



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 2, June 2025



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

This spring has been a season of celebration and recognition. During National Volunteer Appreciation Week in April, our homes honoured the many dedicated volunteers who give their time and energy so generously. I had the pleasure of attending three of our four celebration events and was grateful for the chance to personally thank many of our amazing volunteers. In May, we marked National Nurses Week and Personal Support Worker Day, celebrating the skill, compassion and hard work of our incredible nursing teams across all homes.

June is Seniors Month, a time to recognize and celebrate the incredible contributions of older adults in our homes and communities. We hope you are able to join in on the wonderful events our homes have planned for the month.

As we head into summer, we've welcomed several summer students to help support our teams while regular staff enjoy some well-deserved time off. Meanwhile, construction continues on our new 200-bed long-term care home, Seaton Village, in north Pickering. As of now, we are still on track for completion by the end of September 2026 and the planning for its opening is well underway.

To all new residents, families, staff and volunteers – welcome! We're glad to have you with us. If you have any questions or concerns, please don't hesitate to reach out to any member of our leadership team. We're here to support you and ensure you have the best possible experience in our homes. I also encourage you to get involved in your local Resident Council or Family Council – your voice matters and we value your input.

Enjoy this edition of the newsletter and have a wonderful summer!

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

**If you require this information in an accessible format, please contact
Sara Jane MacKenzie, Administrative Assistant 905-668-4113 ext. 2745.**

Quality

Staff workforce survey

We have heard from our residents and families in a recent survey, and now it is time to hear from our staff members.

It's that time again to complete the **Health Standards Organization (HSO) Global Workforce Survey™** for our 2027 Accreditation.

The **HSO Global Workforce Survey™** for staff is an online survey that asks for your opinions on various aspects of your work environment. It covers the conditions and atmosphere at work, your overall well-being, resident safety and the quality of care provided. Your feedback will help us identify strengths and areas for improvement. We will present key findings, trends and proposed action plans to address any areas of concern or improvement. Responses are completely confidential. Like our last Accreditation, there will be a challenge between the four Region of Durham long-term care homes for the highest percentage of survey responses

The staff survey is open until **June 30**. We strongly encourage you to complete it as soon as possible. Widespread staff participation will make our results much more useful. Please see your staff email or posters at the Terraces for the link to the survey; or if you are more comfortable with paper, you can pick up a paper copy at the reception desk or ask your manager for a copy. These surveys are completely anonymous.

Both divisional and home-level reports will be available at the end of the survey period. Action plans will be created based on any gaps or areas of opportunity for improvement that are identified in the survey.



Quality improvement plans

Every year our long-term care homes complete a formal Quality Improvement Plan for the year. This plan outlines the areas of focus of quality improvement initiatives for the year. The plan is created from multiple areas of feedback, including our resident and family satisfaction surveys, clinical data, inspections, audits and new best practice guidelines. This plan, known as the “QIP,” will be posted in the home and can be made available (please ask any member of the leadership team).



Policy and practice update

Nursing Week

National Nursing Week took place from May 12 to 18, under the inspiring theme: The Power of Nurses to Transform Health. This theme celebrates the essential role nurses play in shaping health care and championing patient-centred care. This week is a powerful reminder to recognize and celebrate the unwavering commitment of nurses at our long-term care homes.

Throughout the week, our long-term care homes hosted various activities to honour the incredible dedication of our nursing teams.



Personal Support Worker (PSW) Day

Personal Support Worker (PSW) Day is celebrated annually on May 19 to honour the vital contributions of PSWs in uplifting the lives of residents, caregivers and the health care system. This day in Ontario serves as a powerful reminder to appreciate the hard work and immense compassion of PSWs. We are deeply grateful for the dedicated service of the PSWs at our homes.

Preceptor Appreciation Week 2025

Preceptor Appreciation Week will be celebrated during the week of September 22, to recognize and honour the essential contributions of preceptors who support student placements. Their guidance is crucial in fostering the development of future generations of health care professionals.

Are you interested in becoming a preceptor? Please contact the Manager of Nursing Practice (MNP) at your home or reach out to your supervisor.

Research collaborations

Recent publications related to the Staffing Stability in Long-term Care study and the Workplace Retention Framework study are available here:

[Staffing Stability In Long-Term Care - CityStudio Durham.](#)

[Workplace Retention Framework - CityStudio Durham.](#)



The City Studio and Ontario Tech HUBBUB 2025 featured the research studies from the Long-Term Care and Services for Seniors and Ontario Tech partnerships, such as Virtual Reality Reminiscence Therapy in Dementia care, Workplace Retention Framework, and the Importance of Education.



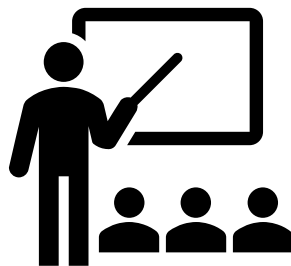
Training

Thank you to all staff who have completed their mandatory training early— your dedication helps ensure the highest quality of care for our residents!

Don't forget, there are also optional courses available in the library for Long-Term Care staff who want to expand their skills and knowledge. Log in to Learnici to explore! Recent course additions include:

- Pneumonia.
- Subcutaneous Lock.
- Emergency Medications.
- Supporting the Sexual Health of People with Dementia – BSO.
- Communicating About Hospice Palliative Care - Ontario CLRI.
- Practicing Cultural Humility in Palliative Care - Ontario CLRI.
- Palliative Approach to Care.
- Pain Management.

Ready to learn? For tips on logging in and navigating the platform please find the user guide here: <https://learnici.durham.ca/>. Let's keep the momentum going!



Infection Prevention and Control

The Infection Prevention and Control (IPAC) programs are welcoming a decrease in seasonal respiratory viruses in the local community and within our homes.

Despite being past the traditional respiratory virus season, public health officials remain concerned about a spring wave of COVID cases because they have been observed in recent years. For this reason, they are continuing to recommend a spring COVID booster vaccination for our residents. Direction from the Ministry of Health is to aim to have these vaccines administered prior to June 30. It is expected that COVID will eventually conform to the seasonal trends observed with other endemic respiratory viruses.

The IPAC programs have begun audits of IPAC skills in action for all staff within the homes. This will require ongoing collaboration with the leadership team and others within the homes to coordinate observations of all staff. These audits are expected to increase confidence in IPAC practices and inform IPAC education efforts among various departments.



Seaton Village – Construction update

As many of you may know, the Region of Durham is building a brand-new long-term care home in the northern part of Pickering—right in the heart of Seaton. This welcoming new home will accommodate 200 residents, offering a warm and intimate environment specially designed to support those with dementia.

The home is thoughtfully planned with resident home areas (RHAs) that create cozy, neighborhood-style living. Four of these RHAs will house 32 residents each but will function as two smaller, 16-bed neighborhoods during the day and evening, helping foster closer connections among residents. Additionally, there will be two 20-bed RHAs—one dedicated to residents with more complex medical needs, and another designed to support those with challenging behaviors.

The heart (core) of the building is designed to feel like a lively main street—a welcoming space where residents can gather, socialize, and enjoy daily activities together. On the main floor, residents and visitors will find a spacious great room for entertainment, a charming café and store, a resident bank, hair salon, dental and clinic space, and a gym. The two upper floors will feature cozy lounge areas and quiet spaces for visiting or reflection, including a serene worship room.

Construction began in September 2023, and we're excited to share that everything is on track for an opening in fall 2026. The building is really starting to take shape—the concrete structure and roof are complete, windows are mostly installed, and the individual neighborhoods are beginning to come to life. Inside, mechanical and electrical work is underway, with drywall and finishing touches to follow soon. Essential service areas like the kitchen and laundry are progressing right on schedule.

We've also started choosing the finishes and furnishings that will truly transform this building from just a place to live into a warm, inviting home. The goal is to create a space that feels comfortable and personal—not institutional—where residents can thrive every day.

Below, you'll find some photos showcasing the exciting progress so far. We can't wait to share more updates with you as this wonderful new home continues to grow!



North side of the building



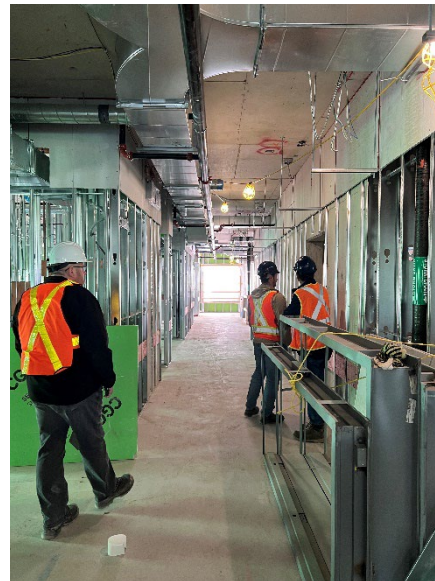
View of courtyard from dining room area



Second floor terraces



Resident Rooms



RHA hallway with lots of natural light

Views from Resident rooms



North West view



North East View



South View

Fairview Lodge news

Family Council

Simone Perreira, Fairview Lodge (FVL) Family Council Chair, continues to explore ways to connect with residents' family members for support and information sharing. She is committed to a model of community "where every voice is valued, and together, we find ways to make a positive difference." If you would like to reach out and connect with Simone, please email her at FairviewLodgeFamilyCouncil@gmail.com.



Residents' Council

Residents' Council aims to empower residents living in long-term care homes to participate in the operations of their homes and be involved in decisions that affect their lives.

Council meetings are held every month. All residents are welcome to attend. Our next meeting is May 20 at 10 a.m. in the Great Room.

The meeting is open to all residents at Fairview Lodge and if residents are interested in participating, the Recreation staff on their home area can assist. Hope to see you there!

The Residents' Council has decided to continue to donate to the Alzheimer's Society of Durham Region in memory of those residents who have passed.



Volunteer Corner

We are so grateful for all volunteers within Fairview Lodge! Volunteers continue to assist with recreation events such as Bingo, bowling, entertainment, special events, outings, crafts and much more! They also visit with residents one-on-one, provide pet therapy, spiritual care and run the gift shop. April was Volunteer Appreciation Month, and we could not be more thankful for all of our wonderful volunteers. Fairview Lodge held a Volunteer Appreciation Night on April 28 with a spring-themed dinner; thank you to all the volunteers who attended to celebrate the hours contributed to the residents at Fairview Lodge. Thank you!



Recreation and Therapy

We would like to take this opportunity to welcome Tanis Lafferty Head as the Recreation and Therapy Manager. We are also welcoming one Recreation student and two Physiotherapy students over the summer.

The home has started hosting a New Resident Tea program, giving residents an opportunity to meet the team and Council presidents. Fairview started a new Pen Pal program for residents to connect from different home areas. Another focus for the home is a program called "Monthly Social Mixer," which brings together residents from different units who may have shared interests but don't otherwise have an opportunity to meet. This event provides a welcoming space for conversation, laughter and connection, encouraging residents to build new friendships outside their usual circles. By fostering meaningful connections, the mixer aims to enhance residents' sense of community and belonging, contributing to their overall well-being. Each month will feature a relaxed atmosphere with light refreshments, icebreaker activities and optional discussion topics to spark conversation.



Nursing

There have been some changes to the Nursing team over the past couple of months. We would like to welcome Chris Tendam, who is Acting Resident Coordinator as of April 22, while Claire Taasin-Lau is Acting Assistant Director of Care at Hillsdale Estates.

We also want to welcome Anusha Gunalingam. Anusha joined the FVL Nursing Leadership Team on May 7, as permanent Resident Care Coordinator. Anusha has experience in long-term care, working in managerial roles including People Leader/ Nurse Manager and IPAC Practitioner.

Nursing Week

We also held Nursing Week on May 12 to 18. This is an annual celebration of the nursing profession that coincides with the birthday of Florence Nightingale, the founder of modern nursing, on May 12. During this week, several events took place for all staff.

Community Paramedicine

The pilot project with the Community Paramedics (CPs) at Fairview Lodge has been extended to March 2026. The CPs perform diagnostic tests to prevent transfers to the Emergency Department. The CPs address residents' non-emergent medical issues and perform blood work, lung ultrasound, ECGs and more. The CPs can administer IV Lasix and some other IV medications. The CPs are available throughout the week and during the weekends from 7 a.m. to 7 p.m. This is good because they can perform some diagnostic tests during the weekend (when the regular lab technicians are not available).

InterRAI documentation system

Fairview Lodge has successfully transferred to the interRAI Long-Term Care Facilities program. This is the Ministry's documentation system and is the basis for funding to all homes. Fairview went live on April 1.

Environmental Services

Patio areas and balconies are now open daily from 8 a.m. to 8 p.m. for resident and family use. We are working with our landscaping company to plan and prepare our gardens. This work will be completed as weather permits.

Before giving new spring or summer clothing items to your loved ones, please ensure Environmental Services receives them for labelling. Once laundered, this will ensure the return of items. Place items in the clear bag provided, along with a completed form located in the main floor laundry room.



We appreciate your patience as we continue with the parking lot drainage project.

Kitchenette use

Kitchenettes are available in our LTC homes for use by residents and families through the coordination of their booking system with reception. Each home has their own equipment available for use i.e., microwaves. Please feel free to use them and clean up after use so they can be enjoyed by everyone. For more information on how to book a space please contact reception.

Food Services

Spring/Summer Menu

The resident Spring/Summer Menu launched May 19. Our chefs worked extremely hard to create new tasty recipes to complement our new menu.

Some additions include Lemon Dill Orzo Soup, Garlic Chickpea Soup, Italian Roast Garlic Soup, Honey Garlic Sausage, Creamy Turkey Linguini, Cheesy Noodle Casserole, Garlic Butter Baked Trout, Turkey and Stuffing Quiche, Cheesy Broccoli Pasta Bake, Deli Salad Plate, Fire Roasted Tilapia, Grilled Cheese Sandwich with Caramelized Onions, Lemon Burst Cookies, Butterscotch Pie, Caramel Ice Cream Sandwich Bar, Strawberry Angel Food Cake and Strawberry Crumble Pie.

Hydration

As summer and warm weather is approaching, hydration is on our minds. Proper hydration is essential and can impact many different parts of the body including digestion, brain function and mood, wound healing, and the kidneys and bladder. It is especially important for seniors to be well-hydrated because they are often on medications that cause dry mouth, can have a lowered sense of thirst, and often have a higher rate of illnesses that can impact hydration.

When you are in the home visiting your loved one, we encourage you to bring their favourite drink with you, or to help yourself and your loved one to a drink from the resident kitchenette. Enjoying drinks together can help our residents with their daily fluid intake and makes your visit a bit more special. If you are unsure about how much or what type of drink your resident can safely have, please speak to staff in their home area. Some residents prefer food over drinks, and that's ok! There are plenty of foods that can help with hydration, including:

- Fruits and vegetables, especially watermelon, cucumber, tomatoes and salads.
- Soups, especially broth-based ones.
- Jello, yogurt, custard, ice cream and popsicles.

We appreciate your partnership in helping our residents stay hydrated and feeling good this spring and summer!



Quality

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health. The QIP has been submitted to Ontario Health and is available on the Region of Durham website under each home for residents, family and staff to review. Our areas of focus include Emergency Room transfers, overall resident satisfaction, in-home acquired wounds and reduction of antipsychotics.

The home has changed the way we focus on quality this year by aligning our Satisfaction Survey results, Strategic Plan and Divisional results to ensure that we remain focused on the overall satisfaction of the home. Our targeted areas include safe and secure environment, food and meals, building relationships, and comfort and care. We will be reviewing the plan quarterly to ensure that we are moving in the right direction for improvement.

Staff appreciation

The home has hosted several staff events over the past couple of months, including a birthday draw, a draw for a grill set, popcorn days and Easter chocolate days. We will be having another draw for a charcoal grill in the coming months. Please continue to share ideas of how to show appreciation for staff.

Administration



Summer is finally here; longer and warmer days are upon us.

Fairview Lodge will be going through a transition. We are in the process of converting the Cullen Gardens Resident Home Area (RHA) into a secured unit dedicated to providing care for residents who require enhanced safety and support due to specific behavioral needs, specifically elopement and unsafe wandering. The secured unit has controlled access in and out of the RHA. This decision has been made after careful consideration and is in alignment with our commitment to providing the highest quality of care for all our residents.

We understand that changes like this can raise questions and concerns. We want to be transparent about how this may affect your loved one. If you have any questions, please reach out to John Rankin, Administrator, at 905-668-5851 extension 5901.


Fairview Lodge has partnered with the Abilities Centre to connect two clients from the Abilities Centre with Fairview Lodge's food services and environmental services teams. Pathways2Employment gives youth who live with disabilities the opportunity to gain work experience. This was a great success and partnership.



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

Fairview Lodge
632 Dundas St. W
Whitby, Ontario L1N 5S3
Home Telephone # (905) 668-5851

durham.ca

 www.twitter.com/regionofdurham

 www.youtube.com/regionofdurham

 www.facebook.com/regionofdurham

