

Jan 30, 2024

Your Community Concierge Service is now open!

Dear Fundholders,

Over the holidays, I spent a lot of time waiting on the phone to sort out a refund from an airline to my credit card. I met a number of Artificial Intelligence phone bots and recognized that the use of robots is contrary to the Foundation's purpose to build community. Listening to a robot offering me limited service options does not foster a sense of belonging. It left me feeling frustrated and neglected. I am sure that I am not alone in these sentiments.

As a community-based organization, we have been striving to offer all options to our fundholders for granting- online, in person, by phone and by email. One of the first requests I received when I joined the Foundation was to provide online access for Fundholders to make grant requests, and access their funds and important documents - which we introduced in 2018.

Since 2018, there have been many changes at the Foundation with our Team members now engaging in hybrid work –working from home and the office– and more team members working part-time and semi-retired. As we navigate this new work environment, we want to ensure that our Fundholders' requests are a top priority.

As part of the 2023 Fundholder survey, Michael and Christine Selim suggested a Concierge service to direct their questions and requests. A few weeks ago we let you know we would be launching a new service for our Fundholders and we're thrilled that it's finally here!

To the best of our ability, we are 100% committed to connecting our Fundholders to a live person to answer your calls. We are centralizing all emails and phone numbers so you only have to remember one number "100."

The *Community Concierge* is your direct line to Foundation staff, whether that's through the phone or through email. Starting today the phone service operates from 9:00 am to 4:00 pm on weekdays.

To contact the Community Concierge just remember "**100**":

- Dial **905-844-3562 ext. 100**
- Email 100@theocef.org

The *Community Concierge* also comes with a new Fundholder section of the website that includes helpful information such as how-to videos, a list of past eNews and Foundation communications. You can access this page by going to www.theocf.org/100 or navigating to our website homepage and clicking on *Concierge Corner*.

Shortly you will be receiving a **Welcome Package** from our Community Concierge Team of Gillian McMClaren and Karin Douglas. It will outline what you can expect when you call. Included in this package are a magnet, post-it notes and a pen so the information is always at your fingertips.

Will we be able to live-answer your calls 100% of the time? We hope so and we are committed to it. If you have to leave a message because we are busy with another Fundholder, we plan to respond to you within 24 hours.

Your Fundholder Portal continues to be open and available to make grants and check your Fund Statement, which can also be accessed through the website by clicking on *Fundholder Login*.

Thank you for your generous support and we hope you find this new feature useful.

Warm regards,

Wendy