

## In Action – Excellence

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Life in Canada is not always easy. As a newcomer to the country, it's not only the weather that can be a shock to your system. Louise Fernandez has experienced it many times over, having worked through the complicated process with her husband when he immigrated from Cuba, and now, on a daily basis, as she shepherds her clients. The Salvation Army's Immigrant and Refugee Services program she created in Montréal seven years ago is designed to help those who fall through the cracks. "We're here for those who don't qualify for government assistance," she explains. "And if another organization offers the service they need, I will make the first contact. Our focus is on those who have nowhere else to turn."

Louise's commitment to this ministry and these new Canadians goes over and above normal office hours. Once she found herself at a hospital in the middle of the night holding the hand of a lonely mother giving birth. "I am passionate about helping those who left their country behind and chose to start a new life in Canada. I am privileged to be able to welcome and help them."

When we talk about excellence in The Salvation Army, it's people like Louise and programs like the Immigrant & Refugee Services that we are talking about. Going the extra mile, striving to be the best you can be, both personally and organizationally, and a model for others to emulate – the bar is high, but Louise and many others lead the way. That is excellence indeed.