



MEMO

To: All Ongwanada Staff

From: Dina Eleslambouly

Date: October 11, 2024

Re: Updated Accountability Matrix of Service Delivery

Good afternoon, team!

I hope this message finds you well and in great spirits!

After several weeks of collaboration with our supervisors and managers, I'm excited to share updates on our service delivery accountability. We now have a full complement of supervisors ready to support in our new services portfolio.

I would like to extend my heartfelt thanks to everyone in Supportive Living Services, Intensive Support Services, and Community & Recreation Services for your patience, hard work, and commitment to our mission and core values. Your dedication is inspirational, and I look forward to building on our momentum of teamwork and collaboration as we work towards a brighter future together.

I would also like to express my gratitude to our fantastic support teams—Human Resources, Scheduling, Clinical Information Services, Health & Safety, Information Technology, Facilities and Maintenance, Communications, and Pharmacy Services—for your cooperation and support during this transition.

Your teamwork and positivity truly make a difference, and I am proud to be part of such an amazing group.

As we approach Thanksgiving, let's take a moment to celebrate our accomplishments and the spirit of collaboration that drives us forward. Wishing you and your loved ones a joyful long weekend filled with love, laughter, and gratitude.

Best wishes,
Dina Eleslambouly,
Senior Director Operations

Detailed charts with contact information will be shared soon, but I wanted to provide you with an early look at these updates.

INTENSIVE SUPPORT SERVICES		
Manager	Supervisor	Setting
Wendy Marshall DeLonghi	Makenzie Campbell	Barclay
		Elizabeth
		Respite Services
Tania Laverty	Catherine Oxford	Cassidy
	Darien Knox	Sunnyside
	Eric Jelly	Haig
		Gore

SUPPORTIVE LIVING SERVICES			
Manager	Supervisor	Setting	
Debbie McMullen	Kristin Spence	Mulcaster	
		Mowat	
		James	
	Jennifer Andrews	Douglas	
		Montreal South	
		Inverness	
	Jacki Jackson	McKeown	
		Sydenham	
	Tanya O'Quinn Mary Jane Campbell Carl Yates Dayna Larson Beth Bentley Stafford Murphy	After Hours Supervision	
		Kathryn Walton	Richard
Seaforth			
Liz Brewer		Muirfield	
		Prince Charles	
		Baxter	
Sydney DeLonghi	Cunningham		
	Wilson		
Jillian Running	Grosvenor		
	Portsmouth		
Ronda McCullough	Heather Lochhead	Church	
		Robinson	
		Henry	
	Charmaine Wood Sarah Caldwell Yvonne Weese Kaitlin Collins Jenn Morris Kasaundra Forsythe	Supportive Independent Living & Host Family	

COMMUNITY & RECREATIONAL SERVICES		
Manager	Supervisor	Setting
Lori Johnson	Shannon McCuaig	Community Participation Supports - Crescent
	Carla Wagar	Community Participation Supports - Napanee
	Heather Storms	Community Participation Supports - ORC
		Hydrotherapy Pool
	Paula Smith	Volunteer Services
	Monika Cook	Spiritual Care