

Memo

To: All CLC Staff

From: Cindy MacKay-Musso, Interim Executive Director

Date: May 28, 2020

RE: Communication Update for Staff #13 – My Final One

Dear CLC Staff,

Another week has passed and we are still COVID free. That is not to say that our risk is gone. Daily we are reminded by our provincial and federal leadership that we still have a long road to travel before we can let down our guard. But, as each week slips by, all of us at CLC become more confident in our ability to keep ourselves and our supported folks healthy. Think back to how we all felt when this situation began. We were all terrified and didn't know if we could do it. But as we were challenged we learned how strong we can be. And you HAVE been amazingly strong. I am so proud of the fine work done by all to get us so far down the COVID road with no stumbles. I encourage you all now to stay the course and let's not allow our success to blind us to the fact that this wild virus is just not done with us yet.

As the frantic pace of trying to keep up with new developments and other pandemic fall out has slowed up, we have begun to attend to some of the projects that were in progress BC (before COVID). There has been some work ongoing on Staff Schedule Care but we are now pushing the Go Live date back to considerably later in the summer when our schedules may have returned to a normal state. We are continuing to work on vacation time left from last year as well as planning vacation time for this year so everyone gets some time out during the summer and beyond. More on this over the next few weeks. And, of course, very tentative discussion and planning is happening regarding how we move the agency away from the COVID era when the time comes. We are determining protocols for the time when, as soon as Public Health Guidelines change to allow it, we begin well regulated family visits for those who are missing their loved ones. And we hope to soon be able to support families who have had their loved one at home with them and are running on empty.

Shortly you will receive another survey that is being sent to all staff. The purpose of the survey is to inform us of what your thoughts are about where we are now and what we need to change. Please take the few minutes required to complete the survey. The more responses we get the better informed we will be as a new ED comes on board.

Finally, I want to remind you that Lawna will be our new ED beginning Monday morning. I'm sure you'll all soon have opportunity to meet her – COVID or not. You will have a very experienced leader at the helm on the next leg of the CLC journey.



Before I finish up here, I want to send out some thank you's. Of course, the biggest one goes to all of the frontline and other support staff for your patience with me, guiding me through this pandemic along with you by taking the time to speak with me and e-mailing me your questions and concerns. I view those e-mails and conversations as a vote of trust in me – you gave me an opportunity to respond to your concerns. You did me the honour of educating me.

Thanks to the managers for working so hard with all the teams to ensure needs were met throughout the programs. Many of you worked in new environments, weird hours and took shifts when required. You are the meat in the sandwich, supporting the staff and supporting the executive leadership. Your expertise and flexibility is amazing.

Thanks to Lourdes, Grace, Miriam, Laura, and Amy. You kept me on track, filled the gaps for me, reminded me of what I did the day before. Believe me, I know working with me has not been easy for you. You are a dedicated and competent team and I want everyone to know how much you care about the success of CLC. You kept my boat afloat.

Bye now and I wish you every success in the future

Cindy