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Opening Remarks from Tracy Callaghan, the Chair of CLO's Board of Directors Annual General Meeting, November 2021

Wow what a year! We experienced many challenges, changes and frustrations. The COVID 19 pandemic has rolled its way in waves into 2021.

Throughout the COVID closure some of us were able to have limited or no staff in the office to receive calls or access files each day. Literacy programs made the difficult transition to classes and sessions on line and the challenge of a transition to some sort of hybrid model.

The Digital divide with clients quickly became evident with learners: They included lack of devices, low bandwidth, internet access, and digital literacy. Not to mention the many distractions with learners trying learn from home. Kids in the background, muting, unmuting, or just not muting when they should be!

However, with these setbacks and challenges it **has also** brought several accomplishments and things for us to celebrate!

Despite this pandemic, we not only survived; we worked together, we created opportunities and we were innovative to assist the learners in our organizations.

CLO stayed steadfast and supported us as agencies as they were navigating the same storm

Kudos to each one of you for sticking it through and transitioning from a trying to work from home to a working from home model.

It has been said that we have demonstrated resilience but I have struggled with this word because I feel it is so much more! The word that came to mind is "**Grit**"! Grit is **the ability to persevere towards long term goals**: the melding of persistence and passion. Like resilience, grit is all about never throwing in the towel; however, resilience involves coming back stronger after a setback, and possibly adapting to new circumstances.

And so today as we celebrate what we have accomplished as community based LBS agencies, put the challenging days behind us as we look towards brighter times ahead!

Welcome to CLO's Annual General Meeting!