



MEMO

To: All Ongwanada Staff

From: Lorrie Heffernan

Date: August 6, 2024.

Re: 24-Hour Homes

Good afternoon,

We want to update you on some upcoming changes regarding our services at Ongwanada. As part of our ongoing review of processes and services, we have made the decision to modify the staffing model in our single-staffed 24-hour homes, including Cunningham, Portsmouth, and Henry St. Specifically, we will be transitioning from the current 24-hour staffing model to a 12-hour shift model.

This decision was driven by several factors. We have observed an increase in nighttime incidents where individuals require assistance, and we want to better accommodate the evolving needs of individuals as they age and require additional support. Our goal is to plan proactively so that supported individuals can continue to age in their homes with appropriate and effective support.

We understand this change will impact staff, supported individuals, and their families. Please be assured that this decision was made with careful consideration. We are providing this notice as early as possible and aim to complete the transition by mid-September. We will collaborate with your bargaining unit representatives and adhere to the process outlined in the collective agreement to ensure a fair and smooth transition. Further information about the specific steps will be shared as they are finalized.

If you have any questions, please feel free to reach out to Lorrie Heffernan, Dina Eleslambouly, or Debbie McMullen.

Thank you for your attention to this matter.

Best regards,

Lorrie Heffernan, MBA
Senior Director of Administration, Ongwanada