



Long-Term Care & Services for Seniors Division
Fairview Lodge Newsletter
Issue 4, December 2019



Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence



LTC and Services for Seniors Division news

Director's message

Hello! Welcome to the winter edition of the divisional newsletter.

The holiday season is upon us. Each of the Region's long-term care homes has several special activities to help us get into the spirit and to celebrate. I look forward to attending as many as I can, and share in the joy that this time of year brings to many of us.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

For those of you who are new to your long-term care home, welcome. Our interdisciplinary care team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey. Please don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season, with much health and happiness in the year ahead.

I hope you enjoy this edition of the newsletter.

~Laura MacDermaid, Director, Long-Term Care and Services for Seniors~

**HAPPY
HOLIDAYS**

Quality

2019 Resident and Family Survey

Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

Infection prevention and control

Gastroenteritis

Gastroenteritis is an inflammation of the stomach and intestines that usually causes diarrhea and/or vomiting. Norovirus is the leading cause of gastroenteritis outbreaks in long-term care. People often call gastroenteritis the flu, though it is no way related to the influenza virus, which causes respiratory illness. Noroviruses are common in North America, and very contagious, affecting all age groups. It can happen year-round, but outbreaks are more common in fall and winter months. The illness is easily spread in group settings where people are in close contact, like nursing homes.

Noroviruses are found in the stool or vomit of infected people. They are very contagious and can spread easily from person to person. People infected with norovirus can be contagious from the moment they start feeling ill to at least three days after they have recovered.

The main symptoms of norovirus illness are diarrhea, vomiting, nausea and stomach cramps. Other symptoms may include low-grade fever, headache, chills, muscle aches and fatigue. Most people feel better within one or two days, with symptoms resolving on their own and with no long-term health effects. However, pregnant women, people with compromised immune systems, young children and the elderly are at risk for developing more serious complications like dehydration. People infected should drink plenty of liquids to replace lost body fluids and prevent dehydration. In severe cases, patients may need to be hospitalized and given fluids intravenously.

To help protect you and your family from noroviruses:

- Wash your hands after using the washroom and before preparing or eating food.
- Do not eat raw shellfish. Cook it thoroughly before eating it, especially clams and oysters.
- Wash raw fruits and vegetables thoroughly with clean, safe running water before you prepare and eat them. Use a brush to scrub produce with firm or rough surfaces, like oranges, cantaloupes, potatoes and carrots.
- Thoroughly clean contaminated surfaces, and disinfect using chlorine bleach, especially after an episode of illness.
- After vomiting or diarrhea, immediately remove and wash clothing or linens that may be contaminated with the virus (use hot water and soap).
- If you have been diagnosed with norovirus or any other gastrointestinal illness, do not prepare food or pour water for other people while you have symptoms, and for the first days after you recover.
- Avoid contact with others until you are well again.



Fairview Lodge news

Remembrance Day



On November 11th, Whitby Legion Branch 112 provided a Remembrance Day service in the home. A display of Veterans living within our home was created. It was a collaborative effort between Lee Perrigo of Environmental Services and Stacey Smith of the Recreation Department. Many positive comments were received, and it was a wonderful way to acknowledge our heroes.

Family Council

An educational session was provided by Loretta Tanner from Durham Alzheimer's Society on October 23. Families were also invited to attend a session on November 6 at Hillsdale Estates on **Caring Ahead: Preparing Family Caregivers for End-of-Life Dementia**. The home encourages families to participate where possible in these educational sessions. Please feel free to contact Donna Pidlisny at dpidlisny@hotmail.com; or Scott Kearns, Social Worker, at 905-668-5851 extension 5910 with a subject(s) you are interested in learning more about, and we will make arrangements for a presentation.

Residents' Council

The next Residents' Council meeting on Thursday, December 19 at 10 a.m. will be a Christmas celebration. All residents are encouraged to come and celebrate the season with some light refreshments.

Recreation and Therapy

Fall Fest

The third annual Fall Fest was held on September 22. The beautiful weather provided a great day for residents, families, staff, volunteers and members of the community to enjoy the many activities. Events included a barbecue; antique car show and Ontario Regiment RCAC Museum vehicles; as well as displays from the Region of Durham Paramedic Services, Durham Regional Police Service, and Whitby Fire and Emergency Services. We also had vendor tables, entertainment, and a white elephant sale. The event raised \$7,873 to support enhancements to resident programming.

Walk for Breast Cancer

Residents, family members and staff participated in the Walk for Breast Cancer on October 23 at 1:30 p.m. The home raised \$290 in support of this worthwhile cause.

The Super Sophia Project

Love Boxes were inspired by “Super Sophia” who was diagnosed with acute leukemia when she was one month shy of turning two. During the 2016 Christmas season, Sophia wanted to gift the children in hospitals with a love box to help uplift their spirits and encourage them to never give up hope. To date, Sophia and the project have gifted almost 10,000 children across the Greater Toronto Area, including Durham Region, with a love box. Here at Fairview, we collected items such as toys, colouring books, stuffed animals, slippers, gift cards, crayons, etc. to help support this worthy cause. Thank you to everyone who took part and donated.



Please watch the monthly calendar and posters for all the events taking place throughout the month of December.

Small Hooves, Big Hearts Equine Wellness Project

Our visiting miniature horse, Red, and Shannon Cox, our Recreation Programmer, were featured on Rogers TV. View the [segment](#) to learn more.

Nursing

Change in process for residents' health cards

New admissions:

- The health card of a new resident is to be provided to the admissions team upon admission to the Home. The team will forward it to the Medical Secretary for input into Point Click Care. The secretary will then send the information to the Ministry of Long-Term Care to report the address change. The Medical Secretary will then take the card to the Resident Home Area and place it in the health card binder. Should the family prefer to keep the card, a note will be placed in the binder to indicate who is keeping the card.

Health card renewals:

- It takes approximately two to three months to receive a renewed health card. If a new card is required, the nursing staff will advise the Medical Secretary, and she will submit a request on behalf of the resident for the renewal. No paperwork is needed from you. When the new card is delivered, the Medical Secretary will update Point Click Care and replace the old card with the new one in the health card binder.

Lost health card:

- When a health card is lost, a form is submitted to Service Ontario to request a replacement. Another piece of identification is required to replace a health card. The family/substitute decision-maker will be contacted to obtain a copy of this identification (e.g. birth certificate, passport, citizenship, etc.). This information can be given to the nursing staff. They will provide it to the Medical Secretary who will submit it with the request to the Ministry of Long-Term Care. When the new card arrives, it will be brought to the Resident Home Area and placed in the health care binder.

Deaths:

- When a resident passes away, the family can take the card to the funeral home for cancellation, or the Medical Secretary can do it through the home. If you choose to take the card, please advise the medical secretary. If the home is asked to cancel the card, the nursing staff will bring it to the medical secretary who will submit a form and destroy the card.

Please contact Amy Schofield, Medical Secretary with any questions about this process at amy.schofield@durham.com or 905-668-5851 extension 5911.

Environmental Services

- Environmental Services has placed red plastic bags at the clothing drop box for use by families who would like to have new clothing labelled prior to the holidays. They will be labelled and returned to families, so they can wrap them. This way the resident can wear the clothing immediately after they receive it if they choose to do so.
- Santa's helpers have been in the home for the last couple of weeks working their magic and transforming the home into a winter wonderland. Enjoy a cup of coffee or hot chocolate in the Café while listening to some holiday favourites on the Jukebox.
- The patio door schedule has been set to winter mode. If you would like to access the courtyards during winter, please ask a staff member to use their swipe card to activate the door operator.
- The winter has been quick to remind us of the need to wear proper footwear and not to rush in the parking lot or on the sidewalks

Food Services

Exciting changes coming

Durham Region's Long-Term Care Homes (LTCHs) have been busy planning for some exciting changes in Food Services. After a comprehensive competitive bid process, the Region's LTCHs have awarded Sysco Canada Inc. a primary food, beverages and supplies purchasing contract. Sysco will be our new primary food supplier starting in December. Sysco is a well-established food distributor with a proven track record of quality service across North America.

With this change, we will be implementing a new model for our menus, which better aligns with what is common in the food service industry, and with seasonally available items. Our Winter/Spring menu will be launched in all homes on December 2.

In addition to new menus and purchasing practices, we will be introducing new software and technology to modernize our Food Services departments, allowing us to better meet the needs of residents. Implementation of this new technology, called Synergy on Demand®, will be introduced through a phased in approach that has already begun and will progress into 2021. Food Services is excited to be implementing Synergy on Demand® as it is the leading software in the industry and will unify all functions of the Food Services Department under one platform.

The project leads for this implementation are Catherine Pazzano, Food Services Director from Hillside Estates; and Peter Chrisostomou, Food Services Supervisor from Fairview Lodge. We will continue to provide you with updates on these initiatives in upcoming newsletters.

Upcoming events

December 11 – A traditional holiday supper for residents and families.

- Tickets are **sold out**.
- Be advised, tickets will not be available for sale at the door on December 11.
- First sitting is at 4 p.m. and the second sitting is at 5:30 p.m.
- Seating is limited to 60 persons per seating.

December 18 – Holiday Open House

- Please join us for our second annual Holiday Open House from 1:30 to 3:30 p.m. Residents, families, staff and volunteers are all welcome. The Home Leadership team will be serving up some tasty appetizers, sweets and holiday beverages. We ask that everyone bring a donation of a pair of socks, mittens, scarf, hat or non-perishable food item for those in need within our community.

December 25 - Refreshments

- Starting at 10 a.m. in the front lobby, coffee, tea, and holiday treats will be available for residents, families and staff to enjoy together.
- A traditional holiday supper will be served to the residents at 5 p.m. in their dining room. For the small number of residents unable to leave the home, we can accommodate a very limited number of guests in each dining room. Tickets for family members are available now **until sold out**. The cost for family members is **\$15 per person**. Tickets will not be available for sale on December 25. To assist with accommodating visitors, and due to limited space, rearrangement to a different table or Resident Home Area for seating may be required.

Other options for family holiday celebrations

- Reservations can be made in advance for use of the **Harvest Room** and **Celebration Room** in the Resident Home Area. Families can bring in their own food and enjoy a meal together with loved ones. This Harvest Room accommodates eight people, and the Celebration Room accommodates 20 people. These rooms can be booked based on availability at the Front Reception during regular business hours.

We thank you in advance for your consideration and assistance in making these celebrations enjoyable for everyone. If you have any inquiries or concerns, please feel free to contact Sherry Thaxter-Smith, Director, Food Services at 905-668-5851 extension 5928.

Administration

~ A special message from Marcey Wilson, Home Administrator ~



It is with mixed emotions that I announce that I will be retiring after 30 years of service in long-term care with the Region of Durham. My last day of work will be February 13, 2020.

I would like to take this opportunity to share with you the incredible honour it has been to be the Administrator here at Fairview Lodge. I am incredibly blessed regarding the relationships that I have formed with the residents and families.

I am inspired by working alongside the caring and dedicated staff, and the innovative leadership team. I celebrate the strong culture of collaboration and resident-focused care.

I am pleased to advise that John Rankin, the current Administrator of Hillsdale Terraces, will be transferring over to become the Administrator of Fairview Lodge.

Fairview Lodge will always remain in my heart and I plan to be back to visit.

I will do my best, but expect me to be quite tearful in the final week of my working journey. 😊

Please join us on February 13 at 1:30 p.m. in the Café Space for my Retirement Tea.

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If you require this information in an accessible format, please contact Jan Bright, Administrative Assistant at 905-668-5851 extension 5933.