



# *Riverside CARE Awards*

## *Maureen Letellier* *Assistant Director, Metro North Cluster*

There's a common theme we see among the Riverside employees who are nominated for a CARE Award -- their commitment to the people they provide services for is matched by their dedication to the staff members they work with in their office, department, or residential home. They know that we are only as good out in the field with people we serve...as we are in the office with each other. Maureen Letellier is one of those special employees.

As Assistant Director of the Metro North Cluster, Maureen is frequently called to go the extra mile in challenging situations that sometimes come along with the position. It's the nature of the job, but Maureen takes it even further. She thinks fast and acts quickly, responding appropriately, calmly and compassionately to any situation that arises. Once she drove to a client's home on her day off so that she could ensure he had enough money for his weekend activities. She'll also drop whatever is on her plate if a staff member needs assistance with anything at all.

A staff shortage any day means that Maureen will step right up and do the line work -- because the needs of the individuals living out in the communities we serve can be significant, their numbers have grown, and the connection becomes personal. And Maureen is equally committed to the overall well-being of her staff in their professional and their personal lives as well. Around the office she's known as an energetic and helpful problem-solver and sounding board to other managers, and an active and valuable mentor to those who work for her.

This is the kind of leadership that builds morale, makes great work possible, and creates opportunity, optimism, and success for the people we work with inside and outside the office. Maureen bridges those two worlds spectacularly!

