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By Jennifer L. Kennedy, BA

Jennifer Kennedy (jenniferkennedy@barberinstitute.org) is Vice President, Governance, Risk Management & Compliance at Barber National Institute in Erie, Pennsylvania, USA.

- [linkedin.com/in/jennifer-kennedy](https://www.linkedin.com/in/jennifer-kennedy)

I'm writing this to you from a different view. Like most of you, I've transitioned to working from home during the unprecedented worldwide crisis in which we find ourselves. As our businesses adjust and focus on maintaining services in a new and ever-changing environment, tough questions will be asked, and tough decisions will be made.

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