
Making Every Day Matter

March 21, 2020

An Open Letter to Our Team at Tri-County Mennonite Homes

In the midst of all that is happening, I felt it important to get some thoughts down on paper, so to speak, for you all. To those who were able to join us on our calls on Friday – thank you. Thank you for taking the time, many of you during your own time off from work and with family – for joining in and sharing your thoughts and impressions. For others, you were working and we could hear phones in the background and knew you had to get to providing the care that you always do.

This message is for you all: *Thank You.*

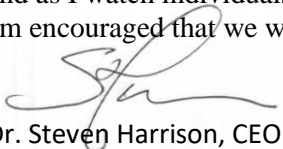
Our clients and residents and their families rely on you to do the great work that you do each and every day. To provide service and care to some of our community's most vulnerable people. You are part of the care team that is often not spoken of on the news – we do not work in a hospital. You are the providers of compassion and care to those who live in homes that we support. We provide support to individuals with developmental disabilities, anxieties, dementia, who are medically fragile, and the list goes on, but who need us every day to be on our game. Yet we do this quietly and without fanfare. We do it because it is simply our mission at Tri-County: we make every day matter.

These are challenging and difficult times. I would like to tell you it will all end soon, but I cannot. We are in this for a while my friends and colleagues. There is no easy way around that. So the compassion and empathy that you extend each and every day to our clients and residents is something we have to extend to each other equally. Stop and ask folks how they are doing as you see them, take a moment to pause for yourself too. Focus on staying energized and healthy, and remember that you are doing this for yourself and those that you love, as well as those that we serve and support.

As the CEO I have a pretty lofty job through all of this. You are responsible for the care of quite literally hundreds of people, in a variety of settings, with a variety of capacities and needs. My job is to take care of you. I stand shoulder to shoulder with the senior leadership and management teams in doing this, but my role in all of this is keep the lights on, supplies in the cupboards, and doors open....well not right now but it is the idea that counts. Let's say communications flowing. Mostly it is to ensure you are safe in what you do, so that you can return to those that you love at the end of a long day. These are tasks that I and the rest of the team take quite seriously.

I have heard countless questions, some of which stem from fear of the unknown and some are simply from not understanding. All of them are legitimate and worthy of an answer – for many of them, there are not answers at this time. Please stay calm and grounded in the face of this uncertainty. My commitment to all of you is that in due course, as the information becomes clear, we will reach out to you and make sure you have your answers. In the interim, please do what you do best – be diligent in your efforts, vigilant in your safety and wellness, and committed to making each and every day matter in the lives of those we have in our care. Be a team in the truest sense of the word: there is no job too big or small for any one of us, and right now we will all be asked to do things that may not have been the norm several weeks ago. We ask this of each other and ourselves for the simple reason that we care.

From all of us, to all of you thank you again. It is in these times that true colours of people come shining through, and as I watch individuals step forward, offer themselves as volunteers or to take on tasks they normally would not, I am encouraged that we will see this through...together.



Dr. Steven Harrison, CEO