

**To:** All Horizon Staff and Physicians  
**From:** Jennifer Sheils, Chief Information Officer  
**Date:** March 21, 2020  
**Re:** **Bulletin # 7b: Horizon All-User Email Distribution List**

During the COVID-19 outbreak, it is important all Horizon staff and physicians receive communications sent via all-user email distribution lists.

We understand that not all employees are currently receiving these emails, therefore the following processes have been identified to address this issue:

- Any user not receiving all user email communications should take the following steps to ensure they are promptly added to appropriate distribution list:

Send an email to [service@snb.ca](mailto:service@snb.ca) with the following information:

- a) **Subject line:** All-user email lists – COVID-19 – [employee name]
- b) **Email body:** User email address, primary work area

These requests will be treated with high priority and users will be added to the proper distribution list as soon as possible.

In addition, managers will need to confirm with staff in their departments if they are receiving Horizon all-user emails. Managers will then develop a listing of email addresses to add to the appropriate all-user distribution list and provide this list to an identified person.

Additional information about this process will be provided to managers soon.