

# Personas

## Robert (Bob) Jenkins



Bob Jenkins is a retired 73 year old teacher from the city of Mississauga. Bob graduated top of his class with a Bachelors of Science in Chemical Engineering. At the age of 24 he Joined the army and served for 12 years. After the army Bob pursed his Masters Degree in Biochemistry. Immediately following Bob decided to become a teacher, dedicated to educating the youth of tomorrow.

Bob retired at the age of 65 after a 25 year career in teaching. He now lives with his wife of 30 years Sheela (aged 70), and Buddy, an acentric Golden Retriever, in a two bedroom condo. Bob has two children Max aged 25 and Andrew aged 27.

Bob spends most of his time teaching English and Science to others at a local community center. He enjoys doing crossword puzzles, reading, and taking vacations with his wife. They both look after an another. Due to their old age, Bob relies on his easy to use ERA app on his smartphone to ensure that any problems and issues, he or his wife experience can be appropriately responded to ensuring their safety. He also has the panic button setup to contact emergency responders in time of an emergency, like the last time when he slipped in the kitchen, while his wife was out grocery shopping. Additionally, Bob appreciates the fact that he can have the app with him anywhere, especially on his vacations with his wife, when and if her arthritis acts up he can effectively assist her into being more comfortable.

Lisa Mercer



Lisa is a 25 year old Social Aid Worker, working at Oakwood Standards, a retirement home. Lisa recently graduated from the university with a degree in Health Science. Her job at the retirement home as a Geriatric Social Worker is her first job where she is required to assist elderly with personal, social and environmental challenges they face due to old age.

Lisa is a dedicated hard worker. Her daily routine comprises of waking up at 5 in the morning and starting her day with an hour long workout in the gym. She then returns and cooks herself a healthy and filling breakfast. After which she gets ready for work and leaves appropriately in time to make the morning commute for her 9 A.M shift. She arrives at work, makes herself a cup of coffee and reads her emails to see if there are any residents with emergent issues, if so she deals with first and if not she continues with her appointments. At 5 P.M she finishes her day, comes home cooks herself dinner, and finishes her chores. Time permitted she sneaks in a movie on Netflix, otherwise she goes to bed by 10 P.M.

At times due to lack of experience Lisa feels overwhelmed by her job. Despite that she is dedicated to her job and goes above and beyond to create a healthy standard of life for the resident of Oakwood Standard.

Lisa relies on the ERA app to ensure that she is ready to assist any of the elderly residents with a medical issue. Despite the fact that she is trained in First aid and CPR, having the app gives Lisa reassurance that under duress she would have step by step instructions on how to administer first aid or provide appropriate assistance to the individual in need.

### Huong Li Jin



Huong is an 19 year old aspiring to become a doctor in the future. He lives with his parents and his older brother. He works as a life guard at a local community center. Huong when not studying or working enjoys spending time out with his friends, and on a warm day he enjoys playing basketball outside.

Huong enjoys listening to music just as much as playing it. He learned to play the guitar at the age of 12 and has been playing ever since. At the age of 17 Huong and his friend started a band called The Musketeers. The Musketeers mainly play at school fundraisers, birthday parties and at local community centers. Huong also enjoys watching movies, his favorite movie of all time is Forrest Gump.

Huong spends most of time during the day studying, working on homework or understanding the complexities of human body . He hopes to become a doctor one day and help those in need. He wants to be a part of a Charitable Organization: Doctors Without Borders, and travel the world helping those who are desperate need. He also takes time out of his busy schedule to tutor other students in courses he has already taken and excelled at.

When not studying, Huong is trying to pick up shifts at work to save up as much money as possible for a car and medical school. Huong is a trained lifeguard and has been working as one since he was 16 years old. Huong relies on ERA to help in emergent situations at work, such as the time he used ERA to help a teenager drowning who also had a panic attack. Huong also uses ERA to study different diseases and disorders which he believes will help him during his time at the medical school in the future.