

Dear Steve,

It's easy to say thank you, but it's harder
to convey the heartfelt gratitude felt today.

Your thoughtfulness means more
than words can ever say.

Love,
The Family of
Mary Jordan

November 12, 2000 Attached Letter

①

May 11, 2021
[Signature]

Dear Steve:

Thank-you

- For the prompt weekly changes to the Essential Care Givers each Friday when you received the email.
- For allowing a "few more" ECG's, giving each of mum's children special time with her, and giving us the comfort of being with mum especially during the trying COVID days.
- For approving family, especially grandchildren, to visit mum once she was deemed End of Life. There were special interactions that happened as well as comfort for mum to see her "precious jewels" before journeying on. We believe this helped mum know how much she was loved and to confirm that everyone was doing well, and that it was OK to move on.
- You helped make mum's wish of going to Port Elgin one last time come true for her 90th. birthday celebration. Your unwavering support to find a creative way to make this happen won't be forgotten.

(cont'd)

②

May 11, 2021

Dear Steve:

Thank-you

- For running a tight ship during Covid to keep our loved ones safe when there were many horror stories of what was happening at other homes locally, provincially and nationally.

- When we asked for meetings you listened intently. You were able to work with us to find creative solutions and to recognize areas for improvement when concerns were raised.

Thank-you for your steadfast leadership and support to the residents at Fairview.

As for the amazing staff:

Amy Kavanaugh:

- Amy worked hard at arranging outside and patio visits, loaned mum the hearing magnifiers for the last couple of weeks, helped us with questions and navigated ways to make mum comfortable and supported.

Rozina Bhatia:

- Rozina worked through some difficult conversations with us with the goal of mom's comfort in mind.

(cont'd)

(3)

May 11, 2021

Dear Steve;

Amazing Staff:

• Niamh Brown (Chaplin)

- For understanding mum's faith history, personal history, and sharing God's love, message and comfort over the past years

Liz

- For her ever-cheerful voice and face
- For her efficiency, whether with messages to be relayed, mail to be given to family members, always knowing the answers, and if she didn't, she always followed up. We all knew we could depend on Liz no matter what the question.
- For her concern for mum and us

Staff on Hespeler Wing:

- Keaton was gentle and cared for mum with compassion... We will never forget his kindness and the trust mum had in him
- Olga, Alisa worked hard to fill-in when staff were away, never failing in the care for mum
- Dee and Barb went the extra mile to make sure mum and family were supported