

April 16, 2020

Dear Staff and Physicians,

During the past month you have been adjusting in your role in ways you probably never imagined. Together as an organization, we have shown up for our communities and expressed our empathy, compassion and respect through our shared desire to help people be healthy.

I have been able to witness first-hand Horizon's values at work. From retirees and students stepping up to support our team, to messages of encouragement and a lot of great **Bravo!'s** from colleagues and patients across Horizon. Each represents an essential piece of the puzzle, and without your unique perspectives and contributions, we would not have the strength to function as we do, as one Horizon.

Coronavirus has brought many challenges, and things are changing daily. What was normal yesterday, is not normal today. You are being asked to adapt and adjust quickly. Many of you have been redeployed and are working in a role that is new to you. Now more than ever, it is important for teams to communicate effectively and stay informed with new information that is shared daily.

I hope you feel support and respect from your coworkers, and understand that during this time of constant change, you have each other. If you are struggling, and many of us are, we've compiled [resources](#) to support staff and their families.

What you are experiencing is not easy. Leaving your family to come to work is difficult, but your team and community needs you. Simple things like arriving for your shift look a little different these days, but measures are in place to protect you and your patients. I want to encourage you to protect each other beyond the physical rules – by lifting each other up, we are caring for one another, just as we care for our communities.

Thank you for showing up through this uncertainty and I hope you are proud of what you have accomplished to date, because I am. I want you to know that you have 13,000 teammates, and we are all working toward the same goals.

Maura McKinnon
Chief Human Resource Officer