

## December Town Hall

Good morning—thank you for joining us for our Town Hall meeting. I will provide a brief organizational update, then I will open the meeting to you for questions and comments—then Nate will discuss some tips on the UCP retirement plan. There are two options for asking questions 1) ask questions using your audio or entering questions in the chat function. Everyone will be muted during the meeting to reduce the likelihood of background noise, but you can unmute yourself as necessary for participation.

### Current Operating Environment

Our services and supports essentially fall into two categories—at or above service provision prior to COVID (Residential, Agency with Choice, Employment Services) and inching back to where they were before COVID (Home & Community, CPS, and Early Intervention). The need for our services is higher than ever—yet our biggest obstacle for service provision in all areas continues to be staffing.

That is why we need all of you to help us with our recruitment efforts. If you are willing to help with distributing “now hiring flyers and/or yard signs—let us know. This is also your opportunity to earn some extra cash. If you refer someone to UCP, you are eligible for up to \$1,000 per referral! Additionally, new hires in select positions (20+, 30+ and FT Residential and CPS DSPs and Supervisors, CPS Coordinators, Habilitation Specialists and Employment Specialists) are eligible for a sign-on bonus of up to \$500! It’s a win-win for both you and your referral. We have a variety of openings in all areas of our operations—so send a friend to [www.ucpjobs.com](http://www.ucpjobs.com)

The executive team continues to monitor and follow the guidance from the CDC, the Governor, and Office of Developmental Programs—and we adjust our operating plans accordingly. As a community we are experiencing high transmission rates that are only expected to get more significant as we enter the winter months. The delta variant is surging, and the newest variant Omicron is now in the picture. At first glance Omicron appears more transmissible but less severe. It is for these reasons that we are asking all staff to remain diligent with washing hands, social distancing, and wearing masks—as well as being aware that what ever you are doing during your off hours, you are bringing back to your coworkers and/or participants in the workplace. We will be monitoring the community spread and guidance diligently and communicating any changes in our agency practices as necessary.

I would like to take a moment to remember one of our residential participants, Sharon who passed away on Tuesday, November 9.

In part her obituary read: Sharon was very sweet and pleasant to be around. She had a contagious smile and a great sense of humor. Sharon loved playing with her toys and making the staff work to find the perfect one. Sharon adored her staff and housemates and would call them by name. Sharon would wait until a room was quiet and then say something to make everyone laugh. Sharon loved to celebrate others and listen to music. She especially liked her virgin daiquiris which she always had in a fancy glass. She also loved being outdoors sitting in the sun and shopping. Sharon was a dear soul who made an impact on many people’s lives and will be deeply missed.

I didn’t have the pleasure of getting to know Sharon well, but at her November 18 memorial service—I learned more about her and the people who loved her so dearly—and met her family who entrusted her in our care.

Listening to the staff speak at the memorial service about the impact Sharon had on their life was moving—staff spoke about the things they will always remember, the impression she has left on them--- and some staff shared personal experiences, like our nurse Dawn going to the hospital on a Thanksgiving to ensure she was not alone there on the holiday—It was clear to me that this is so much more than a place to collect a paycheck, but I was surrounded by a community of people who go above and beyond and have a caring heart.

I learned from the family that one of our staff members drove Sharon from PA to DC to attend her mother's memorial at Arlington National Cemetery... I also learned from the family that Katelyn and Violet were such a blessing in assisting with the memorial service and ensuring it adequately represented Sharon's life. Sharon's family is not local—and our staff removed barriers and made a very painful situation so much easier. It was clear that the family considered us Sharon's second family—and they told me that numerous times.

I share this story to reinforce that when I say we have caring and committed staff—I believe we have caring and committed staff—Thank you for ensuring our participants are valued members of the community!

Thank you all for your service in 2021, and I look forward to working with you all in 2022.