



Ongwanada

Support, Respect, Choices
Appui, Respect, Choix

Resource Centre, 191 Portsmouth Avenue, Kingston, ON K7M 8A6
Centre des ressources, 191, avenue Portsmouth, Kingston, ON K7M 8A6

Phone/ Téléphone
(613) 548-4417

Fax/ Télécopieur
(613) 548-8135

www.ongwanada.com • info@ongwanada.com • facebook.com/OngwanadaRC • X: [@ongwanada.com](https://twitter.com/ongwanada.com)

March 4, 2025.

Dear Team,

We want to take a moment to acknowledge the hard work, dedication, and resilience each of you brings to our mission every day. Your commitment is the foundation of our success, and we are deeply grateful for your contributions. Today, we are sharing an important update about changes to our organizational structure. These changes are designed to better align with our priorities, stabilize critical services, and support our teams in delivering exceptional care and outcomes.

Why Are We Making These Changes?

After thorough evaluations, including feedback from stakeholders, MCCSS operational reviews, and external consultant reports, we have identified opportunities to strengthen service delivery and manage risks. Specifically:

- **Stabilization and Risk Management:** Prioritizing stability and risk mitigation in Residential & Clinical Services.
- **Building and Supporting Community Needs:** Expanding and enhancing Community & Children Services to meet community needs.

What Does This Mean for You?

Revised Organizational Chart: A realigned structure has been implemented to streamline operations and clarify roles. Please review the updated org chart in the next page.

- **Leadership Alignment:** Lorrie Heffernan will now serve as **Chief Residential & Specialized Services Officer**, and Dina Eleslambouly will serve as **Chief Community & Children Services Officer**.
- **Transition Time:** The changes are effective today, March 4, 2025.
- **Leadership Support:** Lorrie and Dina will remain actively involved in committees, meetings, decision-making and communications.

How Can You Stay Informed and Engaged?

- **Regular Updates:** Expect consistent communication through emails and team meetings.
- **Feedback Opportunities:** Share questions and concerns with your managers or senior leadership.
- **Monthly Check-Ins:** We will hold group meetings to review progress and address challenges.

Our Commitment to You

- **Your Well-Being Matters:** We are committed to supporting you during this transition.
- **Collaboration Is Key:** We can achieve our goals and continue to make a meaningful impact.
- **Transparency Will Guide Us:** We will communicate openly throughout this process.

Thank you for your continued dedication. Together, we will navigate this transition successfully.

Warm regards,

Senior Leadership Team

Revised Ongwanada Organization Chart (effective March 4, 2025)

