



May 31, 2024.

Dear Team,

I'm thrilled to share with you some exciting initiatives that I'll be rolling out over the next few months aimed at enhancing communication, engagement, and overall well-being within our organization.

Firstly, I'll be dedicating half a day every week to working from our homes and CPS centres. This time will be spent interacting with staff, listening to your insights, and creating a space for open dialogue and feedback. I won't require a workstation during these visits, and I'm pleased to report that supervisors and managers have welcomed this initiative positively. I hope to start this on the week of June 10th, 2024.

In conjunction with this effort, I'll be launching "Real Talk with Lak," a series providing a safe platform for staff at all levels to discuss workplace issues and other relevant topics. These sessions will be available either one-on-one, in focused groups, or in open feedback forums, and will be held at various locations, including the ORC, during designated office hours. Please reach out to Diane Milina to schedule meetings either via email or a telephone call dmilina@ongwanada.com / 613-548-4417 ext. 1139.

Furthermore, to promote wellness and encourage disconnecting from work, I'm proposing short walks from the ORC during the summer months. These walks, inspired by our neighbors at KFLAPH, will take place in the morning around 10 am and in the afternoon around 1 pm. Anyone available can gather outside the front doors of the ORC and enjoy a stroll around the block. We plan to start on Monday, June 10th. I will do my best to join you either for the morning or the afternoon walk.

To facilitate the process of addressing concerns and feedback, we'll be introducing a new email address, complaints@ongwanada.com. This email will be directed to me for any submissions from staff, families, supported individuals, or the community. Complaints related to the CEO will be forwarded to the Board Chair for appropriate action. Information about this email address will be readily available on our website and displayed on posters at homes and CPS centres.

I'm incredibly enthusiastic about these initiatives and am confident they will contribute to fostering a culture of open communication, inclusivity, well-being, and continuous improvement within our organization.

Warm regards,
Lak

Dr. Lak Chinta, CEO, Ongwanada