

This past year has been one of the most remarkable in this generation's lifetime. The global pandemic of COVID-19 has remained with us and has impacted families around the world. E3 has continued to meet the challenge of this new world by continuously adapting to the new realities with the goal of protecting the people we support, our staff and their families.

From the unknown situation in March of 2020, the organization navigated the waters and has been successful in avoiding outbreaks and health impacts to everyone. Emerging in 2021, vaccines became available, allowing us a better comfort level against the devastating effects of the virus. Our processes remain in place in all our services and vaccination rates are over 78% for staff and close to 100% for people we support. We enjoyed a great partnership with the South Georgian Bay Community Health Centre, the South Georgian Bay Family Health Team and the North Simcoe-Muskoka District Health Unit for vaccine clinics.



Our children's services have evolved to meet the new needs and with this, have also reached new levels of service. Our childcare centre, Tots 'n' Tykes, closed in the initial stages of the pandemic. We took this opportunity to review our service, refreshing our interior and activities and refocusing our philosophy to better meet our mandate. The implementation of a new application *HiMama*, allowed for daily communication with parents with minimal contact, as per new processes. The communication is enhanced by daily pictures. The centre also underwent several inspections, and passed all with glowing success. EarlyON developed online approaches to reduce barriers to accessing important parent education, reaching far beyond our borders. Families still have access to professionals via phone and online and to the Baby Needs Depot. Our reach remains high. Outdoor activities were made available at certain times, with registration. The creativity of children's services staff continues to engage families in discovering life around them.

Our adult services have adapted with new processes and everyone has stayed safe throughout the year. The distance between loved ones has been challenging and support has been offered through virtual means and outdoor visiting. Some also went home for Christmas for an extended period of time, returning to a period of isolation before accessing the homes.

Community support and donations over the course of the year were unprecedented. Friendly neighbours, community organizations and individual donors have rallied to recognize the work we do and support us with gifts and food. Cobs Bread has donated large amounts of bread weekly, which we are able to deliver to families and individuals in our support, in all our services. The Food Rescue program has also assisted in providing groceries to over 40 individuals and families, for a period of several months. Monetary donations allowed purchases to create special meals for holidays.

Although the golf tournament was not held, we conducted one of our most successful fundraisers to date, using online tools such as crowd funding and social media, combined with Grant requests. Our Respite "Home Away from Home" Campaign raised over \$30,000 to furnish our new space with equipment and furniture, through generous donations and Foundation Grants.

Our social enterprises, the ReUse Centre and Oasis by the Bay Vacation Suites, have had challenges but continue to be resilient. A relocation of the ReUse Centre took place, leading to new practices to meet our new demands and constraints, resulting in the addition of a new clientele. The Vacation Suites still attract guests seeking an escape from our busy world!

Our greatest asset, our staff, continue to meet quality standards for support and services. The personal impact of the pandemic and restrictions on each and every one of us has been challenging, creating uncertainty and fear. The need for wellness is more important than ever, balancing our work and personal life. As we continue to navigate the pandemic, we strive to find a balance and joy in each moment of our day. Each and every member of the E3 team has had a part in our success over the last year, keeping everyone safe and healthy! Thank you to staff and our steadfast Board of Directors, who have provided unwavering support during these trying times!

*Christy Hage*