



October 22, 2020

SUBJECT: Thank-you from Horizon's Patient & Family Advisory Council

Dear Karen,

The members of the Patient and Family Advisory Council (PFAC) of Horizon Health Network would like to sincerely thank all Horizon staff for their dedication and commitment to providing safe patient care during the COVID-19 pandemic.

As patient experience advisors who are members of PFAC, we recognize the past months have been challenging and we are sure these challenges will continue into the months ahead. Many of us have experienced and observed on a first-hand basis how Horizon staff at all levels have met these challenges. We recognize the efforts and actions taken by staff to plan, collaborate, and implement policies to keep everyone safe.

We want you to know that we sincerely appreciate the hard work and continued dedication to providing safe quality care during unprecedented circumstances.

Stay safe and keep up the great work.

Sincerely,

Dr. Wayne MacDonald
Co-Chair, Patient & Family Advisory Council

A handwritten signature in blue ink, appearing to read "Wayne MacDonald", written over the typed name and title.

Margaret Melanson
V.P. Quality & Patient Centred Care
Co-Chair, Patient & Family Advisory Council

A handwritten signature in blue ink, appearing to read "Margaret Melanson", written over the typed name and titles.