

Letter to All Staff from the Chair of the Board's Staffing Committee (also a Redwood parent)

August 7, 2020

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Caregiving, direct and non-direct, is so hard. It's even harder in this pandemic. It can be personally rewarding. It most often is thankless.

The Program Quality and Compliance Committee is one of Redwood's Board Committees. We have Redwood staff (Peggy Farmer, John Francis, Terra Heitzman, Katrina Proud, Carol Serrone, Raechel Spicer, and Aaron Wagner), non-staff (Emily Michels, Kelsey Middleton), and past and current Redwood parents (Stacy Cole, Becca Coppage, Angela McWhorter, Nicole Trimpe, and me) on this committee. Our purpose statement is: "To facilitate on-going evaluation of programs and service mix; to develop and implement short/long range program plans; to identify and adapt to changes in market/community needs; and to comply with federal regulations and accreditation standards". I believe the committee has done a pretty good job of fulfilling our purpose. But while concentrating on the what, when, where, and how we have been remiss in thanking the who. So:

Thank you for calming our scared and uncertain clients while being scared and uncertain about the future yourself.

Thank you for wiping away the tears of our clients while holding back your own tears.

Thank you for tucking our children in for a nap when all you want to do is hide under your own covers and make the world go away.

Thank you for coming to work each day when you're scared to step outside your home.

Thank you for sitting in Zoom meetings on how to keep Redwood up and running when you don't know how you'll keep your own household up and running.

Thank you for encouraging our clients when you could use an encouraging pat on your back.

Thank you for your flexibility and ability to think up new ways to accomplish Redwood's mission when all you want is the old normal back.

Thank you for smiling with your eyes when the clients can't see your smiling face under your mask.

Thank you for continuing the normal routines our children and adults need while your world is in chaos.

Thank you from Angela, Becca, Nicole, Stacy, and me for loving our kids and helping them thrive.

Thank you for being the heart of Redwood.

Kris Jones

Program Quality and Compliance Committee Chair and, most importantly, Taylor's mom.