



March 31, 2020

Dear Staff and Physicians

Every day, for 13,000 people in this organization, our values serve as the north star for decision making. Why? Because Horizon's values are our foundation, and our foundation is strong.

We:

- Act with integrity and are accountable
- Show empathy, compassion and respect
- Are all leaders, yet work as a team
- Strive for excellence

I believe that at times like this, in the midst of a crisis, we need these shared values to guide our actions.

I see the work you are doing and so does the entire leadership team. You are dedicated and passionate about health care. I'd like to acknowledge that even though many people in our communities are home with their families, you continue to show up – for them and for Horizon.

Quite frankly, it makes me proud because we are working toward a common goal. We are ensuring our communities are as healthy and safe as possible. You are doing everything you can for our patients, clients, friends, family and for each other – your colleagues in health care and all those on the front lines.

With the worst of Coronavirus (COVID-19) yet to come, we can't stop there. You all play a significant role in paving our path forward to a time when we can look back and applaud how well we came together to handle this unprecedented global pandemic in New Brunswick.

Until then we need to lead by example. Our communities look to us at times like this. They watch how we act, how we react and what we do. Please follow the advice of Public Health, live Horizon's values and take advantage of the resources available to you – from childcare to redeployment opportunities to mental health services.



Take a moment to remind yourself: we are everyone's family right now. Our communities are relying on us, but this is not a burden, it is a reminder that in health care we are weathering this storm together.

Sincerely,

A handwritten signature in blue ink that reads "Karen McGrath". The signature is written in a cursive, flowing style.

Karen McGrath
President and CEO