

Appendix C

EXcellence in Action

Gord Tanner of Toronto Shelter & Support Services sent the following letter, dated April 15th, to Laura Purdy, General Manager;

“On behalf of the entire senior management team at Toronto Shelter and Support Services, I would like to extend our deepest gratitude for your support of our Winter Services Plan, which helps ensure that additional spaces and services are available for people experiencing homelessness during the coldest winter months. By partnering with us and opening the doors of the Better Living Centre for yet another year, we were able to provide more than 1,000 unique individuals with a warm and welcoming place during the coldest time of the year. For many, the 24-hour respite at the Better Living Centre was not only a place to rest, but also a reminder that they are seen, cared for, and valued.

We greatly appreciate your partnership over the years, and we all wish you a lovely retirement!”