

To: All staff and physicians
From: Maura McKinnon, Chief Human Resource Officer
Date: Feb. 25, 2021
Re: **Respectful Behaviour**

We are all responsible for demonstrating Horizon's values in the workplace and at no other time has the need to treat one another with *empathy, compassion, and respect* been greater than it is now.

Pandemic screeners are a vital component of Horizon's health care team and our response to COVID-19. Unfortunately, some employees and physicians have been abusive and harassing to the pandemic screeners.

These behaviours are not acceptable, will not be tolerated, and have resulted in discipline.

Please be aware that abusive behaviour towards pandemic screeners, or any Horizon employee or physician, will result in discipline, up to and including termination.

Horizon recognizes the stress experienced by our staff as the COVID-19 pandemic approaches its first anniversary. Numerous options have been shared for various ways in which you can champion your own mental health during these times.

However, it is important to appreciate that the health and well-being of our colleagues also needs to be considered.