



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 1, March 2026



Mission

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

Vision

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

We Value

Individuality, Collaboration, Accountability, Respect and Dignity, Excellence

LTC and Services for Seniors Division news



Director's message



As we move from a long, cold winter into the promise of spring, there's a real sense of renewal across our long-term care community. In January, our Senior Leadership Team met with our Family Council Presidents to review our Strategic Plan, reaffirming our shared commitment to our pillars of Care and Service, Embracing Innovation and Workplace Excellence.

2026 is shaping up to be a particularly busy and exciting year. We are preparing to open our new 200-bed long-term care home, Seaton Village, in north Pickering in late fall; completing the final stage of our journey toward Accreditation Canada recertification next January; and expanding our Caring Connections Durham emotional model of care to our other homes following a successful implementation at Lakeview Manor.

We extend a warm welcome to all new residents, families, staff and volunteers– please stay connected, ask questions, and share your feedback with your care team or leadership. We are here to support you.

Enjoy this addition of the newsletter.

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



If you require this information in an accessible format, please contact Amy Mitchell, Administrative Assistant (Temp) at 905-668-5851 ext. 5911.

Quality

2025 Satisfaction Surveys

Thank you to all residents and family members who completed the 2025 Satisfaction Survey. Both resident and family satisfaction came in at all-time highs this year.

We also had the highest level of response rate from residents, with 81.5 per cent of capable residents completing the survey. Our divisional overall satisfaction from residents came in at 84.5 per cent.

Our Family Satisfaction Survey response rate was lower this year, at 27.4 per cent. The Canada Post mail strike at the time may have been a contributing factor to this lower response rate. Our family satisfaction rate came in at 94.8 per cent.

Each home is currently reviewing their individual reports and creating action plans for 2026 on how they can continue to improve quality care and services.



Policy updates

Throughout the year, we will now be providing information in this newsletter on some of our recent policy changes that impact residents and families.

- **Transfer of Resident within the Home:** this policy has been updated with a new statement that the home reserves the right to move a resident to a different room or home area if there is an imminent safety risk.
- **Release of Personal Effects:** this policy was revised to indicate when personal effects are not picked up after discharge or death, the home will communicate with the family with deadline dates. If items are not picked up by the date, the items will be deemed abandoned and donated or disposed of.
- **Smoking:** this policy had wording changes to clearly identify that residents can only smoke outside in designated smoking areas while on property. It also states that staff, family members and visitors are to follow the Regional by-law and not smoke on Region of Durham property.
- **Privately Hired Services:** this policy is new and replaces several former policies. This policy explains the process for residents and family members who wish to bring in private hired services into the home. The process has been streamlined to make the process easier for residents and family members, while still maintaining the requirements of the Region.

Copies of policies are available upon request; please speak to the homes' Administration.



Infection Prevention and Control (IPAC)

As we continue navigating the winter respiratory season, we want to thank all families, visitors and staff for your ongoing support in keeping our homes safe and healthy. Below are some important updates and reminders from the IPAC team.



Winter vaccine campaigns: thank you!

This winter, each of our divisional homes ran successful vaccine campaigns to help protect residents and staff from seasonal respiratory illnesses.

Across all homes, we offered RSV, influenza and COVID-19 vaccines, and we are grateful to everyone who participated. Vaccination remains one of the most effective ways to prevent severe illness— your participation makes a meaningful difference in keeping our community safe.

IPAC reminders for families, visitors and staff

To help reduce the spread of respiratory and gastrointestinal illnesses, please continue following these core IPAC practices:

1. Hand hygiene

- Clean your hands **following the four moments of hand hygiene:**
 - Before resident/environment contact
 - Perform hand hygiene before entering a resident's environment or touching any items in their care space.
 - Before aseptic procedures
 - Clean hands before performing any procedure that requires a clean technique, such as:
 - wound care
 - handling a sterile device
 - preparing medications
 - After exposure risk to bodily fluids
 - Perform hand hygiene immediately after possible exposure to bodily fluids—even if gloves were worn.
 - Examples: after toileting care, after handling soiled linens, after removing gloves.
 - After resident/environment contact
 - Clean hands when leaving the resident's environment or after touching anything in their care space.
- Use alcohol-based hand sanitizer or wash with soap and water when visibly soiled.



2. Mask wearing

- Please ensure you follow the masking policy for your respective home, and when you have recently felt unwell and are being watched by the Return-to-Work Program.
- Masks help protect vulnerable residents during peak respiratory illness season.



3. Stay home when sick

- If you have symptoms such as fever, cough, sore throat, vomiting or diarrhea, **please stay home** and avoid visiting.
- Staff are to complete passive self-screening and follow Return-to-Work guidance before returning to work.

4. Respiratory and cough etiquette

- Cough or sneeze into your elbow.
- Use tissues and discard them immediately after use.
- Sanitize/wash your hands after.



5. Follow all posted signage

- Please adhere to any unit-specific precautions, outbreak signs or personal protective equipment (PPE) requirements.

Thank you for keeping our homes safe

Your ongoing co-operation helps protect residents, staff and families throughout the year– but it's especially important during the winter months. IPAC practices are most effective when we all do them consistently.

If you have any questions or need more information, please feel free to reach out to the home IPAC lead.

Practice and Innovation

In 2025, learning across our homes continued to support safe, respectful and person-centred care. Education focused on everyday practices that matter most to residents and families, including dignity and communication, safety, infection prevention, falls prevention, and supporting independence and well-being.

Updates to orientation and onboarding helped new team members feel prepared and supported as they begin working with residents and families, contributing to more consistent practices across all homes.

Looking ahead, Practice and Innovation will continue to focus on education that strengthens safety, quality of care and consistency in care delivery.



2026 mandatory training

This year's annual mandatory training will be released in February and refreshed to reflect current standards and expectations.

Thank you to our staff, residents, families and volunteers for your continued partnership in creating safe, welcoming and compassionate homes.



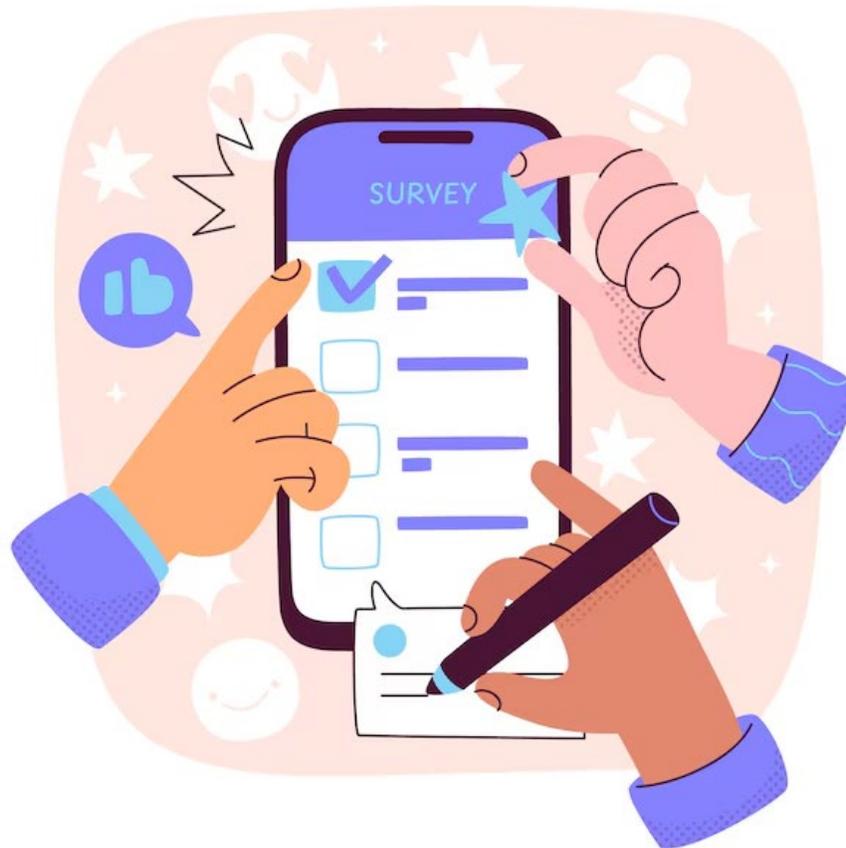
Caring Connections Durham

Building meaningful connections in everyday care

Caring Connections Durham (CCD) continues to make strong progress at Lakeview Manor. Over the past year, residents, families, staff and leaders have worked together to create and embed an emotional-based model of care focused on connection, dignity and relationships. Key milestones include extensive engagement sessions, the launch of resident and family-centred change ideas, and comprehensive training for frontline staff and leaders. Early wins are already visible: staff report increased confidence in relational care, families are more engaged as partners in care, and meaningful everyday moments are being intentionally built into routines, dining and activities.

As we move forward, CCD is entering an important next phase. Ontario Tech University is currently conducting post-testing at Lakeview Manor to evaluate the impact of the model on residents, families and staff. In addition, readiness assessments have now been completed across long-term care homes in the division. These findings are helping shape a staggered and tiered rollout of CCD across homes in 2026, beginning with Hillsdale Terraces.

Thank you to everyone who continues to contribute to this shared work. Your commitment is helping to build a more connected, compassionate care environment for all.



Seaton Village

Occupancy timeline update

The projected occupancy readiness date for our new long-term care home, Seaton Village in north Pickering, is currently planned for October 2026 but is subject to change. Admissions will then continue over an 85-day period, in accordance with the Ministry of Long-Term Care Fill Rate guidelines. This will be a very busy and important period for everyone involved.

Construction update

The building is approximately 68 per cent complete. Most mechanical and electrical systems are nearing completion and interior finishing components – such as, drywall, flooring, kitchen and laundry installations – are underway. These developments are helping to bring a clearer vision of the final building to life. Installation of the exterior façade is scheduled to begin in March, once insulation is fully completed.



The construction team continues to work diligently to mitigate any further delays and remains focused on achieving the October timeline. While there are still some challenges to work through, steady progress is being made. There is a significant amount of work to be completed over the next nine months in preparation for the Ministry of Long-Term Care occupancy inspection.

Regular updates will be provided as we continue toward occupancy. A Seaton Village email address has been set up to answer questions related to our new LTC home. Please send to SeatonVillageInfo@durham.ca.

Fairview Lodge News

Family Council

A new format, a new name! The quarterly meeting, known as Family Information Night, will be transitioning into the Fairview Lodge Family Council meeting, entitled “Caregivers’ Café,” offered in person and online. The Family Council Chair, Simone Pereira, will lead the meetings; the Fairview Lodge administrator John Rankin will give an update on the home; special speakers will present on topics relevant to residents and family members; questions and feedback will be invited; and light refreshments will be served.

The first meeting in this format will be held at Fairview Lodge on Wednesday, March 11 at 6 p.m. in the Boardroom on the third floor and online. The special speaker will be Georgia McIntyre, Fairview Lodge’s IPAC Practitioner, on the topic of infection control in the long-term care setting, including the policies and procedures related to outbreak management. Georgia will share her expertise and experience, and will respond to questions and comments.

Residents’ Council

The Residents’ Council helps provide feedback to the home regarding policies, practices and activities that affect the residents. The Council advocates for and brings forth concerns of residents and assists with identifying opportunities for quality improvement. The Council may fundraise for the benefit of the general resident body and collaborates with community groups and volunteers to organize activities for residents. This year, our home will focus on connection, community and friendships through initiatives and programs within the home.

Volunteer Corner

Happy 2026! We are so grateful for all the volunteers who gave their time last year, and we look forward to everything 2026 has to offer. In 2025, volunteers gave 5,244 hours of their time assisting with a variety of events and activities. Volunteer applications continue to be submitted, however, we are fortunate to have so many volunteers that we can only accept new volunteers with weekday, daytime availability.

Over the next few months, volunteers will continue to assist with the gift shop, pet therapy, 1:1 visiting, spiritual care and regular activities, such as bingo, bowling, entertainment, as well as special events (e.g., Olympic home opener, Valentine’s Day, outings, St. Patrick’s Day celebrations and more). We look forward to celebrating and recognizing all our amazing volunteers during Volunteer Appreciation Month in April. If you see a volunteer while at Fairview, please take a moment to thank them!



Pet Therapy Program

We're delighted to share that our Pet Therapy Program continues to bring joy, comfort and companionship to residents throughout the home. We currently have four registered pet therapy animals visiting regularly: three loving dogs; Max, Cali and her sister Maple, and our newest furry friend, Benji the cat!

Pet therapy offers many therapeutic benefits, including reducing stress, providing comfort, encouraging social engagement and promoting a sense of calm.



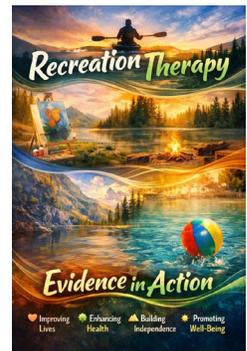
Recreation and Therapy

February was Therapeutic Recreation Month, and we celebrated the invaluable work of our Recreation team. Their dedication, imagination and commitment to bring purpose and meaningful engagement to residents every single day was celebrated.

As part of our ongoing improvement work, the Recreation team met in February to review resident feedback and continued building the 2026 Programs with our Critical Path planning afternoon.

The yearly preventative maintenance program took place on our therapy equipment, and it is a chance to look at our existing equipment and assess for future needs.

This last quarter was very busy with celebration and monthly acknowledgement events including Black History Month, Chinese New Year, 2026 Olympics, Valentine's Day Social, Family Day, and community outings (such as Neb's Bowling, Polish band music, Silvert's Clothing sale, and in-house jewelry sale).

A graphic with the word "SPRING" in large, green, 3D block letters. The letters are partially obscured by green grass and white daisies. The background is a soft, light blue and green gradient with a cloud-like shape above the text.

SPRING

Quality

Over the next quarter, the Quality team will be working with staff, residents, and families to review and make 2026/27 plans for success. This will include a presentation on the results from the Satisfaction Survey, and a review of the Quality Improvement Plan from 2025/26 to review if targets were met and looking at what the home will focus on for the 2026/27 year. The home will also be working on the divisional Business Plan to continue to make improvements for overall satisfaction.

Nursing

We are launching an initiative focused on enhancing pain and symptom control for residents who are at end-of-life. This project centres on the introduction and safe implementation of the Continuous Ambulatory Delivery Device (CADD) infusion pumps, which allow consistent and controlled delivery of pain medication

TaperMD

TaperMD will be rolled out this year by June 2026. TaperMD is a clinically proven medication review and deprescribing tool used by doctors, pharmacists and long-term care teams to:

- Identify medications that may be unnecessary or risky.
- Guide gradual dose reduction.
- Write new medication orders directly on the medication review.

Summer Students

We have commenced the process of hiring 12 Nursing summer students to support resident care, clinical workload and staff coverage during the upcoming summer period.

Students currently on site

- 8 Personal Support Worker (PSW) students on placement with their instructor on site.
- Three Registered Nurse (RN) students completing clinical placements.
- Three PSW students completing their final consolidation.

These students bring valuable energy, support and learning into our home, and their presence continues to enrich both resident care and staff collaboration. With the guidance of our experienced staff, these students gain meaningful experience while contributing positively to resident care.

Environmental Services

Our landscaper, RTJ, continues to work hard to keep the parking lots and walkways free of snow and ice. With all the rain and snow, please remember to wear appropriate footwear to prevent slips and falls.

With spring approaching, if you are bringing in seasonal clothing, families are reminded to switch out seasonal clothing to allow for more space in the closets. Please ensure any new clothing is labelled before adding to the closet so it does not get misplaced.



Food Services



National Nutrition Month – March 2026: “Nourish to Flourish”

National Nutrition Month in Canada will be celebrated throughout March 2026, shining a spotlight on this year’s theme: Nourish to Flourish. Building on last year’s momentum, the theme continues to spark meaningful conversations, inspire communities and highlight the diverse ways dietitians contribute to positive health outcomes across the country. This year, we honour the essential role dietitians play in supporting the health and well-being of individuals, families and communities. Nourish to Flourish reflects the heart of their work—providing compassionate, evidence-based guidance that helps people thrive.

Throughout March, we will explore and celebrate the many ways dietitians strengthen healthier communities—from supporting chronic disease management and navigating complex health concerns, leading community food programs and helping families build positive, joyful relationships with food. Rooted in the belief that food is more than fuel, this year’s theme highlights how dietitians empower people to make choices that honour both their health and their lived experiences.

Throughout the month, Fairview Lodge will feature an educational poster board filled with helpful resources, nutrition tips and engaging information. To make learning fun and interactive, quizzes will also be available for residents, staff and visitors to enjoy.

Food First approach to nutritional care

The Fairview Lodge Nutrition Leadership Team is pleased to formally introduce our “Food First” approach to nutritional care. This is an approach we have been prioritizing and will continue to strengthen. Food First prioritizes calorie and protein-dense foods before oral nutritional supplements, supporting better nutrient absorption, greater meal satisfaction and improved overall nutritional status.

At Fairview, this approach focuses on enhancing the nutritional value of meals by fortifying foods with calorically dense ingredients, while continuing to provide three balanced meals and three snacks each day. Our goal is to offer nutritious and satisfying food that meets residents’ needs while reducing reliance on commercial nutritional supplements when possible.

We will be regularly experimenting with new fortified menu items and will share information through our “Did You Know?” table messages, the Food Committee and ongoing communication with families, residents and staff. We remain committed to providing high-quality, enjoyable dining experiences that support the health and well-being of our residents.

Administration

Winter is almost behind us and spring flowers will soon be in bloom.

We want to thank all participants that completed the 2025 Resident/Family Satisfaction Survey. Fairview Lodge saw an increase in resident and family satisfaction this year. Information has been posted in the elevators for you to review. The home will be working on an action plan to address these results.

The Long-Term Care Division completed our 2026 operational plan; these plans will be shared with the home to create our own Operational Plan that builds on the Divisional Plan. These plans will be located on the communication board close to the Manager of Recreation and Therapy office on the main floor.

In January, the Ministry was on site to complete an inspection following our outbreaks that took place over the holiday season; no findings were left.

For those who do not know Simone Perreira, Simone is the Chair of Fairview's Family Council. Simone has taken on the role of Chair for this committee. The home continues to work with the Family Council, hosting Family Information Nights. Please reach out to Simone if you are interested in joining the Family Council at Fairview Lodge.

Fairview started work in 2025 to create a new secured unit that will house residents who meet the criteria of elopement, and who could cause harm to themselves or others through wandering. The team at Fairview has been working with Ontario Health at Home and the Ministry to ensure there is a smooth transition. We have sent out communication to residents, staff and families, and as of January 26, the door to the unit was secured. If you have any questions, please feel free to reach out to a member of our management team.

Wishing everyone a happy spring!

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

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