

Memo

To: **Family Members**
CC: **Board of Directors**
From: Sherry Kerr, Executive Director
Date: November 5, 2020
Re: COVID-19 – UPDATE

Over the summer months, Participation Support Services had three key staff members retire. Nancy Horning, Manager of the Community Living Project, Andrew McRobert, Manager of the Outreach/Assisted Living Program and Nancy Graham, Admin Assistant are all now happily enjoying retirement and we wish them all the best.

Nichole Anderson has been moved to the Manager position in the Outreach/Assisted Living Program and Cheryl Loree has been moved to the Admin Assistant role!

On behalf of Drew Shinder (Director of Support Services) and myself we are pleased to announce that Tina Cowper will be joining us as Manager of the Community Living Project on November 23, 2020. In her role, Tina will be responsible for overseeing the operations of Colborne Street and Stedman House. Tina has extensive managerial and supervisory experience in community support services and supportive housing. She is also an experienced system navigator, assisting clients and their families transition through the health care system and with accessing the funding, equipment and housing necessary to meet their needs. Please join me in welcoming Tina to Participation Support Services.

On another note; as we have seen in the last few weeks, the number of COVID cases in Brant/Brantford are rising – and the most concern is with the retirement homes and LTC. **To date all staff and all locations of Participation Support Services remain COVID free!** Management and staff remain diligent in our practices to keep **COVID out** of our facilities and family homes. We continue to follow the advice and directives from the Ministry of Health and apply all safety precautions!

Staffing continues to be a challenge at all locations, and we know that services, at times, have had to be limited or withdrawn, which is certainly not our preference. Management continues to hire and train people in many locations and the goal is always to have all shifts covered. Having said that – it is a challenge!

Our goal is always to maintain 75% of the staffing levels. Once one program or the agency on a whole goes below the 75% level, the Emergency Plan will be implemented. (Staff will be redeployed to other areas as necessary, and/or services will be reduced or cancelled) We endeavour to keep you informed of any changes that will affect you personally.

If you have any questions or concerns please do not hesitate to contact me at skerr@pssbrantford.org. Many thanks to the people we support and their families for working with Participation Support Services to ensure the health and safety of all!

Sherry R. Kerr, Executive Director