



Ontario Community
Support Association

Leadership in a Time of Uncertainty: Lessons from A Community Care CEO

Two decades of industry experience couldn't prepare Perry for a global health pandemic

TORONTO, August 11, 2020 -- Steve Perry didn't just follow a career path, he found his vocation.

Perry, now three years into his role as chief executive officer of Carefor Health & Community Services, has been working in community-based healthcare for over 20 years. He stumbled somewhat accidentally into the industry as a young adult, but quickly fell in love with the ability to directly help a community he cares so deeply for.

"I think a big thing in doing what we do, is that you get to see the impact of what you do every single day," he said.

Carefor is a non-profit home health care and community support services organization operating in the entire Eastern Ontario region, and a member of the Ontario Community Support Association. The organization offers a variety of services and programs in client homes, in the broader community, at several of its residential care facilities (including hospice) and at nursing clinics.

Perry, a loving husband and father of two, settled comfortably into his role as a leader by personalizing his work, aiming to treat everyone — from clients to employees and everyone in between — as he would want his family to be treated. However, leading a staff of 1,600 through a global health pandemic was not something anticipated so early in his tenure as CEO.

So, at a time when leadership was of utmost importance, Perry utilized his team.

"I feel a good leader listens to everyone," said Perry. "As a leadership team we have always really supported one another."

And that support is critical, especially when dealing with society's most vulnerable.

Perry and his team began monitoring the pace of the pandemic long before it reached Ontario, and some tough decisions were made early on. Weekly meetings turned daily, and together they decided to suspend some programs, redeploy staff to remote working arrangements and to close all of their care facilities to non-essential visitors before it was mandated by the government.

180 Dundas St. W., Suite 1400-B, Toronto, ON M5G 1Z8
T. 416-256-3010 x 224 1-800-267-6272 F. 416-256-3021

About OCSA

Ontario Community Support Association (OCSA) represents close to 230 not-for-profit organizations that provide home care and community support services that help seniors and people with disabilities live independently in their own homes and communities for as long as possible. These compassionate and cost-effective services improve quality of life and prevent unnecessary hospitalizations, emergency room visits and premature institutionalization. They are the key to a sustainable health care system for Ontario.

For more information, visit www.ocsa.on.ca and <https://twitter.com/OCSAtweets>.

For interviews and information requests please contact:

Sandra Kahale – Media Coordinator
Ontario Community Support Association
647-997-1800
sandra@onwordconsulting.com

About Carefor

Carefor is a local not-for-profit charity that provides home health care and community support services across Eastern Ontario. Whether in the home, in the community, at care facilities or one of our clinics, our 1,500 staff are part of the circle of care that is tailored to our clients' needs. For more information, please visit carefor.ca.

Trevor Eggleton
Manager – Communications, Marketing & Fundraising
Carefor Health & Community Services
613-793-6566
TEggleton@carefor.ca