

June 18, 2021

Family of Mary Jordan
Cambridge, ON

Dear Marie and Family,

Let me begin by offering my sympathy and condolences to you and your family for the loss of your mother. So many of us have lost a beloved parent. This has only been made more difficult in this pandemic.

I want to thank you and your family for reaching out to us, particularly during this challenging time for your family. I appreciate your taking your experiences and advocating for others with your recommendations. Elaine Shantz, CEO, has let me know that she is including your letter in her Board Report which will allow us to discuss how the Board can support Fairview as they do their utmost to ensure the end-of-life experience reflects our values and the needs of residents and their families.

Elaine also shared the lovely thank you note you wrote in May to Steve Pawelko, the Executive Director of Fairview. How kind of you to take the time to mention each staff member and to have noted which of their actions were particularly meaningful. The lived experiences of loved ones bring our work into focus and reminds us that what we do matters.

We have all heard the difficult stories of families who didn't get a chance to spend time with a loved one due to the protective guidelines provided by the Ontario government to long-term care homes. I am pleased that Fairview's team ensured your family had opportunities to make the connections and memories that may help to ease your family's loss.

Your letter demonstrates a deep understanding that there are many partners who work at a local, regional and provincial level in long-term care. We know there is more that can be done. Often, this begins with communication. Thank you for taking that step. Thank you for sharing your thoughts. Thank you for caring enough to share your recommendations. May you find some peace knowing that you and your family's thoughtfulness is appreciated.

In kindness,



Marion Good
Chair, Board of Directors
Fairview Mennonite Homes

cc: Hon Doug Ford, Premier of Ontario
Hon. Merrilee Fullerton, Minister of Long-Term Care
Belinda Karahalios, Cambridge MPP,
Karyn Lumsden, VP Home and Community Care Support Services
Chris Bigelow, Director, HPC Consultation Services Waterloo Wellington
Veronique Boscart, Conestoga College, Executive Dean, School of Health and Life Sciences
Sarah Pottier, Conestoga College, Chair, PSW program
Advocacy Centre for the Elderly
CARP
Ontario Health Coalition
Fairview Mennonite Homes Management Team
Fairview Mennonite Homes Board of Directors
Fairview Mennonite Home Family Council