



Memo

To: All CLC Staff

From: Cindy MacKay-Musso, Interim Executive Director

Date: May 19, 2020

RE: Communication Update for Staff #12

Dear CLC Staff,

Did we think we would ever get to the point where there was no earth shattering COVID news? I certainly thought that. But thankfully, here we are! Over the past few weeks, while COVID has continued its course and we've responded in a systematic way to recurring testing, the news no longer seems to be "news" but rather information. With that, I've taken some time away from these updates as we've settled into a period of relative calm, with fewer new protocols, more PPE, and more confidence that we could get ourselves and the participants through this.

Today's news, is the upcoming arrival of our new ED, Lawna Paulos. Lawna is joining us June 1st. She has spent her career in Human Services working on behalf of disabled persons in congregate living, independent living, and with families. For the past 25 years she has worked at the executive level. I believe her experience, dedication to those with barriers, positive approach, and enthusiasm for what she does is just what CLC needs.

It's wild to think we've had our homes in lockdown for 9 weeks! The residents in these homes and our independent locations are for the most part happy, engaged, and enjoying this time together. That is a testament to you, the people who support them, and nothing else! You have all done a remarkable job using creativity, imagination, and dedication on every shift. Those of you who do not normally work in residential environments have stepped in and become valuable members of the team you've joined. Those of you working with new staff and participants have been welcoming and patient. And ALL of you have been willing to rearrange your personal lives to accommodate "safer" scheduling that has made a massive impact on our ability to remain COVID free.

The past few weeks we have seen many members of our staff team and participants be tested. Thankfully these have all come back negative! We have used an excess of caution whenever a staff member has advised us of possible exposure and completed rigorous CLC contact tracing, including asking some to self-isolate until we know more if necessary. We made a commitment to you to be transparent with respect to testing and we will continue to do that. We've also made a commitment to respect the confidentiality of those involved, so please rest assured if there is more information that needs to be shared with respect to testing, we will do that when we have all the facts and the situation is under control. With that, let's continue with no news is good news.



I want to end by sharing with you the situation that Elmira has been in for many, many weeks. They were hit by COVID in the early days, and have yet to reach the point where they are COVID free. To add to that, there was a fire that left 5 residents homeless a few weeks back. Last week, I attended a weekly meeting of the regional Executive Directors and I wish you had all been there to share in the pride I felt when the ED of Elmira spoke of the plan for CLC to have a parade in Elmira in support of the folks who lost their home. That parade, which happened today, was remarkable. The signs, the gifts, the outpouring of love and support was truly incredible. You are a stellar group of people and a really good neighbour!

Stay safe and be well,

Cindy