

**To Melissa Farrell and all St. Joseph's Staff members,**

On behalf of all the Patient and Family members who serve as volunteers at St. Joe's we wish to take this opportunity to thank everyone at St. Joe's, including you and the senior management team for the extraordinary leadership that you are providing at this most difficult and challenging time. The words 'thank you' seem so weak as a way to acknowledge the incredible work that all of you are all doing but we want you to know that we are grateful beyond words for all of your efforts. We are staggered by what needs to be done given these unprecedented circumstances and we are most thankful for the commitment being made to keep all of us informed throughout this time.

The projects that have been successfully implemented and continue to be supported could not happen without long hours, hard work, coordination and sacrifice by senior staff members, unit managers, supervisors, allied health teams and all front line and associated staff. The level of wisdom, sensibility and thought that has gone into these projects and decisions to support the patients is extraordinary. It is clear that very difficult judgments have had to be made in order to prepare for the onslaught that is still yet to come but it is equally evident that the needs of the patients have been of primary concern when planning and implementing these changes. As community representatives charged with ensuring that the interests of all patients be of principal consideration we have to say that we could not be more proud of the way that the St. Joseph's staff are managing this pandemic.

Please know that we stand behind you completely in your efforts to keep patients and the community safe. We pray that all of you too will stay safe and healthy as this virus rips through our world.

We ask that you extend our thanks and our heartfelt gratitude to the senior managers and to the staff teams for all of their hard work and for their unfailing dedication. You truly are our heroes!

Sincerely,

Hélène Hamilton, Patient and Family Council Co-chair  
***on behalf of all Patient and Family volunteers at St. Joe's***