



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 2, June 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

This time of year offers a chance to recognize the people who support resident care and to celebrate the community we share across our homes. During National Nurses' Week and Personal Support Worker (PSW) Day, both in May, we recognized the dedication and compassion of our nurses and PSWs, who play such an important role in the delivery of care. Of course, they can't do it alone and I would also like to acknowledge the many other team members who work together to create a safe, comfortable, and welcoming environment for residents and families.

June is also Seniors' Month with a focus on fostering wellness, social connection and community engagement. There will be a variety of activities and events across our homes, celebrating the lifelong contributions of older adults who have shaped, and continue to shape, our communities.

We also recognize World Elder Abuse Awareness Day on June 15. This is an important reminder of our shared commitment to ensuring every resident feels safe, respected and supported at all times. We encourage you to wear purple that day to show your support.

Construction of Seaton Village continues to move forward. While there has been a slight delay, we are now anticipating an opening in early 2027. Progress is being made, and we look forward to sharing further updates as the project advances.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

~ 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

Privacy changes by Ontario Health

Ontario's Electronic Health Record (EHR) contains a secure digital record of individuals' personal health information and is made available electronically for health care providers, to care for their patients, as permitted by law. Ontario Health is updating its consent model — the rules governing how patients can block or allow access to their health information — for the provincial EHR.

If you, or your substitute decision maker, do not want your health information shared with members of your health care team through the EHR, you can restrict access by contacting Ontario Health at 1-888-411-7742. You would request a “consent directive” be applied to your health information.

If you have any questions about consent directives, or how your personal health information is managed in the EHR, please visit <https://ehealthontario.on.ca/en/patients-and-families/managing-access-to-your-ehr> or contact:

Ontario Health Privacy Office
Phone: 416-946-4767 or 1-888-411-7742
Email: OH-DS_privacy@ontariohealth.ca



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.

- **Emergency policies** – all 12 emergency policies have been updated. They can be found on our website www.durham.ca/LTCHomes
- **Pet Policy** – this policy was revised to indicate that no pet ownership is permitted other than birds and fish.
- **Disclosure of Harm** - this policy had been updated to provide clear guidance to homes on how to disclose adverse and or sentinel events based on best practice from the Institute of Healthcare Improvement and the Canadian Disclosure Guidelines.

Quality plans for 2026

This year, the homes will continue to focus on our emotional model of care program, “Caring Connections Durham.” This was a large-scale initiative that was piloted at Lakeview Manor in 2026 and is now ready for spread. Homes will also continue to work on falls reduction, ER avoidance when possible, deprescribing of antipsychotic medications where possible and accreditation readiness.

The homes have now completed their 2026 Annual Quality Improvement Reports that highlight their successes from last year and their plans for 2026. The homes annual plans can be found on our website under each specific home: www.durham.ca/LTCHomes

Practice and innovation

To support consistent care delivery, staff education, and resident and family communication, several practice and program initiatives were recently implemented across the division.



Nursing Week 2026

National Nursing Week took place from May 11 to 17, 2026. The Canadian Nurses Association (CNA) theme for 2026 was "The Power of Nurses to Transform Health."

This theme highlights the critical role nurses play in shaping health care, driving innovation and advocating for patient-centred care. Nursing Week continues to serve as an important opportunity to celebrate and acknowledge the contributions of nursing staff in delivering safe, high-quality care.

Personal Support Worker (PSW) Day 2026

PSW Day is celebrated annually on May 19 in Ontario to recognize the essential contributions of PSWs across the health-care system.

PSWs in long-term care play a vital role in supporting residents' comfort, safety, dignity and independence. This day provides an opportunity to acknowledge their compassion, dedication and impact on the lives of residents, families and care teams.

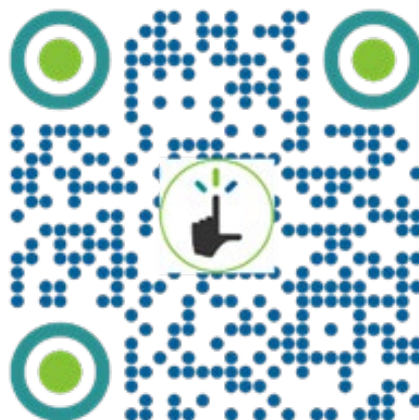
Staff education and training

Thank you to all staff who have completed their mandatory training early. Your commitment supports the delivery of safe, high-quality care for residents.

Annual cybersecurity training is available to all staff, reinforcing awareness and shared responsibility in protecting residents, staff and organizational information.

In addition to mandatory education, optional courses remain available in Learnici to support ongoing professional development and competency across clinical areas.

Log in to Learnici to explore available learning opportunities. For tips on logging in and navigating the platform, use the Learnici login and navigation guide link, scan the QR code below or visit https://qr.scanned.page/uploads/pdf/ts3RmH_a79f8b6bc50b8c08.pdf.



Clinical programs (resident and family information)

Clinical program information is provided to residents and families through standardized admission binder materials. These resources outline key programs and what residents and families can expect in care delivery.

Medication management program



The Medication Management Program supports safe and consistent medication practices, including standardized processes for ordering, storage, administration, monitoring and documentation. Monitoring for effectiveness and potential side effects occurs as appropriate, with interdisciplinary collaboration supporting quality and safety.

Skin, wound and continence programs

These programs support the prevention, early identification, and management of skin integrity concerns and continence needs. Residents receive regular assessments, ongoing monitoring as part of daily care, and individualized care plans to support comfort, healing and risk reduction.

Falls Prevention Program

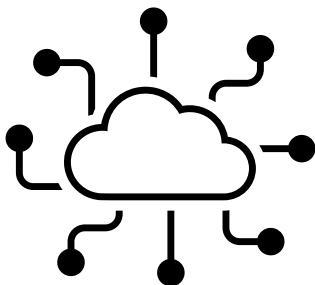
The Falls Prevention Program focuses on reducing falls and related injuries through assessment, individualized care planning, environmental safety measures, and ongoing monitoring to support resident safety and mobility.

Pain and palliative care programs

Pain and palliative care approaches support comfort, symptom management and quality of life. Care is individualized and developed in collaboration with residents, families and the interdisciplinary team, with a focus on dignity and person-centred care.

Clinical program brochures are included in standardized admission binder materials and are available in homes. Copies of the brochures and additional information about these programs can be requested through home leadership teams or program leads.

Research and innovation



Research activities continue in collaboration with academic and community partners, including Ontario Tech University, the University of Toronto and CityStudio Durham. Current or emerging areas of work include exploring exergaming in staff training, participation in University of Toronto initiatives examining how infection prevention and control measures can be balanced with person-centred care in long-term care, and involvement with the PREVENT trial in collaboration with the Geras Centre for Aging Research, focused on falls and fracture prevention.

Infection Prevention and Control (IPAC)

Spring is a time of renewal, and a perfect opportunity to refresh not only our routines, but also our workspaces. Our desk spaces, shared offices, and personal belongings play an important role in maintaining a safe and healthy work environment.

Why desk spaces matter from an IPAC perspective

Desks, offices and home area workstations are frequently touched but often overlooked when it comes to routine cleaning. Keyboards, mice, phones, iPads, pens and desktops can become reservoirs for microorganisms, especially in environments where staff move between work areas or share equipment. Clutter can make it difficult to clean effectively, increasing the risk of contamination and cross-transmission.



A clean, well-organized workspace supports:

- Effective environmental cleaning and disinfection.
- Reduced risk of indirect contact transmission.
- Improved workflow and staff well-being.

Spring cleaning tips for an IPAC-safe workspace

1. Declutter before you disinfect

Remove unnecessary items from your desk. Fewer personal items mean fewer surfaces to clean and fewer places for dust and germs to accumulate. Keep only what you need for daily work.

2. Clean and disinfect high-touch items

Pay special attention to frequently touched items such as:

- Keyboards and computer mice.
- Desk phones and headsets.
- Mobile devices and chargers.
- Desk surfaces, drawer handles and chair armrests.



Use approved disinfectant wipes or solutions according to manufacturer's instructions, ensuring appropriate contact time.

3. Rethink personal belongings

Items like handbags, reusable mugs, water bottles and sweaters can bring contaminants from outside into the workplace. Store personal items in designated areas and clean reusable items regularly—especially before placing them on desk surfaces.

4. Be mindful of shared equipment

If desks, printers or phones are shared between staff, clean and disinfect before and after use. Hand hygiene before returning to your personal workstation remains a key IPAC measure.

5. Maintain good hand hygiene

Spring cleaning is a great reminder that **hand hygiene remains one of the most effective IPAC practices**. Perform hand hygiene after cleaning, handling waste or touching shared items.

Make it a habit, not a once-a-year task.

While spring cleaning provides a seasonal reset, maintaining an IPAC-safe workspace is an ongoing responsibility. Setting aside a few minutes each week to tidy and disinfect your desk can make a meaningful difference in maintaining a safe environment for everyone.



Spring COVID-19 vaccines

Like the last few springs, the Ministry of Health and National Advisory Committee on Immunizations has announced a recommendation for all eligible long-term care residents to receive a spring COVID-19 vaccine.

Communication was sent to all Power of Attorney (POA) contacts in April to contact the home area nurse to provide consent if they would like their resident to receive this vaccine. The home area nurse will also follow-up with residents who are capable of providing their own consent.

The spring COVID-19 vaccine will be offered in May and June. If you would still like your resident to receive this vaccine, please contact the home area nurse.

New Social Services online hub!



Durham Region Social Services provides a wide range of high-quality supports in our community—including:

- Child Care and Early Years
- Emergency Social Services
- Community and Counselling Services
- Housing Services
- Income, Employment and Homelessness Support
- Long-Term Care and Seniors' Services

No matter where life takes you, Social Services is here to help. Our team offers professional, compassionate support that many people rely on at some point in their lives.

To make it easier for residents to learn about helpful programs and services, Social Services launched an online central hub! Explore the hub and discover all that Social Services has to offer at durham.ca/SocialServices.

Fairview Lodge News

Residents' Council

Message from our President of Residents' Council: winter has passed, and spring is now here. Let us enjoy the weather and get out if you can.

Our Celebration of Life continues to be meaningful for our residents' families and our residents.

Recently we celebrated the work that our volunteers do in our long-term home. The President and Vice-President attended the event and commended the volunteers on their hard work.

As your President and Chaplain Ambassador, it has been an honour to work with my fellow residents and staff. We invite residents to attend our Residents' Council on the third Tuesday of the month at 10 a.m. to meet new peers and help make suggestions to leadership on ideas and change.

Volunteer Corner

Our Volunteer Program continues to thrive, with dedicated volunteers generously giving their time in many meaningful ways. From supporting the Gift Shop and recreation programs to 1:1 visiting, pet therapy, spiritual care and special events, volunteers help enrich daily life for our residents in countless ways.

Volunteer appreciation

In April, we were honoured to host a beautiful Volunteer Appreciation Dinner to celebrate and thank those who give so much to our community. We now look ahead to Seniors' Month in June, with many special events planned, and our volunteers will once again play an important role in helping to make these celebrations memorable.

Recreation and Therapy

May marked Physiotherapy Month, and we are proud to recognize Nidhi and Cyril for their ongoing dedication and compassionate contributions to our residents' care and well-being. They work closely alongside our Adjuvants to ensure residents' physical therapy needs are being met. We welcome student Mackenzie back and welcome a new student, Emmanuelle, to the team. They will be working closely with the Therapy team.

This last quarter was busy, and we are happy to announce that we partnered with EarlyON Whitby to provide an intergenerational program for staff and local Whitby residents to come to the home and participate in an engaging, interactive program with baby and toddler-aged children and our resident population.

Summer events

This summer we look forward to celebrating outdoor events, which will include a Summer Kick-off BBQ with a petting zoo and entertainment. We will be hosting a Spring Community Vendor Sale on Saturday, June 13, from 10 a.m. to 3 p.m. and the event is free. If interested in participating as a local vendor, please contact lauren.cooper@durham.ca.

Throughout the month of June, we will be celebrating Seniors' Month and Pride Month, and recognizing World Elder Abuse Awareness Day. We always look forward to our gardening

programs to provide a refresh look to the outdoor areas. Campfire Nights will be back by popular demand every other Wednesday night with entertainment.



Visting pet reminder

A reminder for pet visitors: all pets are required to complete a Pet Visiting Form, including up-to-date vaccination records. Forms are available at the main office. If you've already submitted a form, please continue to provide updated vaccination information. While visiting, pets must always be supervised; appropriately restrained, confined or on a short leash; and are not permitted in community spaces. Please note that pets are not permitted in a resident home area that is in outbreak, and pets may not visit the home if the entire home is under a declared outbreak. Thank you for helping us keep Fairview Lodge safe and welcoming for everyone.

Nursing

CADD pump implementation

The Continuous Ambulatory Delivery Device (CADD) pump is now fully implemented at Fairview Lodge. This advancement supports more effective end-of-life pain management, improving resident comfort and overall quality of care during the final stages of life.

COVID-19 spring vaccine doses

Spring doses of the COVID-19 vaccine are now available. They may be administered to high-risk individuals who meet current eligibility criteria. Individuals who have completed their primary series may receive a spring dose at least three months after their last vaccination. The registered staff in collaboration with the IPAC Practitioner will be reaching out to residents, Substitute Decision-Maker (SDM) or POA to obtain informed consent.

Physician coverage reminder

Dr. Libby

- Primary physician for Heritage Harbour, Yorkshire Place and Trafalgar Square.
- Also serves as the Medical Director of the home.

Dr. Kennedy

- Primary physician for Cullen Gardens and Marigold Lane (BSU).

Dr. Wang

- Primary physician for Ashburn Way and Whitby Junction.



Environmental Services

With warmer weather upon us, patio areas and balconies are now open daily from 8 a.m. to 8 p.m. for residents and families. Garden planning and preparation is underway, in coordination with the landscaping company, and will proceed as weather permits.



Labelling of clothing

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.



Food Services

Our new spring/summer menu launched on May 11, featuring a variety of fresh, seasonal dishes we hope residents will enjoy.

If you would like to join your loved one for a meal, please remember to purchase meal vouchers at the front reception at least 72 hours in advance.

Menu screens throughout the home will display the weekly menu options for your convenience.

We will also continue offering a Resident's Choice Theme Meal every third Thursday. This special feature allows our chefs to showcase their culinary creativity while bringing residents' favourite ideas to life.



Administration

Let summer begin! After a long cold winter, the nicer weather has finally arrived, and residents' families and staff are now able to enjoy the beautiful outdoor space at Fairview Lodge.

Fairview has had three Ministry inspections since our last newsletter. During their inspection we were left with two Written Notifications, which the Home has corrected and will continue to monitor moving forward.

While Fairview will be the final home to formally move forward with Caring Connections Durham, we have already started implementing change ideas and preparatory work behind the scenes. If you have any questions, please speak to a manager and we will be happy to let you know all about this great initiative the Regional homes are implementing.

In 2025, Fairview approached Ontario Health atHome to create a secured unit. Fairview recognized the need in the home and the community for the secured unit. In January of 2026, the home finally opened our secured unit, moving residents that met the criteria onto the unit, and decanting residents to other units in the home. This is still a work in progress, but we have admitted new residents from the community and will continue to monitor and review the day-to-day of the unit.

Fairview would like to take this time to welcome our summer students and wish all staff and families a safe summer season!

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

Fairview Lodge LTC
632 Dundas St. W.
Whitby, Ontario L1N 5S3
905-668-5851

durham.ca

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