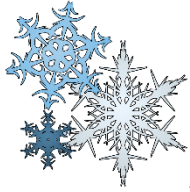




**Long-Term Care & Services for Seniors Division**  
**Fairview Lodge Newsletter**  
**Issue 3, December 2020**



**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



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**LTC and Services for Seniors Division news**

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**Director's message**

Since our last newsletter, the COVID-19 situation in Ontario and throughout most of Canada has gotten much worse. As the second wave continues to grip our province, we all need to do our part to protect ourselves and our loved ones and keep the community safe. I strongly urge each one of you to continue to be cautious at work and in your personal lives, which includes wearing masks when you cannot social distance and limiting your interactions with others.

A few weeks ago, on November 16, the province moved Durham Region into the orange "Restrict" zone for public health measures to stop the spread of COVID-19. On November 23, we moved into the red "Control" zone. As we shared earlier, we are now limited to only one essential caregiver visit at a time and that the essential caregiver must provide proof of a negative swab result within the past seven days and attest that they have not become positive since that time. All other visits have been cancelled, as have short stay and temporary absences.

As the holiday season approaches, we know this will be a difficult time for residents and families. Our staff are dedicated to making this time as special as we can for the residents in our care.

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 responding to COVID-19 in our homes.

I wish you the very best for the holiday season and hope that 2021 brings you health and happiness.

~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 Ext. 5933**

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## Quality

### Annual Satisfaction Survey

Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. We realize that this has been an unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

### Visitors in Long-Term Care

Our homes will be following the provincial COVID-19 Response Framework: Keeping Ontario Safe and Open, which categorizes public health regions into colour levels. Rules for visitors will vary based on the colour level of Durham Public Health. We are committed to ensuring visits are enjoyable and safe, allowing for proper physical distancing and infection control practices.

Please visit [durham.ca/ltcupdates](http://durham.ca/ltcupdates) for more information and updates on visiting our long-term care homes.

### Resident Absences

In compliance with the Ministry of Long-Term Care's COVID-19: Visiting Long-Term Care Homes policy, the Region has made the difficult decision to suspend all short stay and temporary absences in our four homes; Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Only medical absences for outpatient appointments will be permitted.

Please visit [durham.ca/ltcupdates](http://durham.ca/ltcupdates) for more information and updates on absences from our long-term care homes.

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## Suspension of LTC Co-Payment Increase for 2020-2021 Cycle

(News released November 26)

The Ontario government is suspending long-term care resident co-payment rate increases for the entire 2020-21 rate cycle (July 1, 2020 to June 30, 2021). The rate increase that would have gone into effect in January 2021 will no longer take place. Rate increases are now scheduled to resume in July 2021.

Residents who are currently on the LTC Rate Reduction Program will not be impacted by this suspension as their reduced rate is based off of what they can afford. Residents will be required to reapply when the current Rate Reduction cycle expires on June 30, 2021.

The Ontario government will ensure that long-term care homes will not lose any revenue resulting from this suspension.

The government will fully fund the level of care increases that would have been collected from basic accommodation co-payments. In addition, the government will compensate for the preferred accommodation premium increases that would have been applicable during the suspension period.

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## **Infection prevention and control**

### **Influenza and COVID-19 update**

#### **The Importance of the Flu Vaccine During the COVID-19 Pandemic**

Our lives have changed drastically as we navigate through this pandemic together. With most of our attention on the COVID-19 virus, it is easy to forget other threats to our health and well-being. We need to be reminded of the seasonal flu (influenza) as we approach our next flu season. Annual vaccination is the best and simplest way to protect yourself and others from the flu.



### **Influenza and COVID-19 update continued**

#### **What is Co-infection?**

- Co-infection occurs when an individual is infected with two or more viruses at the same time.
- We are susceptible to the infection of both the influenza virus and the COVID-19 virus (especially when the flu season arrives this fall). Infection by both the seasonal flu and COVID-19 can pose a serious risk to our health.
- Co-infection between COVID-19 and influenza may increase the risk of severe complications among critically ill individuals. This includes cardiac injury, organ injury, and inflammation.
- The upcoming flu season may worsen the COVID-19 impact and put everyone in a more difficult position to control the pandemic.

#### **Impact of the Seasonal Flu**

- Increases the demand on hospitals and puts a strain on their capacity.
- Co-infection between the flu and COVID-19 may increase the severity of symptoms.
- Decrease in supplies needed to combat COVID-19, including PPE and testing kits.

#### **Impact on our Long-Term Care Homes**

- The seasonal flu will pose an added burden as we continue to combat the effects of the COVID-19 pandemic.
- Adults living in long-term care facilities are at an increased risk of complications or death due to the seasonal flu and COVID-19.

- Effects of the flu, including a decline in health and abilities, may remain permanent.
- It is important that we get our vaccination to protect not only ourselves, but the residents we care for in our long-term care homes.

### **Benefits of the Flu Vaccine**

- Prevents illness from the flu.
- Reduces hospitalizations associated with the flu.
- Reduces complications associated with chronic health conditions, including cardiac events.

Control measures put in place for the COVID-19 virus pandemic include social distancing, hand hygiene and mask use. It also helps to protect against influenza; however, vaccination is essential to protect against the seasonal flu.

## **Congratulations to LTC Staff on your C2E Award**



Please congratulate the Long-Term Care staff who went above-and-beyond in categories of Innovation and Service Excellence in 2019.

### **Innovation**

#### **Carol Berkers**

- For development of the Empty Nest program to provide compassionate support of caregivers and families of new long-term care residents.

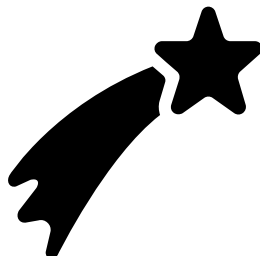
#### **Allan Latter, Joan Stride**

- For outstanding innovative development and successful implementation of the WorkForce Scheduling software system.

### **Service Excellence**

**Joanne Iacono, Shirley Connelly, Alana Mountaine, Shannon Lewis, Julie Perrin, Jennifer Walker, Jennifer Little, Maricar Dulay, Megan Lee, Rob Clayton Lisa Alloway, Barb Surge, Jennifer Huitson, Heather Toll, Narges Farahvash, Kevin Spurs, Jennifer Bishop, Tanis Head**

- For above-and-beyond dedication to designing, creating, and successfully delivering the PointClickCare charting solution to Long-Term Care nursing staff.



**Sean Bailey, Boris Stebih and John Powell**

- For service excellence in timely and expert response to mechanical failure of the cooling tower at Hillsdale Terraces, and ensuring the safety and comfort of the residents.

**Nicole Smith, Rose Ramiah and Elizabeth Brownlee**

- For outstanding initiative and exceeding expectations in leading, facilitating, and ensuring excellence through Excellence in Resident-Centred Care employee training.

**Judy Fraser**

- For dedication to the Long-Term Care division through championing excellence in processes, service and embracing best practices.

HAPPY  
HOLIDAYS

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# Fairview Lodge news

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## Family Council

The current Family Council Executive has resigned after providing several years of leadership. The Home would like to take this opportunity to thank Donna Pidlisny, President; Maria Abbate, Vice-President; and Barbara Ninacs, Secretary, for their leadership over the past several years.

For those of you who are not familiar with the role of Family Council, it is an organized, self-led, self-determining, and democratic group composed of family and friends of the residents of the Home. The main purposes of a Family Council are to improve the quality of life of our residents and to give families and friends a forum for sharing their experiences, learning and exchanging information.

A Family Council works with the family members or friends of residents to identify and resolve issues that affect their quality of life, plan activities for residents, families and staff, and support each other.

While each Family Council is unique, Family Councils in general focus on improving the quality of life and assuring quality of care for all residents and supporting each other. The council works with Scott Kearns, Social Worker, to assist and attend meetings when requested.

Currently, we are looking for new family members to fill these vacant positions. If interested, please contact Scott Kearns, Social Worker, at (905)-668-5851 ext. 5916 or by email at [scott.kearns@durham.ca](mailto:scott.kearns@durham.ca).

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## Residents' Council

Residents' Council held elections for the new executive on September 21. Grace Jess has been nominated as the new President and Janet Phillips as the new Vice-President. Special thank you to George Spencer, who held the position of President for the past four years, and to Grace Jess, who held the position of Vice-President for the past two years.

Since February, Residents' Council has been on hold due the Pandemic. On October 15, monthly meetings were resumed. Only a small group attended the first meeting, which was held in the Resident Gym, but we are confident the turnout will increase moving forward (although in a different format). Managers provided department updates to Carol Berkers, Council Liaison, who shared the updates with those in attendance. Residents had an opportunity to raise concerns and ask questions, which will be responded to by the appropriate manager and updated at the next meeting. There will be some bumps along the way, but we will address them as they present themselves.

## Fairview Lodge Cookbook

Residents' Council is taking the lead on producing our very own Fairview Lodge cookbook. The goal is to sell them in the new year as a fundraising initiative.

If you have a favorite family recipe(s) you would like to share, please forward them to [Jan.bright@durham.ca](mailto:Jan.bright@durham.ca) by December 11 or drop off at front reception to the attention of Jan Bright. Please be sure to include cooking/baking instructions and the name of the resident or family member who has submitted it.

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## Volunteer Corner

Due to the pandemic, volunteering in the Home is on hold. We look forward to when we can have everyone back.

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## Recreation and Therapy

A huge shout out to our Recreation/Therapy/Resident Care Assistant (RCA) team, who continue to research best practice ideas and create leisure programs for our residents. The team had to pivot and change how they offer group programs and initiate virtual programs/connections. Since May, we started to offer Resident Home Area (RHA) monthly activity calendars. We continue to offer emotional support and opportunities to connect residents and families through Skype and Zoom calls.

Despite the pandemic, we were able to hold our food drive again this year. Thank you to our generous residents, family members and staff who donated seven large boxes of food to Simcoe Settlement House. Our donation was appreciated as the food was just in time for Thanksgiving. They were truly touched.

October was Breast Cancer Awareness Month. Through our fundraising efforts (selling pink carnations and breast cancer bracelets), the home donated \$85.25 to the Cancer Society. Thank you to all who wore pink on October 7 in support of this great cause.

Remembrance Day - Lest We Forget.



Tis the Season! Christmas will look a little different this year, but our team is diligently working to provide a memorable Christmas season for all. Here are a few of our activities planned: Christmas countdown advent calendars, dress up days, reindeer games, jeopardy tribute game, themed carts (Polar Express, Christmas cheer, trolley of treats), gingerbread house decorating contest and virtual entertainment throughout the month. Please look at your RHA calendars for more details.

We would like to continue with our annual tradition of collecting items for the local animal shelter. Items required are: cans of pet food, bags of dry food, leashes, blankets, warm pet sweaters, toys, etc. All donations can be dropped off by December 17 in the box located at front entrance. Thank you in advance for your support.

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## **Environmental Services**

During October 2019, the home started a gradual switch over and stopped cleaning and drying mops and microfiber cloths in-house on all units. We were running approximately 14 to 16 loads per day shift, and another four during the afternoon and midnight shifts. As a result, we have achieved a reduction of 170,692 kwh, which translated to a cost savings of approximately \$21,883 to present.

Some new furniture has been purchased for all resident home area lounges.

As part of the 2020 capital home improvement, it was identified that the concrete sidewalk at the front entrance required widening to allow for wheelchair accessibility. The increase will provide the ability for two wheelchairs to pass one another. The idea was originally raised as a concern through Residents' Council.

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## **Food Services**

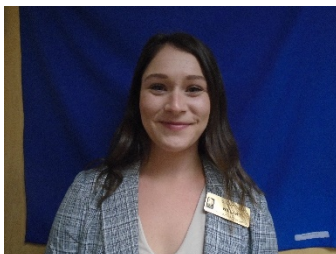
It has been a busy time in Food Services as we have been working diligently on a new winter/spring menu. The menu should be ready to launch in February. Some new menu items include broccoli cheddar quiche, garden vegetable quiche, butternut squash ravioli in a rosé sauce, mushroom ravioli in a garlic white sauce, maple glazed ham, pulled barbecue chicken, and vegetarian burger.

A communication section has now been added to the menu board where the seating plan previously was on each of the resident home areas. This area will now allow the food services department to share information with the residents and staff. For example, advertising the upcoming Chef's Choice menu and any other tidbits of interest will be placed here.

We say goodbye and best wishes to our full-time chef, Mandy Downey, who is transferring back to Lakeview Manor. As well, we give our best wishes to Dorothy Ricci, who will be retiring on November 26. And we want to congratulate Sebastiano Scafili, who will be our new full-time chef. We also welcome two new temporary food service aides to our department; Raj Sharma and Barbara Laforty.

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## **Administration**



I would like to welcome Hillary Quantrill as the Coordinator of Administrative Services for Fairview Lodge's Nursing Department. Hillary will be overseeing and coordinating a variety of day-to-day operations such as the attendance support program, mask fit testing, workplace investigations, disability and return to work management, employee training, and scheduling programs (such as reasonable availability and reassignment).



Fairview Lodge is one of 25 Long-Term Care Homes that won four iPads and a Clorox disinfecting machine from Clorox Canada. These items will assist with keeping our families connected and assist with our infection control cleaning throughout the home.

Fairview Lodge received a nomination for the Oshawa/Whitby Readers' Choice Awards under the category of Long-Term Care Centre. The results are in and Fairview Lodge won first place (Diamond). Also, Tammy Murphy won third place (Gold) for best Occupational Therapist. Congratulations to everyone.

Thank you to everyone for your diligence in keeping our home and each other safe. I would like to remind you that Fairview is following Ministry of Health and Long-Term Care and Public Health guidelines for COVID-19. Please be reminded of our Code of Conduct while you are communicating with staff. If you have question or concerns, please contact a member of the Management Team.

To continue our efforts in keeping our staff and residents free of COVID-19, all Essential Caregivers will be asked to watch educational videos, as well as read the Region's visiting policy, each month.

Thank you for your continued support in the fight against COVID-19.

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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  
Whitby, Ontario L1N 5S3  
905-668-5851

durham.ca



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