



Caring for our Community, All Day, Everyday, For a Lifetime.

## Fall Newsletter 2020



From The Desk Of....

There is an emotional framework paper I have kept on my desk during these last 5 months on how to embrace your emotions during this Pandemic. It is titled “Who do I want to be during COVID 19?” I have shared it numerous times with the Gateways team. It outlines 3 phases – Fear, Learning, and Growth.

During these times with serious concern about risk and uncertainty, I have witnessed myself and the Gateways organization move through all these phases and, at times, depending on the challenge or crisis- start over.

What I have witnessed most is the Gateways team putting our Mission first "We believe that all people are of great value and strive to be innovative when providing quality supports needed for individuals to lead meaningful lives in their community". Yes, we daily touch over 3,000 lives of individuals who need our support and services and that plays a significant role in our decision making.

I have continued to witness incredible acts of kindness small and large – from our IT department patiently teaching us to use ZOOM, Board of Directors meeting monthly through remote tools, backroom fiscal operations learning how to sustain our business, and keeping daily presence at our main office; to massive redesign and continual refining of all our therapeutic, educational, service coordination, daily supports and direct services for all the individuals we serve. Most of all assuring the safety and wellbeing of all our vulnerable clients.

Gateways team, once again with the support of our community partners, show us all truly “Who they want to be during COVID-19” - a strong community organization that makes a difference in people’s lives daily. The statement “Think of others and how to help them” is not a reach for our team, it is part of our culture. It is what we have always done and are now doing under significant change as we embrace the new normal.

Be well and be safe,

Sandy Pelletier