



## Long-Term Care & Services for Seniors Division

# Fairview Lodge Newsletter

## Issue 3, September 2023



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### 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, Excellence

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## LTC and Services for Seniors Division news

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### Director's message



I hope you have enjoyed our lovely summer and look forward, as I do, to the cooler days and the beautiful fall colours ahead.

With fall comes the start of our "Let's Get Flu-less" campaign. More information will come over the next couple of months on the availability of resident influenza vaccinations. Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to complete the survey and to provide your comments on our areas of strength, as well as opportunities for improvement.

I am excited to share that our Long-Term Care Division will be undertaking a multi-year project to develop and implement an emotional model of care for our homes to improve the quality of care. This new multi-dimensional model of care will:

- build stronger relationships with residents, families, staff, volunteers and community partners.
- improve residents' quality of care and resident clinical outcomes.
- improve residents' and family satisfaction.
- increase staff satisfaction by engaging, empowering and promoting staff autonomy.
- create a home-like environment for residents and a positive work environment for staff.

We will be reaching out to you for your thoughts and ideas, and will provide regular updates as we progress through this important work.

To our new residents, care partners and staff, I hope you have felt welcomed into the home and have met some new friends. If you have any questions, comments or concerns, don't hesitate to reach out to any member of the leadership team. Please enjoy this edition of the newsletter.

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

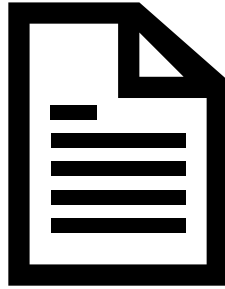
**If you require this information in an accessible format, please contact Jan Bright, Administrative Assistant, at extension 5933.**

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## Quality

### Quality Improvement Plan (QIP)

Each home has developed their annual Quality Improvement Plan (QIP), which was submitted to Ontario Health. The QIP includes accomplishments from last year and improvement topics for this year, and can be found on the Regional website under each home: [durham.ca/ltchomes](http://durham.ca/ltchomes).



### Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and families provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete, if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. More details on the Resident and Family Satisfaction Survey will be shared soon.



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## Infection Prevention and Control

Hopefully everyone has enjoyed the summer months! It is a wonderful time to get outside and enjoy the sunshine. Please remember to stay hydrated and wear sunblock when outdoors. If you begin to experience signs of dehydration (extreme thirst) or heat exhaustion (dizzy, overheating, concentrated urine, nausea), move to a cool dark area and drink plenty of fluids. If you continue to experience worsening of symptoms, seek medical attention.





## Summer infection control updates

This past summer, we have gone through various changes related to infection control. On June 28, masks were no longer required in and around the home unless in the series of precautions:

- A resident is in isolation.
- Staff members are being followed by Return to Work and required to wear a mask while at the long-term care home before clearance.
- Following a point-of-care risk assessment.
- Resident Home Area and/or home is in an outbreak.

In addition, although the home is no longer rapid testing staff, rapid tests are available in the main lobby for personal use. If you require assistance with testing, please speak with Infection Prevention and Control (IPAC) in the home.

## Fall infection control updates



With the end of summer quickly approaching, we are preparing for the winter months ahead regarding infection control. The yearly flu campaign clinic will take place for both residents and staff. Additional details regarding this will be provided in the fall. Staying up to date with your COVID-19 vaccine continues to be the best layer of protection! Additional COVID-19 vaccines are recommended every six months for eligible residents in long-term care. A fall booster campaign is also in the works and will be available to residents and staff if interested. Please speak with IPAC in the home to sign up for a dose. IPAC Week is celebrated in the fall and opportunities for additional staff education will be provided.

## Hand hygiene road show

A hand hygiene education roadshow will occur in September. Staff from each department can participate in a hand hygiene activity.



Fairview Lodge has been fortunate to have a Master of Public Health Student, Areej Obaid, completing a practicum on-site this summer. She has been instrumental in increasing the amount of hand hygiene audits, establishing auditing protocols for environmental cleaning and tailoring educational material to suit needs identified by the audits.



## IPAC reminders

- If you are sick, please stay home.
- Ensure to perform your four moments of hand hygiene – including when providing meals, snack cart, medications and activity programs. Proper hand hygiene techniques can eliminate 80 per cent of infections.
- Ensure that all resident shower/tub room personal items are labelled. Residents should not be sharing these items.

Thank you for everything you do to keep the homes safe!

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## Nursing

### Education and training

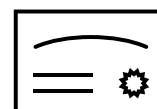
The nursing and training departments have been busy developing and delivering education and training to staff based on the learning needs assessment from last year. The following are some training opportunities that have taken place over the past couple of months.

- Three staff have received their Gentle Persuasive Approaches (GPA) coach certification.
- GPA training has been provided for staff at Hillsdale Terraces and Lakeview Manor, with sessions planned for Fairview Lodge and Hillsdale Estates this fall.
- The Clinical Leads and Managers of Nursing Practice attended quality improvement training.
- The Palliative Clinical Leads attended the LEAP Palliative Education and Falls certification training, which is now in progress for the Falls Clinical Leads.
- Wound care education has been planned for the homes with the rollout of the updated skin/wound policy, and the division has purchased a real-life wound care model for staff to practice and update their wound care skills. The wound care model will be making its rounds in the homes in the coming months. We hope you will have fun practicing and polishing your wound care skills!



### Student placements

We are continuing student placements in all four homes and have started using the HSPnet system to streamline and improve student placements. We are always looking for staff to preceptor and mentor students, and we are planning a Preceptor Appreciation Week between October 23 to 27 in the four homes. Stay tuned for more info!



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# Fairview Lodge news

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## Family Council

There have been no Family Council meetings over the summer. The next Family Information Night is September 18, 2023, at 6 p.m. We hope to see you there!



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## Residents' Council

There were no meetings held during the summer. The Residents' Council is currently canvassing for new executive. Elections of the new President and Vice President are scheduled for September.

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## Recreation and Therapy

June was a great month full of many fun activities to celebrate Seniors' Month. Our special events featured a resident art show with wine and cheese, Blue Jays theme days, a Strawberry Social, Father's Day event, outings and Pride festivities. The Rec team started and continue to host campfire evenings bi-weekly. Listening to music and cooking s'mores over the fire has been a huge success. June 21 was a perfect day to host a home-wide carnival with antique cars, a barbecue, entertainment and games with more than 100 people in attendance. This was a special day for us to reconnect with families, residents, staff and volunteers.



### Upcoming dates

- Sept 5 – Drumming circle – 2 p.m. in the Great Room
- Sept 9 – Zoo to You – home-wide
- Sept 10 – Grandparents' Tea – sign up with Recreation
- Sept 12 – Resident Satisfaction Survey Day – 9 a.m. to 3 p.m. in the Great Room
- Sept 20 – Drumming Circle – 2 p.m. in the Great Room
- Sept 21 – Resident & Family BBQ, entertainment, critter visits – 10 a.m. to 1:30 p.m.



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## Nursing

The Nursing team has been working with staff who have taken on new roles within the home, as lots of staff movement has taken place over the past few months. This includes new float, documentation and Behavioural Supports Ontario positions. Thank you for your continued support and dedication to the residents at Fairview.



### Welcome to Dr. Kennedy

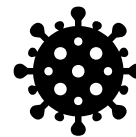
The Nursing Department would like to welcome Dr. Kennedy to the Fairview Team. Dr. Kennedy started on August 2, 2023, and will be tending to the residents on Marigold Lane.

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## Infection control

This summer has been relatively quiet from an infection control perspective at Fairview Lodge. August is our last month with our Master of Public Health student, Areej Obaid. We wish her well as she returns for the last semester of her program. We are continuing to increase our audit numbers for hand hygiene and hope to use the audit information to develop education and activities for staff during IPAC Week.

This fall, we are looking forward to rolling out a new COVID-19 booster dose for our residents, due to be formulated specific to the circulating Omicron variants.



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## Environmental Services

As fall is upon us, we will soon be storing furniture and adjusting the door schedules for the patios and balconies. Our new landscapers have done a beautiful job with our grounds, and we would like to enjoy them as long as possible before doing the fall cleanup of the gardens. We will be watching the weather closely and holding onto every minute of summer we can. Signs will be posted when the door schedules have changed.

Just a reminder that the front door code is no longer posted on the exterior door for entry. If you are unable to gain entry, please use the telephone provided for entry. Please do not attempt to open the door while the lock is engaged.



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## Accreditation

Fairview Lodge went through the Accreditation process in 2023 and has already started to prepare for the next survey. There is a new process that started in 2023 that allows the home to set annual goals to keep quality of care in the forefront. There are expected targets that need to be met until our next scheduled Accreditation date. Accreditation is a process for organizations to examine and improve their services regularly and consistently.

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## Rate reduction

This is a reminder that rate reduction applications are now past due but are being accepted through the Business Office. Rate increases have been processed but can be reduced if a rate reduction application is completed. Please contact Karen for more information at extension 5934.



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## Quality

The home is continuing to reconnect with the residents, families and staff through programs, committees and events. Fairview Lodge provides updates on our Quality Boards, located near the elevators, on important information about the home.

These boards are updated quarterly to provide information about the departments in the home. If you have any questions, ideas or information you would like to see on these boards, please reach out to Jessica Laurie, Assistant Administrator, at extension 5902.

Fairview Lodge continues to be committed to the division mission “to provide a community that embraces excellence in person-centered care,” and strives to continuously improve the delivery of care and services.

The home reviews the required programs and implements and evaluates new processes to provide high quality care and service excellence to residents in an environment that promotes choice, dignity and respect.



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## Administration

I hope everyone had a wonderful summer. Now it is time for the beautiful fall colours to arrive, which is my favorite time of the year.

There were many events that took place over the summer that families were able to attend. I wanted to say that the grounds at Fairview Lodge have never looked better. It was a busy summer at Fairview Lodge, working on our operational plan, Ministry visits, working on our capital purchases and our 2024 budget submission.

Fairview Lodge wanted to provide an update on hairdressing services and next steps. The Division continues to work towards a contract for the homes, but in the meantime, a memo was sent to residents and families outlining the ability to use our salon to book an independent hairdresser. This is a contract between residents and families with the hairdresser of their choice. If the visiting hairdresser has any questions about the facility, please do not hesitate to contact Jessica Laurie, Assistant Administrator, at extension 5902. To book a salon time, please contact a member of the reception team. It will be the responsibility of the hairdresser coming in to bring all their supplies and ensure safe work practice. We encourage the hair salon to be used and not the resident room because Environmental Services cleans the salon after use. We also understand that not everyone has access to a hairdresser and have now provided four providers that families may call; the business cards are at the front desk.

Please ensure you read all signs as you come into the home, as we continue to have issues with visitors pushing the front door off its tracks. When this happens, we must have a contractor come in to reset the doors. We have provided a phone in the front vestibule for you to contact a unit if you are having difficulty entering the building.

Wishing you a wonderful fall!

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

Fairview Lodge  
632 Dundas Street West  
PO Box 300  
Whitby, Ontario L1N 7W4  
905-668-5851

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