

Good morning,

The City of Pickering is excited to share the heart warming and emotional stories of two community members and their experiences using Pickering Public Library's PPL Connect program – an outreach program offering free Internet access and technology skills training by loaning laptops and portable hotspots to those in need.

After diagnosed with Vascular Dementia, Mark Robertson, a local entrepreneur, was drawn into early retirement and could no longer afford Internet. As a result, Mark was unable to contact loved ones, access his Canadian Pension Plan, make doctors appointments, or face even the smallest of tasks like finding the local food bank's hours of operation. He and his wife would sit outside the Library and local shops in hopes of finding a WiFi connection. After meeting the Library staff and being introduced to PPL Connect, Mark now has the access he needs to face his daily tasks without the financial stress of an Internet bill. While bridging access into homes, the Library is also connecting services with classrooms, community centres, and even seniors homes.

Residing in a nearby seniors facility, Joyce Savage was unable to attend a concert held in her late husband's honour. After speaking with her son, Ken Savage, the Library staff brought the touching memorial concert to Joyce via Skype with the use of a hotspot, laptops and more – allowing her to interact with band members, old friends and family. Not only was Joyce able to attend the concert, but she was able to say her final goodbyes to her husband's companions from the last three decades. Joyce passed away on February 18, 2017 – Ken thanks the PPL Connect for bringing together two communities, two Long Term Care Facilities, and his dad's two loves: music, and his mother.

As an extension of our Smart21 and broadband initiatives, the City of Pickering is enthused to present this information.

As the community users are extremely passionate about PPL Connect, I have secured interview opportunities with both Mark and Ken. I will follow up via phone call to further discuss their remarkable stories.

Kind regards,

Brooke Pollard
Communications Assistant | Office of the CAO
[905.420.4660 ext. 2007](tel:905.420.4660) | [1.866.683.2760](tel:1.866.683.2760)
bpollard@pickering.ca



Your City. Right Now. pickering.ca

