



# Moments from the Field

Brought to you



by Rendeвер

# Introduction

It's an understatement to say that 2020 has been a year to remember. We all went into this new decade filled with hope and excitement, and the COVID-19 pandemic has instead delivered us a year full of fear and loneliness, and this is especially true for the senior living industry. The stress that this year has placed on staff, residents, and families has been staggering.

Working with veterans in this industry, it comes as no surprise that hope, positivity, and creativity stood strong in the face of such an alarming time. As a partner to senior care and senior living organizations, we have had a front row seat to the response, and it is safe to say that we've never been more inspired.

It would have been easy to give up or dwell on the hardships, but instead we've seen teams band together, share innovative solutions, and continue to go above and beyond to care for one another like family.

The best part of my job is when one of our community partners shares a story with us detailing the impact that we helped to deliver. There is nothing more touching than hearing about the ways Rendevar has brought joy or hope to a resident and their family. This sense of purpose is what drives our team, and we could not be more grateful to the frontline staff that create these moments and share them with us regularly.

In the interest of spreading hope and light, I'm excited to share this collection of moments from the field with you. Please enjoy, and join us as we look forward to a new year ahead.

Kyle Rand  
Cofounder & CEO



Kyle grew up volunteering in senior living, and dedicated his studies to understanding the impact of cognitive decline. After experiencing a painful transition with his own grandmother, he cofounded Rendevar with the mission of reducing social isolation through the power of virtual reality and shared experiences in 2016. Today, Rendevar serves over 200 senior living communities across North America.





# **RENDEVER STORIES**

# WHAT IS THE BEST PART OF BEING ON THE RENDEVER TEAM?

“ The best part about working at Rendever is getting to see the impact of our platform firsthand. From the moment I did my first demo with a resident, I was completely hooked.

Working for a company, part of a team, and in a culture that is built around truly improving and impacting people’s lives in a positive way is very important to me. I’m proud of the work we’re doing and know that down the road, my friends and family will all benefit from this innovative technology. ”

- Nicholas Abruzzo, Director of Business Development



“ Before joining the Rendezvous team, I was an Activities Coordinator at a senior living community in Green Bay. During my transition between roles, I thought it would be fun to coordinate a demo at my own community. We invited some residents to join and provide feedback throughout the experience.

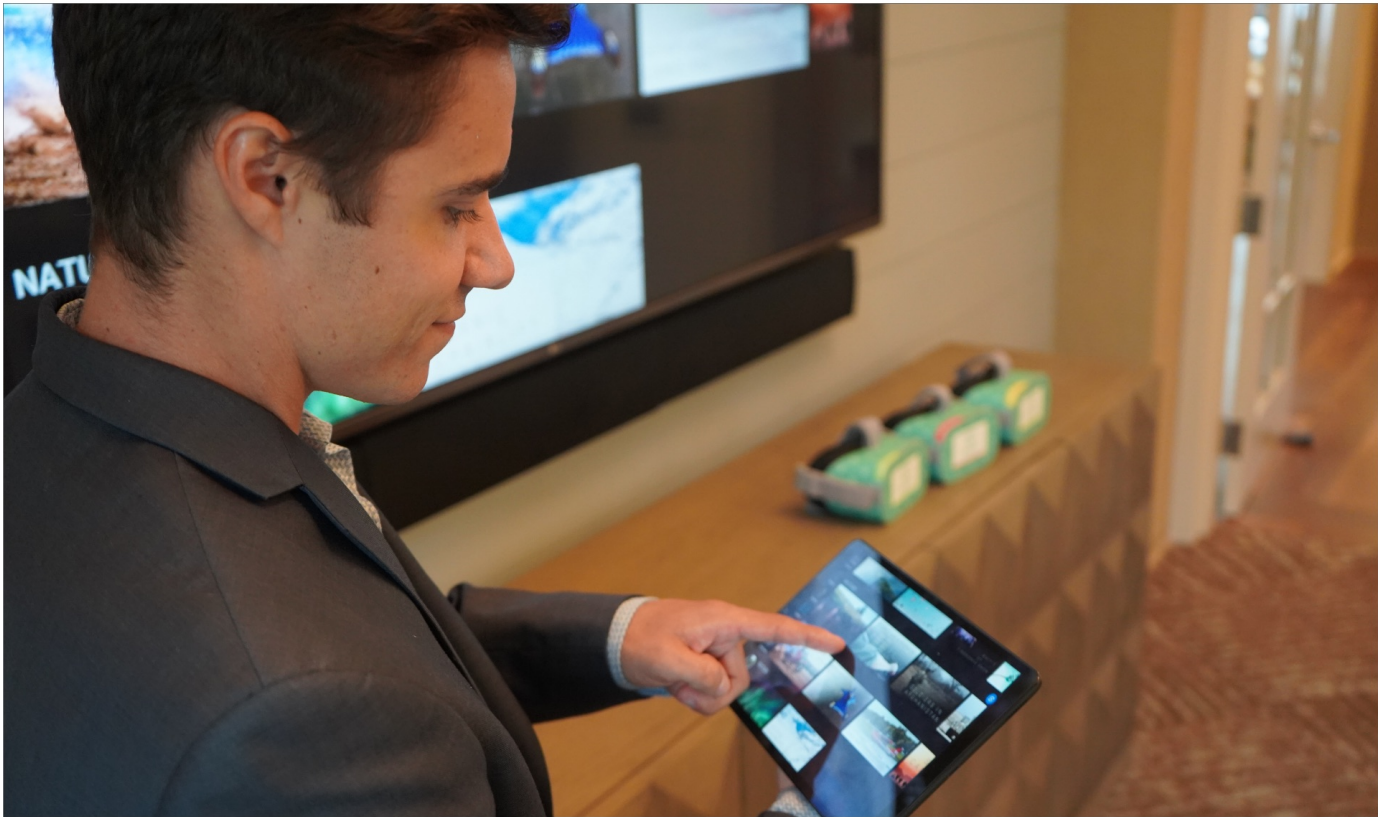
As we were getting set up, one resident asked if we could go back to her hometown in Ohio. She remembered her address, so I typed it into the control tablet and off we went! She immediately welled up with emotion and started sharing stories about the house, neighbors, and everything she loved about the town. The whole room was in tears.

This particular resident would typically sit outside every Friday with a suitcase packed, waiting for someone to pick her up in Green Bay and take her back home to Ohio.



When we followed up, the Executive Director shared the resident no longer sits outside on Friday's. She was finally able to feel like she visited the house she raised her family one last time.”

- Jake Pechauer, Community Engagement Manager







“ During a training session at Revera’s Columbia Forest, we met a married couple who wanted to try Rendeвер. The wife had advanced dementia and could no longer communicate. Her husband was clearly a loving, devoted caregiver. He was patient and carefully helped maneuver her wheelchair through the room.

We helped them each put on a Rendeвер headset, and he instructed us to take them to the church that they’d gotten married in decades earlier. When we arrived, the husband told stories about their wedding day and the early years of their marriage. As he was reminiscing, his wife was engaged and although she couldn’t contribute much to the conversation... her expression said it all. I still get chills thinking about this amazing couple.”

- Grace Andruszkiewicz, Director of Marketing & Partnerships

“ During one of our sales demos, we asked the staff to invite a resident to try out Rendeever’s virtual reality platform. They selected a resident living with advanced dementia; due to the disease and a language barrier, it was extremely difficult to communicate and connect with this individual.

Initially, we showed him the tablet and demonstrated how to put the headset on. When he was ready, we brought him into an immersive northern lights experience. He immediately relaxed and melted back into his chair. His breathing slowed down and he was visibly less agitated.

After about 10 minutes, we all thought that the gentleman had drifted off to sleep.

When we started to remove his headset, he calmly reached up, pulled it back down, and sunk back into the chair. He enjoyed the same experience for over 30 minutes, and remained calm afterwards. The team couldn't believe their eyes. Instead of yelling and getting aggravated, the resident was calm, relaxed, and happier than they'd seen him in a long time.”

- Bobby Allen, Sales Manager



“ I had heard that people with poor vision can sometimes see better in VR but had not experienced this in person before I met Connie. Connie tried her best to take part in day to day activities and stay engaged in her community but she struggled due to her poor eyesight.

Once she put on the Rendever headset she was able to see clearly and participate fully. She didn't want to take the headset off and kept snagging any free headset she could and would put it back on! The smile on Connies face spoke to how powerful VR can be for people. It was the first time in years she was able to see clearly and experience things in a way she had not been able to for years.

One of her friends was brought to tears because she was so happy to see Connie smiling and engaged in a way she hadn't seen in a long time.”

- Amanda Priddle, Community Engagement Associate









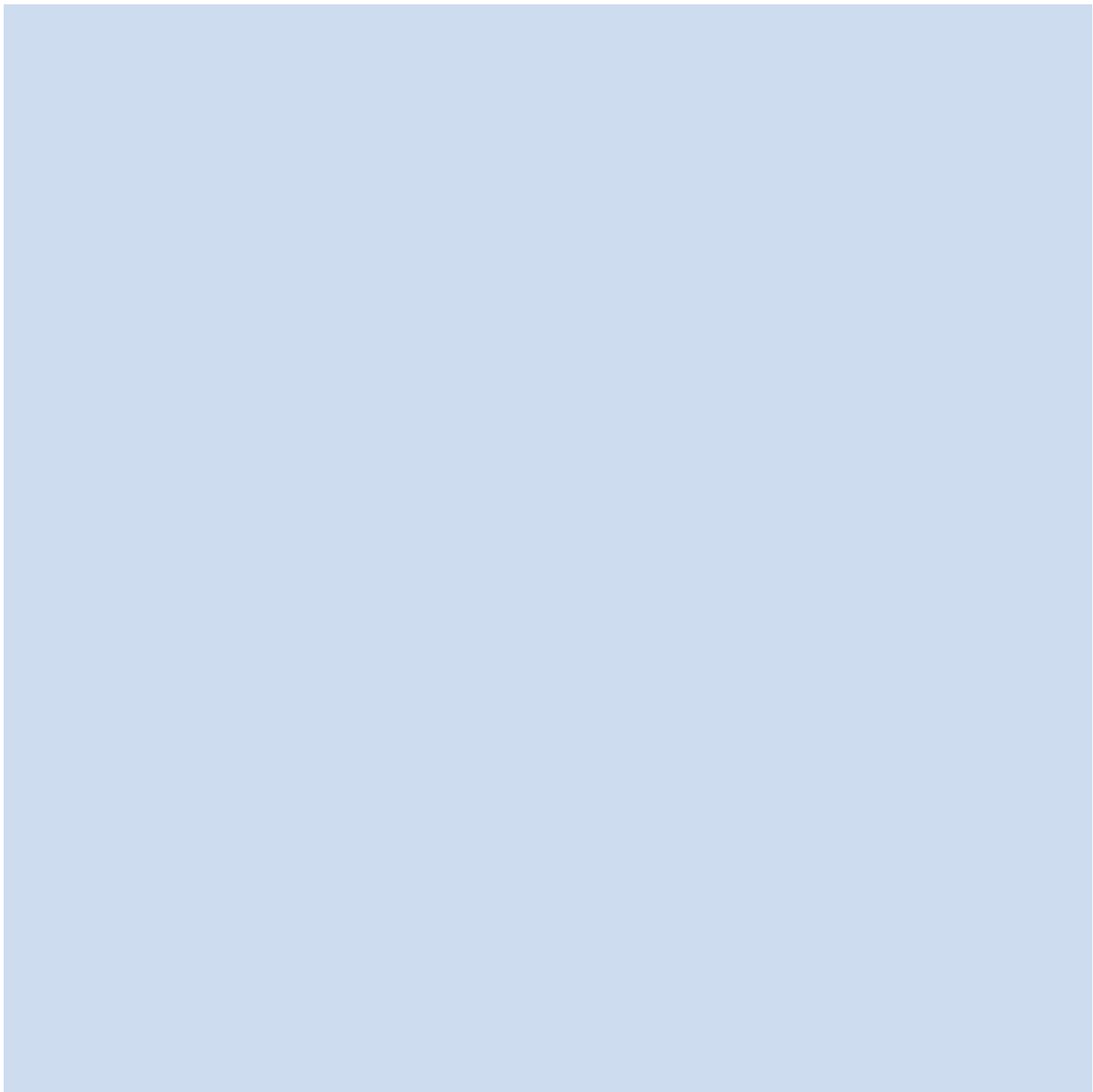


“ During a demo, staff were interested in understanding how a particular resident would react to Rendever. When we asked the gentleman where he'd like to go, he wasn't quite sure... so instead, we talked about life for a bit, and learned that he was a lifelong fan of the New York Yankees.

Naturally, we brought him to the pitcher's mound at Yankee stadium. What happened next is something I'll never forget. The biggest smile spread across his face, and he slowly raised his arm and pointed off in the distance. "I can see my seats from here!" It turns out he had once been a Yankee season ticket holder.

The more we explored the stadium, the more he came out of his shell. I would describe the change as going from simply existing, to suddenly feeling ecstatic, exuberant, and eager to share this lifelong passion of his. It was magical.”

- David Stoller, Director of Community Engagement



# **STAFF STORIES**

“ In our memory support unit, we had a resident who had dementia and was at the end life stage. Although she could no longer remember her granddaughter’s name, she lit up every time she came to visit. They shared such a strong connection, so it was heartbreaking when the granddaughter got engaged and grandma was unable to travel for the wedding.

With the power of Rendever’s family portal, we were able to bring the wedding to grandma. The full ceremony had been recorded on a 360° camera and uploaded by the family. Our resident was able to virtually attend the ceremony and share the experience with her friends in our community.

I cannot explain in words the emotions we saw when we played the experience for her.



The smiles, tears, and little speech the resident had left was... well there really are no words to adequately describe what we felt seeing this firsthand.

A few weeks later, this resident slipped into a coma and passed away. The family and I have remained close friends. They still tell people that Rendeвер gave them a glimpse of their mother for who she was before dementia took her away. ”

**Story contributed by:**  
Billy Blake, Activity Director



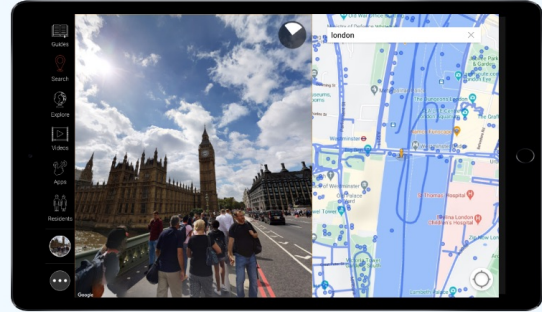


“ One of the residents that we serve was deemed to be palliative by our nursing team this week. She has been visibly uncomfortable and restless, so one of the nurses on her floor suggested that we try Rendever with her - as she may find this experience to be a relief.





After a bit of small talk, I learned she used to be a pilot and her favorite place to visit was London. After a little encouragement, I warmed up the headset and we jet set off.



She was actively engaged in the experience, naming the places she was seeing, telling stories, and smiling throughout. She was relaxed, calm, verbalized her enjoyment, thanked me for the opportunity and welcomed the experience again in the future.

I believe this incredible therapeutic intervention made a positive impact in her quality of life today. This experience also brought much joy to me and the interdisciplinary team who serve her as well as bringing to light the value of Rendever in our care home. ”

**Story contributed by:**  
Gabrielle Kropf, Recreation Therapy Manager



“ We’ve been working with Rendever for about a year. I have nothing but the best things to say about the company and their team as a whole, as well as the product itself.

Rendever has been a blessing during the COVID-19 pandemic and has been the most popular activity with our residents and patients. The uptake has been quite significant by both residents/patients and their loved ones.



We have been using a number of programs ranging from the RendeverLive™ sessions to their enormous library of experiences: exploring the world and taking residents back to their old homestead, lots of games, and we are just starting to use the family portal feature, as well as The Connection Corner.

All in all, we continue to have tremendous experience and we feel as though we have been just scratching the surface for its applications. Rendever is a tremendous partner. ”

Story contributed by:  
Paul Young, Administrator

The Connection Corner is a meeting space where residents can socialize with each other virtually, creating a sense of community and togetherness despite the restrictions and physical distancing protocols brought on by the COVID-19 pandemic.



“ The Rendeвер virtual reality program has launched at MorseLife with great enthusiasm. We have begun to explore ways to enhance life through the transformative experience of VR. This endeavor becomes even more important while protecting residents during the COVID-19 pandemic. Precautions require social isolation, elimination of visitation, and absence of outside world interaction.

We know that higher functioning residents profoundly benefit from the Rendeвер system. However, could we enhance the quality of life for even compromised individuals by expanding their world? Initial response has indicated a profound, ‘YES!’ The residents were enthralled! They were no longer limited by isolation or the restrictions of wheelchairs and immobility. The excitement was contagious and other residents and staff turned to participate.







An unexpected but very rewarding altered experience for one resident was observed by a nurse. She noted that this resident would typically be in the throes of an emotional breakdown at this time of day (“sundowners syndrome”). Instead, this resident was using Rendevers’s VR platform, smiling from ear-to-ear, laughing, and reaching out for an adorable kitten. The resident was transported to a world beyond limitations.”

**Story contributed by:**  
Robert Holloway, Life Enhancement Coordinator

“ One of our assisted living residents had a lifelong dream to go skydiving. As a recreational therapist, I love to support my residents in every possible way - so of course, I was beyond excited to help coordinate and make this happen for her! At 92 years young, our resident was ready to go, but unfortunately her family members were too concerned and ultimately made the decision to halt our skydiving plans.

Unsurprisingly, our resident was heartbroken. She was so excited to accomplish this feat and the day before her big jump, the plans changed. She became isolated, depressed, and stopped eating. My team and I tried everything to rebuild her spirit, but nothing worked. She had given up. Well...Rendever came to the rescue.



We used VR to help her virtually skydive in the safety of her own home. Once she was in the headset, I turned on a powerful fan so that she could feel the wind on her face. As she prepared to leap out of the plane, she yelled...



“I can’t jump - you’d better push me!” It was 2 minutes of pure bliss. She was beyond grateful for the experience and the light returned to her eyes instantly. To this day, she tells the story to anyone that will listen and always encourages others to live life to the fullest. She is an inspiration to our team and we are indebted to Rendever for helping us make this wish come true for our resident! ”

**Story contributed by:**  
Billy Blake, Activity Director



The Sisters of St. Francis of Assisi love to use their Rendever system to take their nuns back to their home country - China. Some of the sisters have not been back to China in over 30 years, and some have not seen their family in decades.





Kim, the recreation lead at Sisters of St. Francis Assisi shared, “Sister Leander was a part of the group that immigrated in the 1940’s. She is St. Francis’ oldest resident at 103 years old and is probably the most spiritual and endearing person that I have ever met. She has reverted to mostly speaking her native language and Rendever is a way for other sisters, who do not speak her language, to continue to communicate with her through shared experiences.” When Sr. Leander was immersed in Rendever’s Chinese New Year experience, she exclaimed, “Home, home...how beautiful!”

The Sisters of St. Francis of Assisi shared that the residents are enthralled with traveling, learning, reminiscing, and immersing themselves in a variety of Rendever experiences. They have been “amazed by the positive impact. Rendever is a godsend! ”

**Story contributed by:**

Kim Kunert, Therapeutic Recreation Assistant



Mandy, a Life Enrichment Coordinator at Royal Oaks Lifecare Community asked a resident, Dan, if there was anywhere in particular he'd like to travel during a Rendevers session. "I want to go back to Ethiopia!" Dan exclaimed. As a young man, he lived and travelled in Ethiopia for three years and he fell in love with the country.

Mandy was able to help transport Dan back to Ethiopia so that he could relive his memories of his previous home. Rendevers's Activity Guide for the country offered an educational tour that captured the country's stunning national parks, elaborate churches, and fascinating ancient ruins. Throughout the experience, Dan was able to chime in with his firsthand knowledge and personal anecdotes.



ROYAL OAKS



“ It restored his zest for higher learning and a culture that is near and dear to him. It did so much for his esteem. He spoke with a confidence and clarity we haven’t heard out of him in months. We all thank you! ”

**Story contributed by:**  
Mandy Shadwick, Life Enrichment Coordinator





**FAMILY  
STORIES**

# WHAT IS EXPANDING IMPACT?

Expanding Impact is a program developed to share the benefits of Rendever with non-traditional customers. We've heard from families that have loved ones living with dementia at home, fighting cancer, recovering from traumatic brain injuries, strokes, paralysis, and more.

Anyone can apply to receive a Rendever Experience Grant, giving them access to a short-term loan of our platform for any type of circumstances. Each month, we'll review submissions and select deserving families to grant a lease, with everything they need.

The only thing we ask in return is that you share your experience with us and help us spread some good news in the world - send us photos, videos, messages, and let us know how you benefited from using the platform.



20

families received  
experience grants

6,500



VR experiences  
delivered

Learn more at [rendevers.com/expanding-impact](https://rendevers.com/expanding-impact)



# INSPIRATION

It all started with a mermaid and a phone call....

Linden Wolbert, a professional mermaid (yes, you read that correctly), reached out to Rendeever in late 2018 with a heartfelt story. Linden's 10-year-old niece, Reese, was bravely battling leukemia. Reese qualified for a new immunotherapy called CAR-T therapy but treatment was brutal and their family spent many months in in-patient care at the hospital. It was an incredibly difficult time for the family, but they were determined to keep spirits high and help Reese get through.

We knew we needed to help, so we shipped one of our small VR systems to Linden. After a brief training, they were off to the races – taking camel rides, swimming with dolphins, and exploring the streets of Paris. Visiting Paris was particularly spectacular because Reese's Make-A-Wish trip to Paris had been postponed due to her relapse and aggressive treatment. Using VR, Reese was able to stroll the streets of Paris, learn the history and culture, and climb to the top of the Eiffel Tower.

“It was pure magic,” Linden reported. “We were all blown away. The instant she put the headset on, the room brightened. We were absolutely overjoyed to see her smile and laugh in response to the VR experience. Rendevers platform was hugely impactful during Reese’s treatment... it was honestly therapeutic for the entire family.”

Fast forward and we’re thrilled that Reese is officially in remission and getting back to the life of a sweet, resilient girl.

We hear stories like this every day. We want to share our solution and help as many people as possible. The Expanding Impact programs allows us to do just that.





Pamela has fond memories of travelling throughout Europe with her husband - as a military veteran, she was stationed in Germany 40 years ago. Today, Pamela suffers from a crippling and isolating anxiety condition, "I have struggled with agoraphobia for most of my life and I have tried mightily to live a somewhat normal existence."

INTERGENERATIONAL



The only person that may have been more excited to try Rendevery than Pamela was her 7 year old grandson, Asher. Together, the duo explored the world through the Rendevery platform.

“ My Grandson loves geography and it was amazing to see different places in the world with him. I loved learning with him and also about him...

I didn't realize how much he was fascinated with the Easter Islands and France. We played a game where we explored different landmarks and then guessed in which country they were located. I was so impressed that he knew Christ the Redeemer was in Brazil and Mount Rushmore was in South Dakota. We also loved playing competitive mode in Balloon Popper and iSpy... we had so much fun! ”



CONNECTION



Bob has always had an affinity and love for race cars. Crystal, Bob's daughter, speculates that the reason is related to the independence and "feeling of freedom it once brought him."

Unfortunately, Bob lost a tremendous amount of freedom about a year ago, when a spinal cord injury caused him to lose the use of his legs. On top of becoming wheelchair bound, Bob lost his wife of 65 years, Betty, to dementia.

# RACING CARS IN VR

“If there was some way that I could bring some joy to my Dad’s day, I would be so thankful,” Crystal told us.

Unsurprisingly, Bob loved the race car driving! Another favorite experience of his was the Animal Safari where the animals come up close and personal. Bob was not only able to realize some of his personal dreams, but was also able to share Rendevery with his 17-year-old grandson, James.

Crystal shared, “finding something for a teenager to do with his grandpa was a great help. My Dad is very weak, so this was something they both could share and laugh together over. Anything that can bring a genuine smile or laugh is such a blessing these days.”



“ My grandmother is my best friend. Her Alzheimer’s hit when she suffered a fall and went to a rehabilitation facility. We think the traumatic injury combined with her placement in rehab may have triggered her Alzheimer’s. After that, she began a slow and steady decline. She is unable to move on her own and her speech is very limited. She doesn’t find interest in anything and it is really difficult to get any kind of reaction from her. When she smiles, it’s the best thing in the world, because that’s the only time I feel like I know what she’s feeling. I want to see her smile as much as possible.

When my grandma was immersed in Rendeever’s golden retriever video experience, she was so joyful. We also had the opportunity to travel to Melbourne, Australia together. My grandmother lived there when she was a young woman and it was great to take her back there and to see what it was like.

GRANDDAUGHTER’S WISH

It was amazing to hear her laugh and see her smile - she even said 'oh my goodness' as she watched the goats jump around in a farm animal experience.

Rendever helped my grandmother smile again and provided me with a way to connect with her in a safe and fruitful way. ”



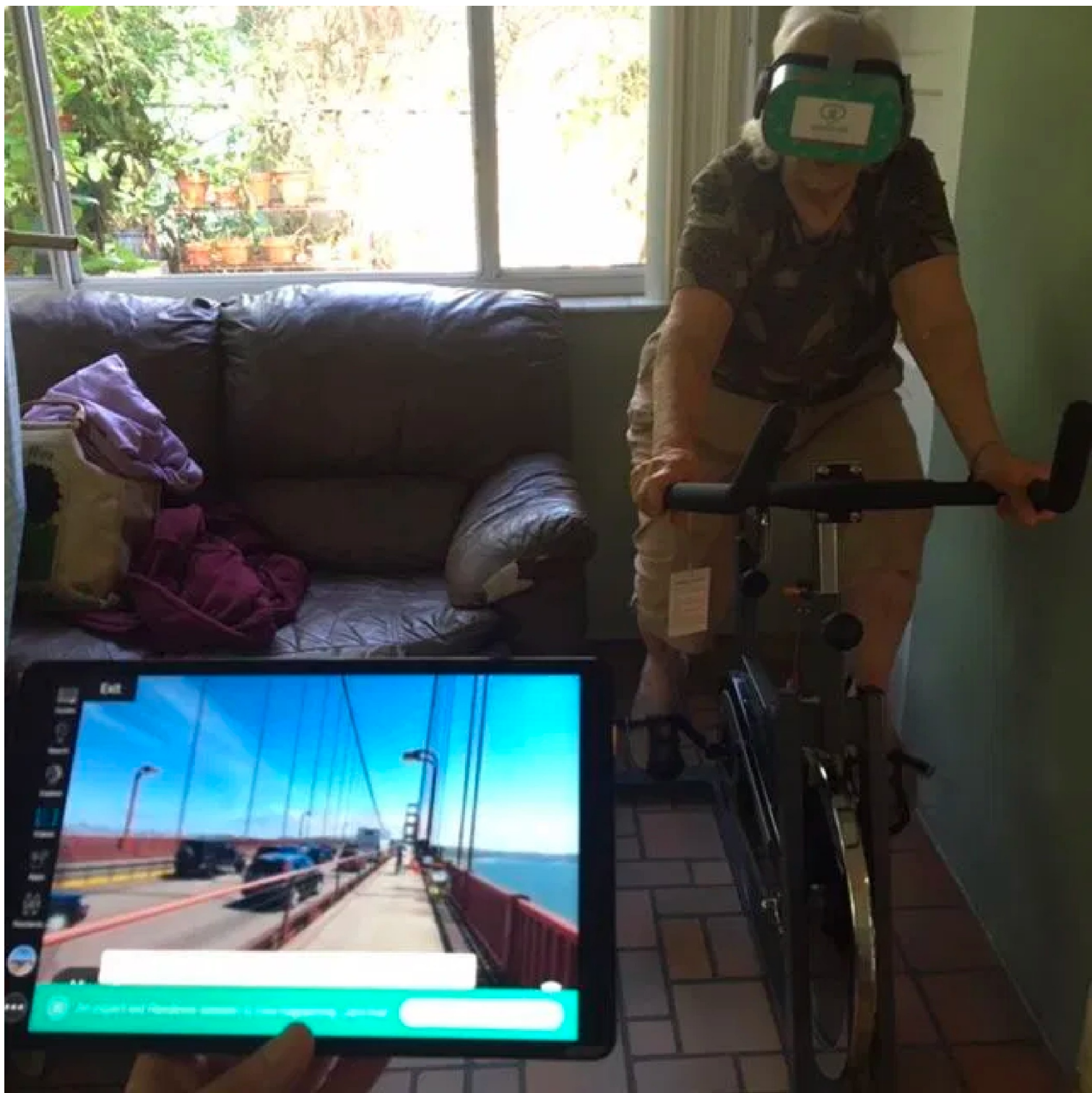
# BIKING THE GOLDEN GATE

For three years, Juan has been a dedicated primary caregiver to his mother. He was always looking for creative ways to engage her.

Juan's mom loved bicycling, but due to knee replacements and other health conditions, she has not been able to bike outside. She often felt disconnected from her feet, but when the pair started using Rendeever, they learned that there is a biking experience where you can ride across the Golden Gate Bridge. Juan was eager to get his mom feeling as if she was cycling outside again, so this was one of the first video experiences they tried.

“ She absolutely loved it! She said she could practically taste the salty air and asked to replay the experience over and over again. She even felt comfortable wearing the headset while using our stationary bike... she is fearless! ”





Amber is a disabled veteran of the US Armed Forces who suffers from PTSD. When applying, she shared that she struggled with depression, her anxiety prevented her from engaging with the outside world, and the isolation only exacerbated the depression. It was a vicious cycle, but she found hope when she was accepted into Rendeever's Expanding Impact program.

After the experience, Amber shared that she was amazed at the direct positive impact that the Rendeever platform had on her mental health.



# VETERAN ADDRESSES PTSD

“ With Rendevery, I was able to travel to Ireland, look at vivid paintings, and face my fear of heights on top of skyscrapers. I also loved the iSpy application where I got to search for objects amongst Roman ruins.

The vibrant color and imagery does something for my brain! It brings up happiness in me and I feel amazing. It literally transports me and I am blown away! Rendevery feeds my brain and tells me that life is worth living! It makes me feel alive!”



Joe is a veteran who has extensively given back to his community in Arizona. His daughter, Liz, shared that “one of his favorite projects was to teach the Boy Scouts about the land and Native American history.” Joe has a deep appreciation for nature and was an avid hiker.

Although Joe has never smoked, he was diagnosed with lung cancer and underwent aggressive chemotherapy treatments. Now on full-time oxygen, he is home bound and this dramatic change in lifestyle has left Joe feeling depressed and hopeless.

“[My father] commented on how much it would ease his suffering in his last days if he could walk in a VR world and take those trips he always wanted to take



EXPLORING EUROPE



Liz was able to help Joe realize his dreams of travelling back to Europe and exploring countries he had never been to, with the help of Rendever. He was also able to reconnect with the outdoors through a host of different virtual nature experiences.

“I’ll never in a million years be able to thank you for this gift you have given me this Christmas,” Liz wrote to us.

David is a United States Army Veteran who served in the 173rd Airborne Engineers Combat Team (also known as the “Sky Soldiers”) during the Vietnam War. Today, David is on a disability pension as he suffers from PTSD and Parkinson’s Disease.

David’s wife, Elizabeth, applied to Rendeever’s Expanding Impact program, writing, “My husband’s life was full of action until he began to fall ill. He misses the thrill of the jumps that he used to take in the military. We looked into skydiving while in a chair but it is just not medically possible for him. I would like him to experience it at least once, even if virtually. An experience grant would make his later years young again.”



**FAMILY SKYDIVING**



Thanks to Rendever's VR platform, David and his family got to "skydive" as a group. Afterward, he said, "I was totally amazed by the genuine feelings that were produced in Rendever's experiences. When I went skydiving I could feel the wind and the pressure on my body as I was falling. It was so fun to share that experience with my kids. This truly was a therapeutic gift and brought back the good memories of free-falling."



# Thank you.

From the bottom of our hearts, we thank all those who are committed to improving the quality of life for the older adults we hold near and dear.

We appreciate the hard work, compassion, and dedication that we see from front line caregivers day in and day out. They are the heroes that facilitate the joy and meaning in each and every one of these memories.

This collection of stories is dedicated to them.







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