



MEMO

To: All Ongwanada Staff

From: Lorrie Heffernan

Date: December 24, 2024.

Re: Staffing Update and Holiday Support

Good afternoon,

As you know, we have been experiencing a staffing shortage for quite some time. While we have taken measures to improve the situation for the holiday season, the challenges persist. This week, the staffing issues have reached a critical point. As a result, we will be taking further action to secure appropriate staff for those we support and to ensure that our staff only work the shifts they are scheduled for.

We will be reassigning staff as needed to ensure that there is an RC2 at each location, and we will provide nursing support on a float basis. We will continue to call out for shifts and will offer stat pay for all shifts worked from today, December 24, through to and including Sunday, January 5, 2025.

We appreciate how challenging these times have been and recognize the importance of everyone being able to follow through with their holiday plans. We are committed to ensuring our employees are relieved from their duties as they should be. Thank you for your dedication to the individuals we support and for supporting each other during this holiday season.

We will continue to work on increasing our staffing complement while reviewing our staffing needs to move toward a sustainable and dependable staffing model as we enter the new year.

We will keep you informed of any changes or adjustments as they arise.

Sincerely,

Lorrie Heffernan
Chief Administrative Officer