

# ***The New Normal: What COVID-19 Is Teaching Us A Panel Discussion***

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# Surround yourself with great people, and you'll succeed.

MedVet's Coronavirus Response Team was created in February 2020

- Started with 5 team members
- Expanded to include Regional Dyad Leaders, HR Partners
- This group of 30 has met near weekly ever since



# Multi-modal communications work best.

Different channels are key to maintaining alignment, as well as protecting and supporting the team.

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# Client expectations are always changing.

Personalized service preferences are the new gold-standard.

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# Be curious and willing to try new things.

If you fail, that's ok. Fail fast then get back up.

# You can make great connections through virtual communications.

Where would we be without our phones and the Internet?



# Wellbeing in the workplace ≠ workplace wellbeing.

Refining care and service delivery through technology, training,  
and workflow enhancements are key.

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# A hybrid approach rules the day.

Our caregivers and clients want options.

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# There's always a reason to be grateful.

Silver linings are out there. You just have to look for them.

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# What has (or is) COVID-19 teaching you?

Thank you for your attention.



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