

April 24, 2020

Dear Friends,

ESS sends its very best wishes for your good health and ongoing safety.

Before providing the update this week, ESS wants to send a special thanks to six City of Toronto staff who helped us get closer to achieving our dream of opening a new Caring Centre at 30 Rosemount Avenue (York, ON): Sherry Phillips, Rolfe Santos, Oleg Segin, Tim Ashton, Cedric Barrera and Lina Tuccitto. Their help and support was the direct result of ESS' participation in the City-United Way Community Cluster initiative launched to foster collaborative actions across the many different agencies engaged in community support and services across Toronto.

At the best of times, we know that City staff work hard. Despite the extra pressure that their COVID-19 duties have placed on them, these folks listened to the challenges ESS was having in getting the plans for this new essential service facility reviewed and made sure that this work became a priority. Sincere thanks to you and everyone at the City for this effort – and everything else you are doing - at this time.

Our staff have been hard at work checking in on clients and caregivers and finding ways to support them in this new socially-distanced world. The managers and staff teams involved in providing in-home respite and assisted living to seniors and adults with disabilities continue this essential front-line work. Our 'new' grocery pick-up and drop-off activities are going very well. We continue to update our web site with the latest information and guidance available on living and providing service in a COVID-19 environment.

This being National Volunteer Week, and in light of the critical role ESS volunteers play in the life and work of the agency, our recognition and thanks to them has been a major focus in the past few days. Those who volunteer on our Board, in our programs, in fund raising and supporting clients, deserve our gratitude and thanks not just this week, but every day. In the last little while, many have reached out to friends and neighbours to see how ESS can assist, supplied us with wonderful donations of hand-sewn cloth masks and so much more.

As the lock-down period continues, the fear and anxiety that this virus and social isolation brings is impacting everyone. The ESS team has shared that while they are doing well, many have experienced 'ups and downs'. Everyone talks about missing real physical connection and who doesn't need a good hair cut? I most certainly do!

The research on coping with this kind of stress shows that helping to support others will make a difference and we know that many of you are doing this in your own ways, with your communities from your homes.

In the meantime, if you hear of people in your life that may need the support ESS can provide, please urge them to phone us at (416) 243-0127, connect through our web site www.esssupportservices.ca or send us an e-mail at agency@esssupportservices.ca.

Regards,



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