



Long-Term Care & Services for Seniors Division
Fairview Lodge Newsletter
Issue 2, August 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

As most of the province continues to open up and people resume activities, there is a risk that Ontarians will feel this means that COVID-19 is not as threatening as before. While it is true that the incidence of the virus has declined significantly, it is still a very real and dangerous pandemic in our province, country and around the globe. It is critical that we do not let our guard down. I strongly urge each and every one of you to continue to be cautious at work and in your personal lives including wearing masks when you cannot social distance and limiting your interactions with others.

COVID-19 has been a particularly challenging time for families and caregivers who have not been able to visit or provide care to those living in long-term care homes (LTCH). Under the direction of the Ministry of Long-Term Care, our homes opened to outdoor visits on June 18. Indoor visits began on July 22 in a limited manner. As the pandemic situation evolves in Ontario, direction involving visits at LTCH will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront. I want to thank the staff at each of the homes for facilitating these visits, and we look forward to expanding these visits when it is safe to do so.

Finally, I want to thank the residents, families and staff for your understanding during this difficult time and to encourage you to reach out to a member of our management team if you have any questions or concerns about any policies, decisions or actions that we are taking in responding to COVID-19 in our homes.

~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

2020 Resident/Family Annual Satisfaction Survey is coming soon

This fall, the annual satisfaction survey will be given to all residents who can complete it and be mailed to family members. Taking the time to complete the survey will help us to understand how we are doing. Please stay tuned for more information on when the survey is coming out.

Infection prevention and control

Non-medical masks

Safe use of non-medical masks

Wearing non-medical masks or face coverings is now required in commercial establishments within Durham Region.

These commercial establishments include:

- retail stores
- malls/plazas
- personal service settings
- gas stations
- mechanics' shops/garages
- convenience stores
- restaurants
- grocery stores and bakeries
- indoor farmers' markets

Following regulations and guidelines goes beyond the walls of our long-term care homes. It is important that we follow the unique rules within our community that are put in place by the establishments and public health. These rules can include:

- Customer directional signage.
- The use of a mask in a restaurant, except when outside on the patio or while eating.
- Screening assessments.
- A limit on the number of occupants within the establishment.

Please visit durham.ca/novelcoronavirus to become familiar with this policy.

The COVID-19 virus (SARS-CoV-2) is typically spread via infected respiratory droplets when we cough, sneeze or talk. Masks work by limiting expired respiratory droplets and reducing the risk of transmission.

However, masks are only effective when they are used properly.

Non-medical masks continued

How to wear a non-medical mask safely

1. Wash your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content before picking up your mask.
2. Inspect the mask for any damage. Masks that are dirty, have holes, or have tears in them should be discarded.
3. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Hold the mask by the ear loops and place a loop around each ear.
 - Face mask with elastic bands: Hold the front of the mask with your hands and pull the top strap over your head resting it on the top-back of your head, and then pull the bottom strap over your head resting it around your neck.
 - Face mask with string ties: Hold the upper strings so the top edge of the mask rests on the bridge of your nose and then tie it around the top-back of your head. Tie the bottom strings around your neck.
4. Adjust the mask to your face so that it covers your mouth, nose and chin; without leaving gaps on the sides.

How to remove a non-medical mask safely

1. Always wash your hands with soap and water or an alcohol-based rub (ABHR) with 70 to 90 per cent alcohol content before removing the mask.
2. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Remove the mask by lifting both ear loops.
 - Face mask with elastic bands: Remove the mask by lifting the bottom strap first over your head, followed by the top strap over your head.
 - Face mask with string ties: Remove the mask by untying the bottom string first, followed by the top string.
3. Pull the mask away from your face and keep it away from surfaces.
4. Store the mask in a clean resealable bag if it is not dirty; and wash the mask with soap and hot water at least once a day. NOTE: Always pick up the mask by the straps or loops, and not by the front or inside of the mask face.
5. Always finish with washing your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content after removing your mask.

Mask safety tips

- Avoid touching the front of your mask. You should assume that the front of your mask is contaminated.
- Do not wear a mask that does not fit properly.
- Do not lower your mask below your nose or your mouth. For example, when you are talking with someone.
- Do not remove your mask when you are within two meters of others.
- Never share your mask with others.

Social/physical distancing and hand hygiene

It is important to remember that masks do not replace social distancing and physical distancing.

Please continue to maintain a safe six feet/two metres distance from others even when wearing a mask, clean your hands frequently, self monitor for any COVID-19 symptoms, and answer screening questions honestly.



Health and wellness news

Sun and heat safety

It is important to exercise caution during the hot weather.

While extreme heat can put everyone at risk from heat illnesses, health risks are greatest for the elderly, infants and young children, and those who have chronic illnesses or are physically impaired.

Extreme heat may increase your health risks if you have breathing difficulties, heart or kidney problems, hypertension, Parkinson's disease or a mental disorder.

Sun safety tips

- Dress for the weather, wear loose-fitting, light-coloured clothing made from breathable fabric.
- Stay hydrated, drink plenty of cool liquids, especially water, before you feel thirsty to decrease your risk of dehydration.
- Avoid sun exposure. Wear a wide-brimmed, breathable hat.
- Wear sunglasses. Make sure they provide protection against UVA and UVB rays.
- Limit your time in the sun, especially between 11 a.m. and 4 p.m.
- Use sunscreen with a sun protection factor of at least 15. The sunscreen should also say broad-spectrum on the label, to screen out most of the UVA and UVB rays.



Sunburn

Sunburn is caused by overexposure to UV rays. While the symptoms are usually temporary, skin damage is cumulative throughout a person's life and can develop into serious long-term health effects, including skin cancer.

Reflections off snow, water, sand and concrete can increase the effect of UV rays. Protect yourself on cloudy days when you're swimming.

If you have been in the sun long enough to get a severe sunburn, you may be at increased risk of heat illness.

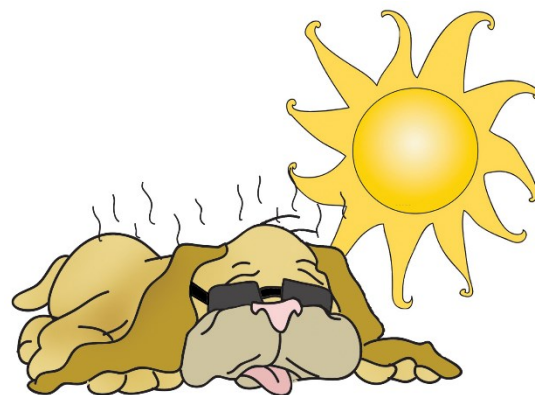
Heat Illness

Heat illnesses include heat stroke, heat exhaustion, heat fainting, heat edema (swelling of hands, feet and ankles), heat rash and heat cramps (muscle cramps). Heat illnesses can affect you quickly and are mainly caused by overexposure or overexertion in the heat.

Watch for symptoms of heat illness, which include:

- dizziness or fainting
- nausea or vomiting
- headache
- rapid breathing and heartbeat
- extreme thirst (dry mouth or sticky saliva)
- decreased urination with unusually dark yellow urine

If you experience any of these symptoms during hot weather, immediately move to a cool place and drink liquids. Water is best.



Influenza Management Program 2020

As flu season approaches, we must all remember that the risk for ongoing spread of COVID-19 virus remains. We are working collaboratively with Public Health to develop a comprehensive flu campaign during these unprecedented times. Flu symptoms can be very similar to COVID-19 symptoms, so it is critical this year that staff do what they can to avoid getting the seasonal flu. While there is no vaccine yet for COVID-19, there is one for seasonal flu.

Seasonal influenza is a serious public health problem that causes severe illness and death in high risk populations. The most effective way to prevent the disease is vaccination.

Letters will be sent out to staff in September outlining the Influenza Management program and the responsibilities of staff members to either obtain their flu shot or take an anti-viral medication.

Flu shot clinics will again be offered on-site in the Homes. Stay tuned!



Keeping you informed

Visitor process in long-term care

Following all provincial direction, our homes have begun to receive visitors. We offer outdoor and indoor visits. We are committed to ensuring these visits are enjoyable and safe allowing for proper physical distancing and infection control practices. All visitors will go through a screening process. The screening will depend upon the type of visit. All visits will need to be scheduled with the home. Please visit the website for more information on visiting our long-term care homes: durham.ca/ltcUpdates.

Visitor process in long-term care continued

Outdoor visits

The screening will include answering questions. There is no longer a requirement to attest to a negative COVID-19 test for outdoor visits. It is important to bring your own face mask to the outdoor visit and wash/sanitize your hands before and after your visit. Each resident can receive up to two visitors once per week for 30 minutes. Outdoor visits are weather dependent. Visitor washrooms are not available for outdoor visits.

Indoor visits

The screening will include answering questions, having a temperature check and attesting to a negative COVID-19 test results in the last two weeks and subsequently not having tested positive. Visitors will be provided with a surgical mask which must be worn at all times. Residents can receive up to two visitors once per week for 30 minutes. There will be no indoor visitors under the age of 12.

Essential caregivers

Essential caregivers are individuals who are not staff and provide care services to one resident at a home. In many cases, these essential caregivers are family members. Essential caregivers are not accessing the home primarily for social reasons, but rather to provide service and basic care such as assistance with feeding, or management of responsive behaviours. Screening for essential caregivers includes questions, attestation to a negative COVID-19 test in the past 14 days and subsequently not tested positive. Essential caregivers can visit once a week for 60 minutes and will provide support to the resident in their room.

We are all in this together to ensure that those who live, work and visit our homes are safe and healthy. Please contact the home if you are interested in learning more about visiting the home.

Personal care services

We are working on the resumption of personal care services. These would be services from individuals that either have a contractual relationship with the Region of Durham or a facilitated agreement. These services are independent of the homes' operations and provide a service to residents within the home. This includes but is not limited to hair salons, foot care, dental care and optometrists. Please inquire with your home on their process for resuming these services.

 **Welcome** 
back!

Rate reduction information

If you or your loved one qualify for an accommodation rate reduction, it is that time of year again to provide a completed rate reduction application along with a copy of the 2019 Notice of Assessment from your tax return. The Ministry of Long-Term Care recognizes that there may have been some delay in the completion of 2019 taxes so they have extended the application time frame to the end of September. Once documentation is received the rate will be adjusted and retroactive to July 1, 2020. If documentation is received after September 28, 2020 a request will be submitted to the Director at the Ministry of Health to request a change in start date to July 1, 2020. This request may or may not be approved.

The Ministry of Long-Term Care has announced that there will be no annual increase for those residents who pay the full basic or a preferred accommodation rate for the period beginning July 1, 2020. This has been deferred until January 1, 2021. Rate reductions are applicable effective July 1, 2020. When available from the Ministry of Health, we will send out the new rates for full basic and preferred accommodation.

Fairview Lodge news

Family Council

The Family Council executive is pleased with all the opportunities the Home has provided for families to stay connected with their loved ones. Visits have taken place by Skype, FaceTime, window, outside visits and now visits in the home.

Residents' Council

Residents' Council meetings are on hold until further notice. Due to the pandemic, when a resident passes away, donations are being made to the Durham Alzheimer's Society on behalf of the Residents' Council instead of sending flowers.

Volunteer corner

A communication was forwarded to all volunteers advising them that arrangements could be made to connect them with residents via Skype/FaceTime or by phone. The Home continues to recruit, and currently has received four new applications for volunteering.

Recreation and Therapy

At the onset of the COVID-19 pandemic, The Region recognized the need to be proactive and prepared. As a result, the Home hired 11 temporary staff as Resident Care Aids (RCAs). These employees work with the interprofessional team to support care and service within the home. The RCAs assist with:

- Engagement with residents providing social stimulation, friendly visits and support to connect with family and friends via technology.
- Provide dining room and feeding assistance during mealtimes in collaboration with food service staff.
- Assist staff with basic lifts and transfers by being a spotter.
- Provide basic food preparation as required.
- Assist with transportation of residents within the Home.
- Provide support to Environmental Services staff with housekeeping and laundry functions.

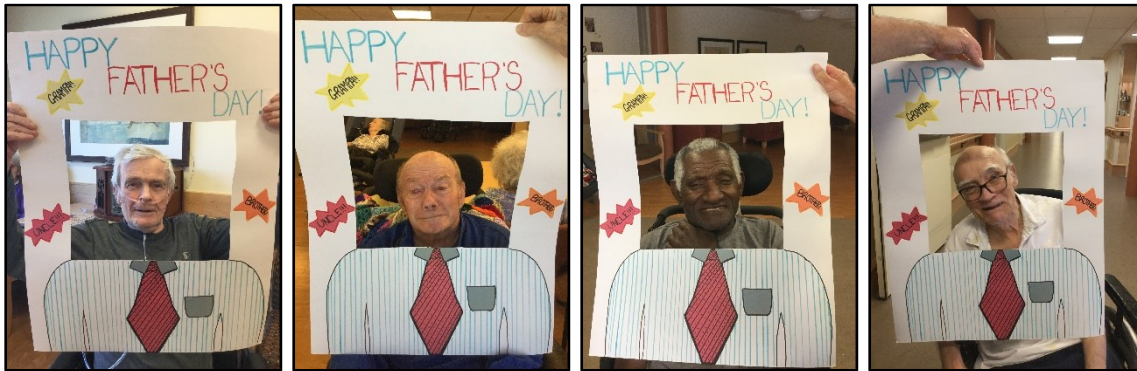
The temporary staff have been a great addition to the Recreation team. This has provided the opportunity to connect families with their loved ones through virtual technology, such as Skype, FaceTime and Zoom.

During the onset of COVID-19, a \$1,000 anonymous donation in the names of Shannon Cox (Recreation) and Wayne Pickering (RN) was made by a family member to Feed the Need Durham.

Activities

Seniors' Month – Residents celebrated COVID-style. Each home area had a calendar of events geared to social distancing guidelines and compliance for small group sized programs. For the kick-off to Seniors' Month, each home area held a celebration tea and decorated the area with displays and pictures of our seniors. A few residents were interviewed, and their stories were shared on social media.

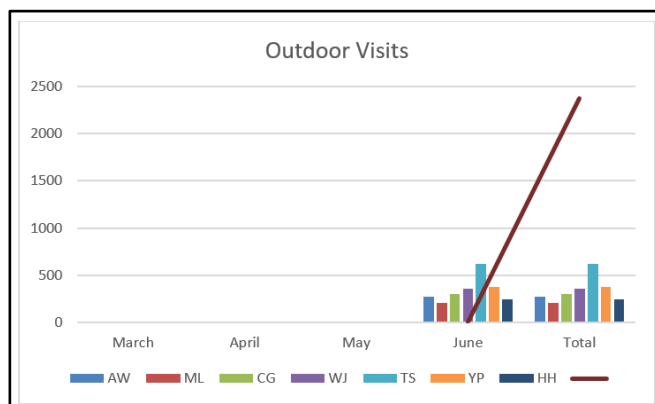
Father's Day celebrations – Each male resident received a card and small gift, and a pizza lunch. A pub afternoon and sports trivia event were held.



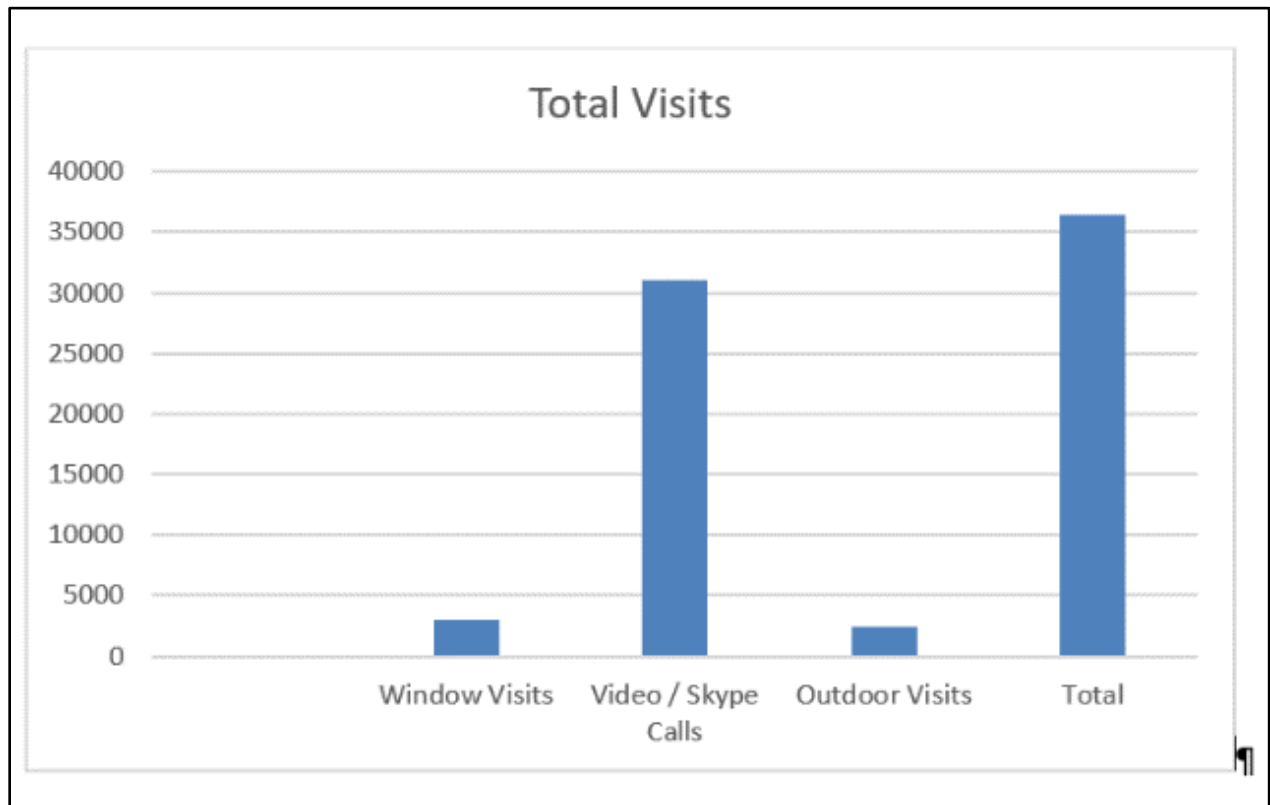
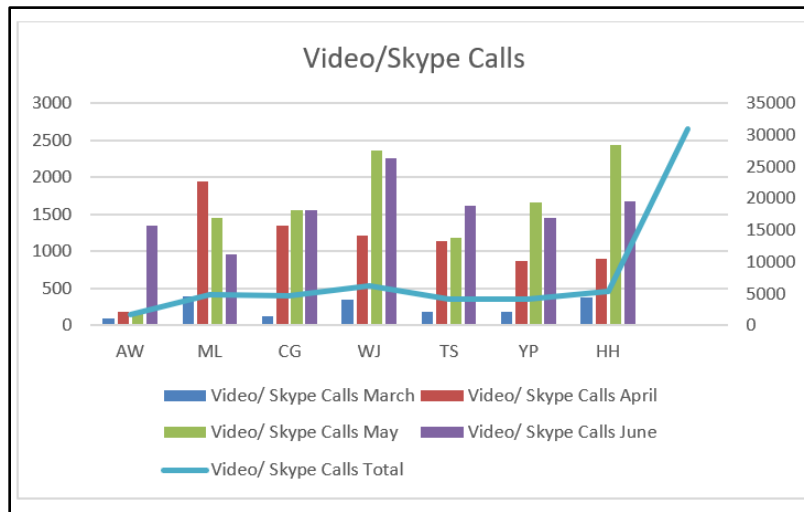
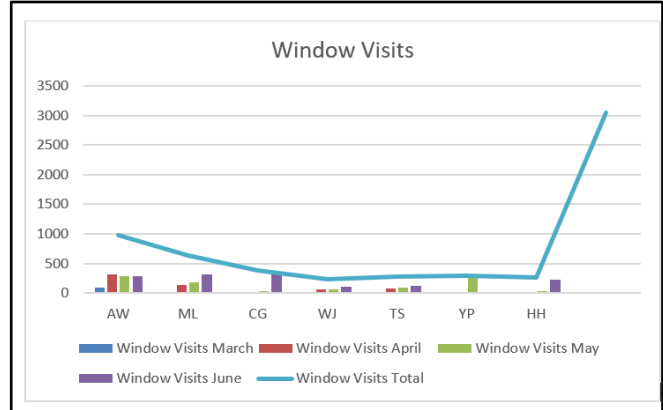
Strawberry social – Since June was strawberry season, residents enjoyed hulling strawberries and making strawberry shortcake.



Outdoor visits – Started on June 21. The three stations created were very well received and offered a very inviting and safe atmosphere for these heartwarming visits



Family Skype/FaceTime and window visits – Continued throughout the months of June and July.



Gardening Program - We are fortunate to have a big lovely garden filled with flowers and vegetables on the patio of Marigold Lane. Residents and the team spend a lot of time walking outside, tending to the garden and enjoying the nice weather. Edith the gardener and Lee Perrigo from Environmental Services are hard at work in the garden. We are extremely appreciative to Lee for taking care of our garden and providing meaningful engagement with the residents.



Theme days – Included Wacky Mask Day; 70s, 80s and 90s Day; Island Day; Crazy Hair Day; Scarf Day; National Donut Day; and World Ocean Day. The days were celebrated with staff and residents dressing up and programs planned around the themes. Residents looked forward to each theme day with anticipation.



World Elder Abuse Awareness Day (June 15) – Everyone was encouraged to wear purple to bring awareness and show our support.

Therapy

The Therapy Department assessed and evaluated residents' individual treatment plans. The staff offered one-on-one treatments and support with equipment needs. The Therapeutic Dining Program continued and all the Resident Home Areas. A relaxation program and exercise class were implemented following physical distancing.

Nursing



Alana Mountaine, Manager of Nursing Practice will be joining the team on August 31. She is currently in the same role at Hillsdale Estates. Alana brings with her years of experience as Manager of Nursing Practice and Resident Care Coordinator. Alana's knowledge and enthusiasm will be an asset to our team.

Julia Fineczko will be assuming the role of Director of Care at Hillsdale Estates upon her return from parental leave in the fall of 2020. Since February 10, Chris Tendam has fulfilled the role of Manager of Nursing Practice and Infection Control Practitioner at Fairview with a high degree of competence and dedication. His focus has been primarily on infection control and pandemic management, and he will be continuing to fulfill the Infection Control Practitioner responsibilities.

Environmental Services

The Environmental Services Department has been working very diligently to ensure we continue our fight against COVID-19. Over the last few months, we have increased our cleaning protocols with additional infection cleaning shifts. We have worked in collaboration with our suppliers to ensure we have an appropriate supply of masks and other personal protective equipment. Environmental Services aid in providing appropriate visiting stations to safely visit with your loved ones.

Food Services

New Staff

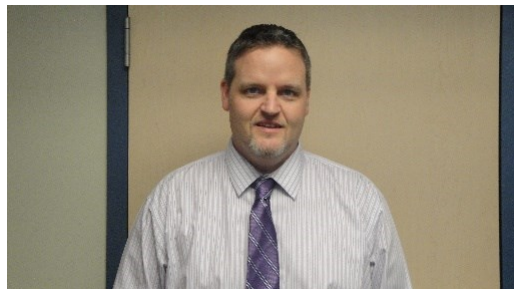


Doris Lee, full-time Food Services Supervisor, joined the team on April 6. She comes to us with knowledge and experience in long-term care and acute care. She has a very calm demeanor with the Food Services Team and has fit in remarkably well. Welcome Doris!

Menu Changes

The Food Services Team have been working hard to implement a new Summer/Fall Menu. There was a lot of testing of new recipes in preparation for the July 6 menu launch. Some new menu items are Roasted Red Pepper Soup; Sausage Ravioli in a Marinara Sauce; Spinach Ricotta Quiche; Tuna Noodle Casserole; Beef and Macaroni Casserole; Bruschetta Basa; Falafel in a Pita; Oriental Tofu; Eggplant Parmesan; and Quiche Florentine.

Administration



John Rankin, Administrator comes to us with 30 years of LTC experience, beginning his career in LTC as a cook. He then progressed into Nutritional and Environmental leadership, working in for profit, not for profit and now a municipal environment. He also worked with a consulting company on the design and operations of food

service and environmental departments throughout Ontario. He has sat on many boards and committees throughout his career, including the Canadian Society of Nutritional Management, Ontario Society of Nutritional Management, Advantage Financial, and Advantage Region 6 LHIN Liaison).

John started working for the Region eight years ago as the acting Administrator at Lakeview Manor, and has been the Administrator at Hillsdale Terraces for seven years.

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

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