

Appendix C

EXcellence in Action

Cheryl Williams, Event & Meeting Coordinator, received an email dated January 24th from Kazandra Von of Tundra Technical Solutions; “I also wanted to express how incredible you were during our day meeting and year end masquerade party. The fact that you noticed how the name plates and seat assignment had some issues ahead of time really saved the dinner experience from trouble.”

Janet Latremouille of Humber College sent an email dated March 18th to Laura Purdy and Jennifer Foster; “I just want to take a moment to say THANK YOU once again to both of you, for giving us your time and your energy. I know how busy you both are, and we do appreciate that you are always so willing to the time to come chat with our students! And Jennifer - thank YOU for helping us to grab some of Laura's time whenever we ask. [...] I imagine you will be hearing, via LinkedIn, from some of this group of Post Grad students.”

Laura Purdy, General Manager, received a letter dated May 6th from Gord Tanner, General Manager, Toronto Shelter and Support Services;

“On behalf of the senior management team, I would like to thank you and your staff for your support of our Winter Services Plan, which helped to provide additional capacity and services to individuals experiencing homelessness throughout the winter season.

We know that the health and safety risks of those we serve is higher than normal during the cold winter months. By enabling us to use the Better Living Centre as a 24-hour respite, we were able to provide critical emergency accommodations, meals and other support services to more than 580 unique individuals, many of whom were refugees looking to build a new life for themselves in Canada.

The work we do is important and often lifesaving. We remain grateful for your partnership and look forward to continuing our important work together”.