



Long-Term Care & Services for Seniors Division
Fairview Lodge Newsletter
Issue 1, March 2020



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 spring edition of the divisional newsletter.

The past few months have been busy for our homes. We said goodbye to Marcey Wilson, Administrator of Fairview Lodge, in February as she embarked on a well-deserved retirement. Marcey's departure resulted in other changes in our senior leadership team that I'm sure you have been informed about.

As we do every year, our team, along with Family Council presidents, met to discuss our Operational Plan for the Division for this year. We identified several initiatives we will be undertaking to further our Strategic Plan in the four key priority areas of transforming care and services, strengthening connections, preparing for the future, and supporting the team to achieve excellence. The completed Business Plan will be posted in the homes and available for your review.

A warm welcome to those of you who are new to your long-term care home. Our interdisciplinary care team works hard to ensure your comfort and safety. Should you have any concerns or questions don't hesitate to speak with any member of the team.

I hope you enjoy this edition of the newsletter.

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



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

Quality

2019 Resident/Family Satisfaction Survey results

Many thanks to the residents and families who responded to the annual satisfaction survey. Homes will now review the results and incorporate the feedback into their operational plans. Summaries of the results have been posted in each home. Updates will be provided to the Residents' and Family councils in the upcoming weeks.



Accreditation update

Accreditation is an ongoing process that allows our organization to regularly and consistently examine and improve our care and services. Our division also undertakes a formal evaluation or survey every four years. This year, we will begin the process of organizing and preparing for the formal evaluation, which will occur in 2022. We will be asking for feedback from residents, families, staff, volunteers and community stakeholders.

Infection prevention and control

Novel Coronavirus (COVID-19)

Here are some answers to frequency asked questions related to novel coronavirus.

What is it?

Coronaviruses are a large family of viruses that cause illness in humans ranging from the common cold to more severe diseases. A novel coronavirus is a new strain that has not been previously identified in humans. In some cases, illness caused by novel coronavirus can be mild. In more severe cases, the novel coronavirus can cause pneumonia, acute respiratory distress syndrome, severe influenza-like illness, kidney failure and even death. On December 31, 2019, a cluster of cases of pneumonia was reported in Wuhan, China. Recent information has confirmed a novel (or new) coronavirus (COVID-19) as the likely cause.

How is it spread?

The novel coronavirus can be spread from person to person through:

- Close personal contact, such as touching or shaking hands.
- Contact with nose and throat secretions (e.g. coughing and sneezing).
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands.

It is currently not known how long the COVID-19 can survive outside of the body on a surface.

Novel Coronavirus continued

What are the signs and symptoms?

Signs and symptoms may include fever and/or respiratory symptoms such as:

- cough
- shortness of breath
- other breathing difficulties

If you are concerned about symptoms, contact Telehealth or your healthcare provider, and wear a mask when attending medical appointments.

How can I protect myself?

To reduce the spread of germs, including the novel coronavirus and the flu, we recommend that you:

- Wash your hands often with soap and water or hand sanitizer when hands are not visibly dirty.
- Cough or sneeze into your sleeve or elbow and encourage others to do the same.
- Avoid touching your face and clean hands before touching eyes, nose or mouth.
- Clean and disinfect surfaces, especially those that are high-touch areas.
- Do not share water bottles, straws, eating utensils, cigarettes, toothbrushes, toys or anything else that has been in contact with saliva, nose or throat secretions.
- If you are ill, stay at home and keep yourself away from others.
- If you are ill and must visit a healthcare provider, call ahead or tell them right away when you arrive that you have a respiratory illness and wear a mask while waiting to be seen.

It is not recommended for healthy individuals with no symptoms to wear a mask. Masks may provide a false sense of security and may increase risk, as people continually check their masks and touch their faces without first having washed their hands.

Please postpone your visit to one of our homes if:

- You have a fever higher than 37.5 degrees Celsius.
- You are throwing up or having diarrhea.
- Your eyes are pink and crusty.
- You have a cough that keeps you awake.
- You have a sore throat.

Staff, other caregivers, volunteers and visitors are asked to self-screen at home. The homes have put into place a screening process.

How is the novel coronavirus treated?

There is no specific treatment for the novel coronavirus (COVID-19). Supportive care based on symptoms may be helpful.

Is there a vaccine for a novel coronavirus?

Currently there is no vaccine for the novel coronavirus (COVID-19).

What our division doing?

- We are asking that all visitors and staff self-screen before entering the home. If you are ill and have recently travelled to the affected area(s) or been in close contact with someone who has become ill after travel to the affected area(s), please refrain from entering the home and seek medical care as needed.
- We have implemented routine screening of all residents upon admission, re-admission and return to the home. This screening includes taking the resident's temperature and looking for signs and symptoms of respiratory infection and other questions related to contact with affected area(s). It will help us to identify someone at risk for the novel coronavirus and arrange for appropriate precautions to prevent the spread of illness.
- We are reviewing our preparedness plans to ensure that we are well equipped to continue to safely provide care to the residents in our homes during a pandemic.

For the most up-to-date information, please visit <https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx>.

Durham Region Corporate News

Access and Privacy Office Opens

Durham Region recently opened its Access and Privacy Office at Regional Headquarters, 605 Rossland Road East in Whitby. While information and privacy requests have always been processed through the Region, the creation of this dedicated office highlights the importance placed on public access to information and supports the government's goal of transparency and accountability.

The Access and Privacy Office provides residents and organizations access to information on Regional decisions and actions, while protecting the privacy of individuals and personal/sensitive information. The office oversees the Region's Privacy Management Program; processes access to information requests; educates employees and external stakeholders on the Region's privacy practices; and manages responses to privacy complaints and appeals to the Information and Privacy Commissioner of Ontario.

Visit the [Access to Information page](#) on durham.ca for more information on public access, and making a Freedom of Information request.

Questions? Contact foi@durham.ca or visit us at Regional Headquarters on Level 1 by the main elevators. We look forward to meeting you!

Inclusive Durham

The Region of Durham has a Diversity & Inclusion Strategy that was developed through surveys and focus groups with our staff. The Inclusive Durham Committee is focused on supporting the goals from the strategy to ensure all employees feel welcome in the workplace and can be their authentic selves.

Several actions and activities have occurred over the last year to increase our employee's cultural competence and to become aware of their own biases. We are making progress all the time through education and awareness, and an increased willingness to share information with each other. Employees who are engaged at work and feel safe and welcome will provide exceptional service. That service is then passed on without judgement or bias to the people they serve.

In our long-term care homes, we also want to ensure the residents, families and visitors feel welcome, and that we have an inclusive community for them to live in or visit. We will focus on this during the next few years. If you have any suggestions to further support this strategy at the home-level, please share them with your Residents' or Family councils, or any member of management within the home.

Our Diversity Makes Us Strong

Our Attitudes Make Us Inclusive

We are  Inclusive
Durham

Fairview Lodge news

Family Council

The Family Council Annual General meeting will be held on Wednesday, May 6 at 6:30 p.m. in the great room. We hope to see you there.

Residents' Council

We're creating a Fairview Lodge cookbook to raise funds for resident programs! Residents, families, friends, volunteers and staff are invited to share their favourite recipes. This can include everything from appetizers to desserts. Please see the attached flyer for more details.

Volunteer corner

Our newly renovated Fairview Market is now open. Come visit us and see what new items have arrived and look at the reopening sale rack.

National Volunteer Appreciation week is April 19 to 25. This is the perfect time to honour and thank our dedicated volunteers who committed over 3,981 hours in 2019.

Amy Sinclair, our Volunteer Services Supervisor has left her position at Fairview Lodge. We wish her well in her future endeavors. Please join me in welcoming Shannon Cox, who is temporarily filling this position.

Recreation and Therapy

Please join us for another Empty Nest series starting Wednesday, March 4 and continuing on Wednesdays for the next four weeks. The sessions will run from 6:30 to 8 p.m. These sessions will focus on issues related to the transition of moving your loved one from the community to long-term care.

The objective of this small group is to provide support and education to families while encouraging attention to their own needs now that their loved one is living in long-term care. Please register with the front reception staff.

We are once again participating in the Easter Hatching Program on site at the end of March. Residents, families, staff and volunteers will have the opportunity to watch the little chicks hatch.

Residents are invited to participate in the following upcoming events:

- April 13 – Eggstravaganza event
- April 18 – Earth Day program
- May 10 – Mothers' Day Tea drop in celebration, 1:30 to 3 p.m. in the great room
- Date to be determined – Cancer Society daffodil fundraiser

Please see the recreation calendar for a list of upcoming activities.

Nursing

The nursing department has undergone a few staffing changes.

Maricar Dulay who has been our Manager of Nursing Practice for the last two years has returned to the floor as a Registered Nurse. Special thanks to Maricar for her lead on many initiatives during her tenure. Please join me in congratulating Chris Tendam who has moved into the position of Manager of Nursing Practice.

Our Infection Control Practitioner (ICP), Laura Logan, has transferred to Lakeview Manor as temporary Resident Care Coordinator for the next 6 to 8 months. We wish her well in her new position. Chris Tendam will assume the ICP responsibilities along with his responsibilities as Manager of Nursing Practice.

Megan Lee, RAI Coordinator has accepted a position as Registered Practical Nurse (RPN) on the new Behavioural Specialized Unit. Congratulations to Kim Cummings who has moved into the position of RAI Coordinator.

Environmental Services

Enhancements to the existing wander management system have been completed. This is to provide additional safety to residents who have been identified as high risk for exit seeking. The enhancement includes the wander management system on the elevators.

Families are reminded to switch out seasonal clothing to assist in more space in room closets for the current season.

Renovations of the Café space have been taking place over the last several weeks to provide easier access for our residents. There is also the possibility that light refreshments will be offered in the new space in the near future.

Food Services

Menu Changes

The new Winter/Spring menu implemented on December 1 has been going well. We value the feedback received from residents, family members and staff, and have passed them on to the Divisional Menu Team.

The Summer/Fall menus will be starting in June and will be followed until mid-November. We will provide the exact dates of implementation as they become available.

If there are any residents or family members that would like to have copies of the cycle menus, please contact Sherry Thaxter-Smith at extension 5928 or email sherry.thaxter-smith@durham.ca.

Administration

With the retirement of Marcey Wilson, Jennifer Bishop has assumed the role of Acting Administrator until mid-April. At that time, John Rankin will assume the Administrator position. John is currently the Administrator of Hillsdale Terraces and is transferring to Fairview Lodge.

Families are asked to continue to sign in upon arrival to the Home, but we ask that you please also advise nursing staff upon arrival onto the Resident Home Area of the resident you are visiting. This will assist us in ensuring the safety of all residents in the Home.

The Regional Municipality of Durham
Social Services Department
Long-Term Care and Services for Seniors Division

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