

June 16, 2021

Family of Mary Jordan
Cambridge, ON

Dear Marie and Family,

I was sorry to hear that your mother, Mary, had passed. There is no easy way through it and I pray you will find strength and comfort in the memories of your mother and love of your family. Please accept my condolences.

I also want to thank you for your note from May 11 to Steve Pawelko. It is wonderful to have the team members individually acknowledged for 'going the extra mile' as you observed. I am pleased that Steve was guided by compassion and kindness, as we know him to be, to find ways to ensure your family members had opportunities to spend special time with your mother.

Thank you as well for your thoughtful letter and recommendations of June 14. Family experience and feedback is always welcome. I take these seriously and am grateful that you feel you can share your thoughts with me and with the many partners who help ensure that each person is treated with the utmost care and respect during every day of their stay in long-term care, including end-of-life. I reviewed the file with Steve and understand the palliative team was involved. There will be learning for both of our organizations. We are very appreciative of the support of the palliative care team and will continue to work with them to enhance our end-of-life care. I sense that improving communications is something we can all do better.

Your family's recommendations are particularly welcome as I have accepted a role on the Board of AdVantage Ontario where I can advocate for the kinds of enhancements you are suggesting. In addition, I have included your recommendations in my Board Report.

The management team and the Board of Directors will want to reflect on the recommendations which touch on many partners in a system that acknowledges there are improvements to be made at many levels. We all agree that seniors need us to do the best we can for them. Thank you for helping us to understand how we might approach end-of-life with better supports for residents and family members.

On behalf of everyone at Fairview, thank you for making time to share your thoughts during this difficult time.

In kindness,



Elaine Shantz, MA (Leadership)
Chief Executive Officer

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