



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 1, March 2021



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

We are well into 2021 and while there have been some positive actions – such as the rollout of the Pfizer-BioNTech COVID-19 vaccine to residents, staff and essential caregivers and the move to the rapid antigen testing – we still have a long way to go, but we need to remain hopeful.

The pandemic has definitely changed our day-to-day routines and we need to remain vigilant. We must continue delivering care in a safe way, and I want to acknowledge the staff and essential caregivers for adhering to the infection prevention and control measures put in place for the safety of everyone.

We are happy to share a high-level summary of the results of our 2020 Resident and Family Satisfaction Survey with you in this edition of the newsletter. Obviously, these have been less than ideal times, but I was pleased to see the many positive comments, especially related to communication. As always, there are opportunities for improvement and each administrator will be reviewing them closely with their team.

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 response to COVID-19.

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

The word 'March' is written in a large, purple, serif font. It is decorated with several yellow daffodils and green stems on either side.

If you require this information in an accessible format, please contact Jan Bright, Administrative Assistant at 905-668-5852 ext. 5933.

Quality



Annual Satisfaction Survey

Many thanks to the residents and families who responded to the 2020 Resident and Family Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need attention. This survey included new questions about care, support and communication.

This year 97 per cent of eligible residents and 33.5 per cent of families completed the survey throughout the division. This response rate is similar to 2019.

Divisionally, resident satisfaction about overall care and services was 86 per cent, which is three per cent lower than 2019, and family satisfaction was 97 per cent, which is three per cent higher than 2019.

Administrators and their leadership teams will review the detailed feedback, share it with residents and family councils, and prioritize the areas that have been identified to make operational improvements.

This survey also provides us with an opportunity to see where we are doing well, providing positive reinforcement to our many hardworking staff. An infographic and detailed report that outlines each home's satisfaction survey results is posted in each home.

Infection Prevention and Control

COVID-19 Update

Recommendations for use of personal protective equipment for care of individuals with suspected or confirmed COVID-19

Droplet and contact precautions continue to be recommended for the routine care of people with suspected or confirmed COVID-19. A surgical mask/face shield or goggles is appropriate for droplet/contact precautions.

What are contact and droplet precautions?

Contact and droplet precautions are steps that visitors and staff need to follow when going into or leaving a resident's room. They help stop germs from spreading so other people don't get sick. Contact and droplet precautions are for residents who have germs that can spread by touching the patient or surfaces in their room, and when a patient coughs or sneezes.

SARS-CoV-2 Variant of Concern

COVID-19 is a virus and, like most viruses, it mutates or changes as it reproduces inside the cells of an infected person. The changed virus can then be spread to others and may continue to mutate as it moves from person to person. COVID-19 viruses that have changed or mutated are called variants (Variant of Concern). Recently, new variant COVID-19 strains were identified in the United Kingdom, South Africa and Brazil. These strains are Variants of Concern (VOC) because they appear to spread more easily than other strains. They have since also been identified in many other countries around the world, including Canada.

Symptoms for the variants are the same as the usual COVID-19, including cough, fever, shortness of breath, runny nose, sore throat, or other symptoms. To learn more visit [SARS-CoV-2 Variant of Concern \(VOC\)](#).

COVID-19 Update continued

Reduce your risk and help prevent the spread of COVID-19

While the new COVID-19 variants seem to spread more easily, they are thought to spread in the same way as the usual virus. This means that the same types of preventive strategies will be effective. However, the new variants can more easily take advantage of any relaxation of those preventive measures.

To protect yourself and those around you, continue to follow all public health guidance, including:

- washing your hands and frequently sanitizing
- wearing a mask/face shield/goggles
- practicing physical distancing
- staying home when sick
- following all public health measures in effect.

These are all critical steps to preventing the spread of the virus, regardless of what strain it is.

Influenza Vaccine Update

Every fall, each home delivers influenza vaccines to long-term care residents and staff.

While control measures for the COVID-19 pandemic do help protect against influenza, vaccination is essential to protect against the seasonal flu.

We are pleased to share the results of the flu vaccine compliance for residents and staff in the fall of 2020.

Staff

Fairview Lodge, 79 per cent; Hillsdale Estates, 89 per cent; Hillsdale Terraces, 82 per cent; Lakeview Manor, 85 per cent.

Residents

Fairview Lodge, 91 per cent; Hillsdale Estates, 97 per cent; Hillsdale Terraces, 96 per cent; Lakeview Manor, 91 per cent.



COVID-19 Vaccine Update

We are pleased to report the percentage of residents who have received both doses of the Pfizer vaccine.

Hillsdale Terraces, 93.5 per cent; Fairview Lodge, 93 per cent; Hillsdale Estates, 93 per cent; Lakeview Manor, 88 per cent.

Staff and essential caregiver vaccinations are ongoing. To learn more, see the [Durham Region Health Department COVID-19 Vaccine Fact Sheet](#).



Rapid Antigen Testing

As of February 16, rapid antigen (RA) testing will be phased in for staff, essential caregivers, support workers and general visitors once permitted at the Home. Testing for essential caregivers (ECs) has begun.

Staff and ECs who enter long-term care homes two or more days within a seven-day period will be required to undergo RA testing on non-consecutive days (up to three times) in that period before granted entry to visit a resident.

Testing clinics will be open seven days a week. Please check with your home on the times of the testing hours. Please note that it takes between 15 to 20 minutes for the test results to be processed prior to leaving the swabbing area.

If you previously tested positive for COVID-19, you may not be required to undergo the RA test. Please consult the Infection Control Practitioner to discuss your situation.

Please refer to our webpage at durham.ca/litcupdates for further information about RA testing.

Fairview news

Administration

During this global pandemic, I want to take this opportunity to thank all families for your patience and support. There have been many changes during the past year as to how we run our home and we have tried to keep families as up-to-date as possible of these changes. Fairview Lodge continues to follow all Ministry Directives to keep all residents, staff, and essential caregivers (ECs) safe. I ask all ECs to continue to wear personal protective equipment (PPE) while visiting and to not visit the Home if you are unwell. Please remember to remain in your family member's room while visiting and to use the call bell if you require assistance.

Spring is just around the corner. We can all dream of spending time outside enjoying the nice weather, but to get there we must continue to follow all directives.

Thank you.

~John Rankin

Family Council

Fairview Lodge continues to search for a Chairperson of our Family Council. If you are interested in this position, please contact Scott Kearns at extension 5916.

Residents' Council

Fairview Lodge is trying various approaches to holding Residents' Council meetings to keep residents informed and provide an opportunity for them to share any concerns they have. Managers provide their department updates to the Residents' Council Liaison prior to the meeting to share at the next week's meeting. Our first meeting was held in the Resident Gym.

A small number of residents were in attendance. The next meeting was by room-to-room and floor-to-floor sessions, which proved to be a bit more challenging. We will continue to look for the best approach with the focus on keeping residents informed.

At the December Residents' Council meeting, residents voted to donate \$500 to provide two families with all the trimmings for a Christmas dinner. Pictured here is Grace Jess, President of Residents' Council, who presented a cheque to John Rankin, Administrator of Fairview Lodge, which was then donated to the Simcoe Hall Settlement House.



Recreation and Therapy

Many special events were held for the residents throughout the month of December.



During the month of January, we celebrated Robbie Burns day with haggis and a pub cart. Scottish music was played room-to-room as we travelled virtually to Scotland—it was enjoyed by all.

On January 8, an Elvis bingo was held. Residents enjoyed answering questions about Elvis and birthday cake was enjoyed by all to celebrate the King's special day.

A few other special events enjoyed by residents were: a kindness tree was created to show what we love about one another; virtual hug photos were sent to families; a Martin Luther King, Jr., tribute program was held; a birthday card cart was designed so that, when a resident has a birthday, the decorated cart is taken to their room; continued celebrations of national days (i.e. pie day, strawberry ice cream day, birthday, popcorn day, dress up pet day, Australia day, compliment day, and puzzle day).

Zoom and Skype connections with loved ones also continue; if you would like to connect virtually, please contact the Recreation Department at extension 5918.

On February 16, the Resident Care Aids and Recreation staff designed colourful floats/carts for a celebration. Fun was had by everyone.



Nursing

On January 13 and February 2, residents who wanted to be vaccinated received their first and second dose, respectively. It was a very exciting day in the Home. Below are a few photos of our COVID-19 Crushers.

COVID-19 VACCINATIONS



The Home continues to collect names of registered essential caregivers and staff who wish to register for the Pfizer-BioNTech COVID-19 vaccine. Please click on the following link tinyurl.com/DurhamLTCVaccine to register and your information will be forwarded to the Lakeridge Clinic when we are advised they are accepting registrations.

Rapid Antigen (RA) Testing

Further to the information provided above, the Fairview Clinic will be open from 8 a.m. to midnight seven days a week. The Clinic is in the Resident Gym located on the first floor at the Front Entrance. Reminder that it takes between 15 to 20 minutes for the test results to be processed prior to leaving the swabbing area. We will be asking for your verbal consent prior to the test.

If the Home is declared in outbreak, the expectation does not change for the essential caregiver.

If you previously tested COVID-19 positive, you may not be required to undergo the RA test. Please consult the Infection Control Practitioner at extension 5907.

Starting March 1, staff will receive a RA test three times per week (e.g. Monday, Wednesday and Friday one week, and then Tuesday, Thursday, and Saturday the following week).

Essential caregivers are reminded that food is not to be brought into the Home and that residents should only be leaving the Home to attend a medical appointment.

Environmental Services



The Christmas decorations and lights were boxed away and replaced with a beautiful Valentine's display that residents enjoyed in February.

The Home continues its transition to the expanded Encore bed with an additional 12 beds added. The multi-functional bed offers excellent safety features and assists in fall reduction when using the expanded feature.

The Environmental Services department continues to focus on preventative infection control processes to keep COVID-19 out of the building. Our cleaning focus is from the front door to the resident's room and everything in between.

We have dedicated infection control cleaning on the 4 p.m. to midnight shift with use of the Clorox 360° spraying being done during that time. The new infection control cleanable furniture has been distributed to all resident home areas and adds to the décor of the Home.

We have decreased our contact points in service areas by installing door hold openers on identified key doors to minimize staff contact with the handles. The Home has adequate personal protective equipment (PPE) for staff to continue to keep residents and themselves safe while wearing PPE correctly.

It has been a low precipitation year so far, but please remember to allow enough time to travel and wear appropriate footwear for the conditions. We are close to turning the corner into spring, but winter will give us few more reminders before we make that move!

Food Services

Menu Changes

The new winter/spring menu was launched on February 8.

A few of the new menu items include tomato red pepper bisque, bacon cheddar cheese grilled sandwich, vegetarian burger, chunky vegetable soup and mushroom ravioli in a white wine sauce to name a few.

Please join me in welcoming our new part-time chef, Chris Laverty, who will be joining the team at the beginning of March. Sebastiano Scafili, who previously held this position, has transferred into the full-time chef role.

Other

Over the course of the pandemic, the Home has received many donations from the community and we thank each one of them. DMP Flowers and Gifts has showered the home with an abundance of flowers on many occasions, which has been enjoyed by residents and staff alike. We wish to thank them for their generosity and invite you express your thanks as well by shopping locally at their store.

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

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