



MEMO

To: All Ongwanada Staff

From: Dina Eleslambouly

Date: October 4, 2024

Re: Update from Service Delivery

Dear Staff,

Thank you for your valuable feedback throughout our transition process. Your collaborative approach has created an open forum for us to move forward together, building trust, engagement, and effective communication in this important endeavor.

The following changes will be implemented in the service reorganization:

- Social Workers will now report to Dr. Sean Kerry, Professional Practice Lead - Psychology Services.
- Health and Rehabilitation Services have been merged into one unit and will report to Jocelyn Fleet (in progress). Karrie Card will support as the interim Professional Practice Lead – Health & Rehabilitation Services.

In addition to the above, we are revamping the centralized admission and discharge process. This will incorporate feedback from management and clinical staff before implementation.

We sincerely appreciate your support during the compliance and operational review. Both processes have now concluded, and we are grateful for your cooperation.

Thank you for your patience, and we look forward to engaging in open and transparent conversations as we continue to build trust and strengthen our relationships while planning for our services and programs.

Best wishes,
Dina Eleslambouly,
Senior Director Operations