

To: All Ongwanada Staff

Date: September 12, 2024

Re: Update on Service Delivery Re-organization

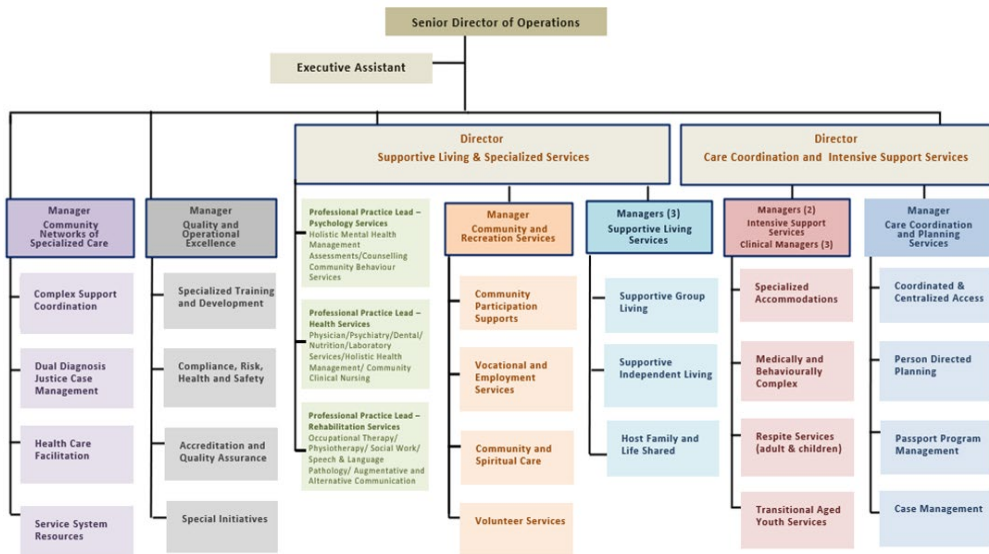
Dear Team,

After engaging extensively with all facets of the organization to document, listen to, and understand our current state, opportunities, challenges, and the development requirements of our staff and departments, we sincerely thank each of you for your invaluable feedback. Your insights have helped us identify our priorities and the initiatives needed to address them, including training and development, scheduling, operational budgets, orientation and onboarding, policies and processes, among others.

In the coming weeks, we will share the next steps, including an organizational communication plan. Thank you for your continued support and collaboration as we move forward together.

Today, we want to update you on the service delivery reorganization that was initiated in early summer 2024. In response to your feedback, we have consolidated our inter-professional clinical team into one division. This cohesive team will now focus on direct services rather than administrative tasks, aiming to enhance effectiveness and efficiency for our supported individuals.

The new service delivery reorganization is outlined below:



We are excited to announce the following leads:

1. Jackie Kingsbury – Manager, Community Networks of Specialized Care
2. Mathew Sinclair – Manager, Quality & Operational Excellence
3. Dr. Sean Kerry - Professional Practice Lead – Psychology Services (in-progress)
4. Yasna Kumar – Clinical Manager, Community Behavioural Services
5. Jocelyn Fleet – Professional Practice Lead – Health Services (in-progress)
6. Lori Johnson – Manager, Community & Recreational Services
7. Debbie McMullen – Manager, Supportive Living Services
8. Ronda McCullough – Manager, Supportive Living Services
9. Alison Treadgold – Manager, Supportive Living Services
10. Tanya Sinclair – Director, Intensive Services & Care Coordination
11. Wendy Marshall-Delonghi – Manager, Intensive Support Services
12. Tania Lavery – Manager, Intensive Support Services
13. Alex Glecoff – Clinical Manager, Intensive Support Services
14. Amber Adams – Clinical Manager, Intensive Support Services
15. Amanda Hennessey – Clinical Manager, Intensive Support Services, starting October 7, 2024

Congratulations to our newly appointed managers – Mathew Sinclair, Tania Lavery, and Wendy Marshall-Delonghi. We are also thrilled to welcome Tanya Sinclair back to our team, and we're excited to see the positive impact they will bring to Ongwanada.

We will soon be posting for the following lead positions:

- a) Manager, Care Coordination & Planning Services
- b) Director, Supportive Living & Specialized Services
- c) Professional Practice Lead – Rehabilitation Services

As we transition portfolios for all leads, we kindly ask for your patience and collaboration. We appreciate your flexibility and understanding during this transition phase, which has been identified as occurring between August and December 2024.

With heartfelt appreciation,

Dina Eleslambouly, Lorrie Heffernan & Darlene Ryan