



MEMO

To: All Ongwanada Staff

From: Lorrie Heffernan

Date: September 19, 2024

Re: Review of Direct Service Staff Scheduling Processes

As many of you know, Ongwanada is currently grappling with high demand and complexity in scheduling direct service staff for regular and replacement shifts. Your feedback, which we have received through various channels, is invaluable. It includes both complaints and suggestions about our scheduling processes, and we thank you for your input.

Your role in this process is crucial, and we encourage you to continue sharing your insights and suggestions.

In response to your feedback, Ongwanada will thoroughly review our scheduling processes with the assistance of external consultant Mr. Xavier Noordermeer. Mr. Noordermeer will be on-site from Wednesday, September 25, to Friday, September 27. During this time, he will meet with various individuals and groups to gather insights and suggestions for improvement. His visit will include site visits to homes and programs and meetings with representatives from the bargaining unit and management. At the conclusion of this review, Mr. Noordermeer will provide a final report to identify improvements that address all stakeholders' needs.

The schedule for this initiative is nearly complete, and the appropriate managers and supervisors will be notified to ensure that all staff members are informed.

We appreciate your support and cooperation with this initiative. Even if you are not part of a group being interviewed, we encourage you to share your thoughts. Your input is important to us and can be sent to lheffernan@ongwanada.com or feedback@ongwanada.com.

If you have any questions, please don't hesitate to let us know. We will provide updates on this initiative as it progresses.

Thank you.

Lorrie