Chief Executive Officer of LifeStance Health, my desire is that we focus on three priorities: **1.) protect our team members, our families; 2.) maintain our focus on being available to provide care to our patients; and 3.) support the entire government's response to COVID-19.**

The pressures of dealing with an uncertain road ahead to ensure you and your family are safe and secure, while keeping the LifeStance mission going is a big task. If you or someone you know is struggling while navigating the waters of this crisis reach out to your LifeStance Team. There is a wide variety of talented, trained professionals standing by and **ready to help**. What is most important to me is that you and your loved ones have the support you need to adapt to these new challenges forced on us by this pandemic. I am confident that, if we work together, communicate clearer and tackle head on whatever challenges may arise personally and professionally over the next weeks and months, we will succeed.

One of the governments mandates is now for all of us to practice "Social Distancing" until the end of April. One concept critical to our well-being as a company, as we move forward is that "Social Distancing" does not have to mean social isolation." **Stay connected** with your family, friends, coworkers, and leadership. Actively join in discussing both your and our challenges collectively and share how you are adapting to what may well be called the new normal. How you stay connected may be different from what you have done before, but I encourage you to find ways to reach out.

Finally, thank you for your dedication to our mission of serving those that are vulnerable in our communities across this great nation. I am extremely honored and proud to be your CEO and am grateful for the opportunity to serve alongside you. **Together we are strong!**

I look forward to seeing some of you back in the hallways and others of you when I visit! Please send me a note and let me know how you are doing (mike.lester@lifestance.com). I would very much like to hear from you.

Sincerely,

Michael K. Lester
Chief Executive Officer
LifeStance Health