



Dear All NewCourtland Team Members:

I am writing to you to express my sincere gratitude and appreciation to each of you for the extraordinary work you are doing every day during this international crisis of the COVID-19 pandemic.

Every day we are witnessing individual examples of selfless and dedicated service from across our NewCourtland network. I want to share with you some of the work you and your colleagues are doing as a care based community, so that you know how valued you are during such an unprecedented time of need.

Over four weeks ago, we as a team began to enact protective measures across all our service areas. These measures continue to evolve based on CDC and other authoritative agencies' recommendations to combat this common enemy. You have assisted in implementing these procedures with selfless care for each other and for all the individuals who are in our care. From those first days, our standards have been adopted by or impacted several other local organizations protective measures, broadening our impact across the region.

As each of us is focused on our individual contributions, I want to remind you of the impact YOU and your NC colleagues are making for those who are most vulnerable during this difficult period. Collectively YOU are providing 24 hour medical, nutrition, and social interaction for 180 seniors at our Germantown Home. YOU provide daily services and reassurance to over 600 at risk seniors who live in 12 NC properties throughout your city. YOU are meeting the needs of previously homeless veterans who now are part of a caring community and living in their own NC home. And just yesterday YOU welcomed our most recent formerly homeless and medically complicated resident into our NC Square. When we were instructed by PA Governor Wolf to close our two Senior Centers, many of the almost 3,000 senior center members were at risk of not having sufficient food to eat. YOU adjusted to the new rules and began preparing and handing out Grab-and-Go meals at both South Broad Street and West Allegheny Avenue. Beginning next week YOU will be preparing a care package of essential food and personal care items that will be delivered to the homes of individuals who have been identified as "at risk" of food insecurity.

YOU are extraordinary! What you do every day is extraordinary! YOU are very much appreciated! One of Mr. Fred Rogers's (Mr. Rogers Neighborhood) famous quotes is below. His advice is to: "...Look for the helpers..."). YOU are the helpers, making a difference every day.

Thank you for all you do!
Joe Duffey,
CEO

"When I was a boy and I would see scary things in the news, my mother would say to me, 'Look for the helpers. You will always find people who are helping.' To this day, especially in times of 'disaster,' I remember my mother's words and I am always comforted by realizing that there are still so many helpers—so many caring people in this world." FRED ROGERS