



MEMO

To: All Ongwanada Staff

From: Lori Johnson

Date: January 24, 2025.

Re: Crescent Change in Hours

Good afternoon,

After the very welcome news that our Community Participation Support (CPS) areas, previously known as Day Programs, are returning to regular service including the return of all of our individuals living in our Supportive Group Living homes, we are extremely excited to announce more changes that supported individuals, families and caregivers have been requesting from our organization.

Effective Monday, February 17th, 2025, Crescent CPS will be modifying our hours of service and will open daily, Monday through Friday at 7:30am, and remain open daily, Monday through Friday, until 5:00pm.

Expanded hours of service at our Crescent location has been a request brought forward from many people since the covid-19 pandemic, especially from families and caregivers who work during the week or have other obligations when their loved one is accessing our services and supports. These expanded hours will allow for more individualized services and supports, and allow Ongwanada to further align ourselves with the long-term vision of our ministry to whom we report to, the Ministry of Children, Community and Social Services or MCCSS, entitled **Journey to Belonging**.

Journey to Belonging: Choice and Inclusion lays out the ministry's long-term vision for developmental services in Ontario, where people with developmental disabilities are supported to fully participate in their communities and live fulfilling lives. The primary messages that people with lived experience and their families provided to the ministry were that they need access supports and services that are available, easier to understand, and **more flexible to meet individual needs**. We are very hopeful that our expanded hours will help Ongwanada become more in line with this vision.

We hope that you are as excited about this change as we are, and welcome input from our supported individuals, their care teams, families and community partners! Ongwanada has an email for general feedback, feedback@ongwanada.com, however if you are choosing to change your hours of service and support, we would like to ask that you contact Shannon McCuaig, Supervisor of Crescent Community Participation Supports, so that she can ensure we have appropriate staffing in place at all times. Shannon can be reached at 613-548-4417, extension 2222, or smccuaig@ongwanada.com.

In addition, we are actively working on a survey for all of our participants across CPS locations, their families, caregivers, front line staff and all departments at Ongwanada to help us continue to improve our services and supports. Look forward to this in the near future! Any families willing to share their email addresses for this and other future communication initiatives, please send to me at ljohnson@ongwanada.com

We look forward to providing people with more choice and flexibility with the CPS services and supports! Please do not hesitate to reach out if you have any questions.

With thanks,

Lori

Manager-Community and Recreation Services

Phone 613-548-4417 ext. 1236

Mobile 613-331-3807