

On behalf of the Board of Directors, I say a huge **THANK YOU** to **TNO Staff and Volunteers** for your extraordinary dedication, resilience and adaptability in these unprecedented circumstances of COVID-19 pandemic.

Through thoughtful and measured responses that have followed Government directives, from onset of fight against the COVID-19 pandemic, the TNO Team has remained agile and has taken prompt steps to make the necessary safe changes to our operations across our programs and locations.

To those who rely on us for the services and programs that we offer, through safe methods, TNO has continued to provide high-quality services for which we are known amongst our peers, partners and the communities we serve.

With ingenuity, special efforts have been made to develop pandemic responsive programming - such as the food collaborative, making cloth masks for our community and local hospital, as well as engaging the communities we serve in COVID-19 Pandemic education and testing.

With foresight, efforts are continuing to be invested in development of, the Hub, our next strategic plan, and sustainability of relevant programs, services and partnerships.

As we prepare to take steps for reopening our offices, the health and safety of our staff, volunteers, and clients remain our highest priority. Through the staff survey completed in June 2020, your feedback has been received and will be incorporated accordingly.

As a committed, caring and responsible organization;

Let us continue to remind ourselves of our collective responsibility to ensure a safe and healthy TNO.

Let us continue to work together to contribute our knowledge, skills and compassion to help those we serve.

Let us continue to bring forward our thoughts and ideas to become our best.

**Thank You again for all that you do on behalf of TNO!**

With Warmest Regards to you and Your Families,

*Shelina Shivji*

Shelina Shivji Board Chair

On behalf of TNO Board of Directors