



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 4, December 2022



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

LTC and Services for Seniors Division news

Director's message

I hope you have enjoyed our beautiful, warm autumn. The fall colours seemed especially stunning this year.

We will soon mark an end to 2022 and look optimistically toward 2023. We are expecting the next several months to be challenging from an infection control standpoint, with several respiratory viruses circulating in the community. We continue to make resident and staff safety a priority while recognizing the importance of balancing safety with the overall well-being of residents. We will continue to monitor the situation and work closely with our partners in Public Health.

Over the past number of months, the leadership team has been reviewing the new Fixing Long-Term Care Act, 2021 and the Regulations to ensure we are in compliance. I want to thank the team for all their hard work and commitment. The team is also working hard to prepare our homes for accreditation by Accreditation Canada. This voluntary, on-site survey will take place in January and you can learn more about it in this newsletter. We look forward to sharing our successes and challenges with the peer surveyors.

It is getting close to the holiday season and the homes are busy planning activities to celebrate. On behalf of the Long-Term Care Division, the Social Services Department and our Regional Council, I wish all residents, caregivers, staff and volunteers the happiest of holidays and best wishes for a safe, happy and healthy new year.

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 905-668-5851 ext. 5933.

Quality

Annual Resident & Family Satisfaction Survey

Part of the requirements of our Quality Management Program is to regularly hear feedback from residents and families. This year, we are using the InterRAI Resident and Family Quality of Life Survey. This is a best practice tool widely recognized across Canada and utilized by Ontario Health in the development of their quality performance measures for long-term care.



We are currently conducting the survey with capable residents in the homes and mailing out to families. Please take time to review and complete the survey. Your feedback is important and helps us to understand the areas in which we excel and those which need attention. Survey results will be available in each home and to Residents and Family Councils in early January.

Accreditation

The Long-Term Care homes and Adult Day Programs will be doing an accreditation survey, conducted by Accreditation Canada, the week of January 30 to February 3, 2023. Accreditation is a method for our organization to review our processes related to care and services comparing them against national standards. Accreditation demonstrates our commitment to quality improvement and helps us to identify areas where improvements can be made. We are in the final weeks of preparation before accreditation and the accreditation schedule will be posted in the homes when available. We will also be booking stakeholder meetings with the surveyors in the upcoming weeks.

Quality Committees



Part of the Fixing Long-Term Care Act, 2021 (FLTCA) outlines an extended membership for our home quality committees. The expanded membership includes senior leaders, all program leads, physician, pharmacist, dietitian, a member of the registered nursing staff, a member of Personal Support Worker (PSW) staff, residents, and family councils. Homes are currently setting up a schedule and structure for these meetings in each home.

Adult Day Programs

Our Adult Day Programs (ADP) are open at Hillsdale Estates, Lakeview Manor and the Port Perry location at Lakeridge Health Port Perry. These day programs provide structured programs to clients with the goal of assisting clients to achieve and maintain their maximum level of functioning within the community. The Adult Day Programs are open weekdays to provide client care from 9 a.m. to 3 p.m. and offer support and information to caregivers. Further information can be found at durham.ca/ADP.



Fairview Lodge news

Family Council

A group of grade 11 high-school volunteers completed the first portion of a new butterfly biodiversity garden on the northwest side of the property. The garden has been staked and wrapped with burlap to provide protection to the new plants over winter. A sign has been placed and we hope to have additional signs placed in the Spring.

Thank you to some of the garden club residents who helped grow some of the seeds used in the new garden. We look forward to seeing the plants grow and provide a food source for various butterfly species.

Thank you for the use of ground space.

~Lori Scott

Residents' Council

Residents' Council continues to meet monthly when not in outbreak. The last meeting had 11 residents in attendance. The new Visitor's Policy and the 23 new inspection guidelines from the Fixing Long-Term Care Act, which replaced the previous Inspection Protocols, were shared with residents.

All homes are to have a Quality Committee Representative from Residents' Council and Nancy McQuay expressed an interest in participating.

A resident driven talent show, Winter Wonderland, was announced by Jeff Phillips at the last meeting. The talent show will be on December 8 at 2 p.m. Everyone is welcome to participate.

Recreation and Therapy

Walk for a cure

A walk for breast cancer was held and \$217 was raised for breast cancer awareness. Thank you to all residents, staff and volunteers who made it a success. Way to go team!





Visit from Red

Red, our miniature horse friend, returned for a visit. He will be coming again in December. The residents loved seeing him and giving him some love.



Donations

Fairview Lodge continues to support the community by collecting and donating unwrapped new toys and non-perishable food. A donation box has been put at the front entrance for anyone who wishes to donate.

We will also be donating to the Oshawa Animal Shelter. Animal toys, food, treats, collars, dog dishes, etc. are all needed. Thank you in advance for your support.

A new initiative for Fairview Lodge this year is called Operation Christmas Child Shoebox. We will be accepting small items for children under the age of 14 until December 6 with a goal to fill five shoeboxes to send overseas.

Halloween celebration

Unfortunately, due to COVID-19, we were once again not able to allow students into the home. The recreation and therapy staff dressed up and paraded around the home while giving out candy to the residents. Great fun was had by all.



Upcoming events

The recreation department has been busy planning events for December. The following are just a few:

Talent Show in the Great Room – December 8

Home-wide Christmas Parade – December 14 at 10 a.m.

Caroling through the halls – December 20 at 1:30 p.m.

Home-wide second Christmas Parade – December 22 at 2 p.m.

Pictures with Santa – Early December (date to be posted)

Christmas Light Tour – Dates to be determined

Environmental Services

Christmas is fast approaching, and we are encouraging families who are purchasing new clothing for a resident to have them labelled prior to wrapping them. Add a note to the form when dropping off in the labelling box and we will return the clothing to you. Residents can wear the clothing immediately if they choose and this will help prevent lost clothing and any labelling delays.

A cart of unlabeled laundry items will be placed in the front lobby. Dates will be posted shortly. Please look at the items so we can reunite residents with these articles.

As the holiday season approaches, we will be decorating throughout the home, both inside and outside.

The patio schedule has been changed for the winter months. Staff can still use their swipe card to open the door should families wish to venture out with residents.

With winter comes snow and ice. We remind everyone to take your time and wear appropriate footwear.

Infection Control

Bivalent COVID-19 boosters have been given to eligible residents. These boosters will continue to be given throughout the coming months, as more residents become eligible. Resident influenza vaccines were provided to residents on October 26.

As we move into the traditional cold and flu season, and community cases of COVID-19 and other respiratory illness increase, we may see an increase of residents with respiratory illnesses. The recent updates to our guidelines have decreased the requirements for swabbing and isolating residents, so screening our residents for respiratory symptoms is becoming increasingly important for catching our next outbreak in the early stages.

Volunteers

Our volunteers continue to give of their time, and we are so grateful. You may notice volunteers in many areas of Fairview Lodge, including: the gift shop, hairdressing, special events or on the resident home area visiting, helping with meals, or assisting with recreation activities.

In October, we had volunteers assist residents with voting, as well as run a fundraising table for Breast Cancer Awareness Month. In the past month, volunteers have also helped with outings to various locations, such as lake walks and Walmart. In the coming months, we look forward to celebrating the holidays and there will be many opportunities for volunteers to help with these special events, including wrapping gifts and other fun festivities! Lots of fun is being planned!

Food services

Theme meals for 2022

The residents were asked to complete a survey of popular theme meals they would like featured this year. With the amazing help of the recreation team, we were able to obtain a high response rate to the survey.

The amazing meals that we featured at lunch every third Thursday, include a New Year's celebration meal, recognition of Black History Month, Southern food, Chinese take-out, home country cooking, taste of Italy, tropical paradise, summer picnic, retro dinner, fish fry, Nutrition Month, back to the ballpark, and breakfast for lunch.

Stay tuned for communication on the upcoming theme menus for 2023.

Servery touch screens

The food services department continues to strive towards implementing technology and enhancing our services. By year-end, touch screens will be added to each resident home area (RHA) servery.

The food service team will have access to resident diet information at their fingertips. This will provide timely access to updates in the resident diet information. This is a quality initiative that will potentially reduce risk to our residents. Also, the team will enter their food temperatures at point of service, directly on the screen.

Menu touch screens

The old menu boards will be replaced with menu touch screens by year-end. This will provide more timely updates and improve communication on any menu substitutions.

Both the servery and menu screens will improve efficiency, reduce the paper currently being used and hopefully improve overall resident satisfaction.

Festive menu

We will be featuring our traditional turkey supper and all the trimmings on December 25.

On behalf of the Food Services team, we wish you and your family a wonderful holiday season.

Quality

The home continues to focus on the quality of service the residents and their loved ones receive. The 2022 and 2023 plan is focused on rekindling relationships with residents and families, as the past two years have been very challenging due to the pandemic. Based on the 2021 survey, it was indicated that communication, face-to-face interactions and increase of supports were our primary focus. The home has a dedicated team that has created ideas for change. The plan is reviewed quarterly and most recently enhanced our home quality team to reflect a more diverse group around the table. We will use the results from the 2022 Resident/Family Satisfaction Survey, as well as the Accreditation Survey, to update our plan.

Annual Resident/Family Satisfaction Survey

Thank you to the residents and families who participated in the recent survey. The feedback is important and will indicate the areas we excel and areas that need attention.

Survey results will be available in each home and will be shared with both resident and family councils once available.

Accreditation

The home has been working hard throughout the year to prepare for accreditation. In January 2023, the Long-Term Care homes and Adult Day Programs will go through the accreditation survey process conducted by Accreditation Canada.

Accreditation Canada will assess the organization related to care and services, and then provide a comparison to the national standards. Like the Satisfaction Survey results, the home uses this information to help identify areas where improvement can be made.

Administration

Summer has come and gone so quickly for all of us at Fairview—it was a busy summer!

We continue to be in-and-out of outbreak and ask families to ensure they are following all masking and screening guidelines; this will help with the upcoming flu season and keeping the residents and staff safe.

Fairview has been busy working to complete our 2022 operational plans. One area of focus is to introduce a Family Information Night. This will be an opportunity to hear about long-term care and provide an outline of all departments and processes. I would like to host these meetings on a quarterly bases to keep families up-to-date on current regulations and all activities within the home. E-mails will be sent out advising when these meeting will take place.

Please remember to check our Christmas activities planned for residents. We will continue to follow Public Health guidelines when trying to create more interactive seasonal activities.

Happy holidays to you and your loved ones.

~John Rankin, Administrator

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

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