



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 4, December 2023



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

LTC and Services for Seniors Division news

Director's message

Welcome to winter!

As the colder weather approaches, we tend to spend more time indoors and viruses thrive. In our community, we are experiencing an upsurge of respiratory infections. Last month, the Ministry of Long-Term Care reinstated the mask mandate for all staff in resident areas and strongly encourages visitors to wear masks as well. While I realize this is inconvenient for everyone, it is necessary. It is important to protect yourself by staying up-to-date with your vaccinations, keeping to yourself when ill, using appropriate personal protective equipment and washing your hands.

As the year ends, I want to recognize that we cannot be successful without the hard work of our dedicated employees every day in all our homes. It is important to us to see our residents experience quality of life and quality of care. If you have any concerns, questions or suggestions, please reach out to any member of the leadership team.

For those who celebrate, Merry Christmas, Happy Hannukah and Happy Kwanzaa. We have many events planned to help make this month a special one. I hope you have a wonderful holiday season, and a safe and happy New Year!

~ 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 at 905-668-7711 ext. 2745.

Quality

Annual Resident/Family Satisfaction Survey

Part 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.

Surveys have been sent to families and we have just finished administering the surveys to capable residents. A survey report will be available in each home and to Residents' and Family Councils in December. Results from the survey will help us to determine priorities for improvement.



Accreditation

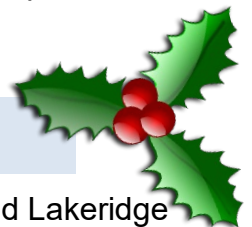
The Long-Term Care homes and Adult Day Programs are beginning work on the next Accreditation. Accreditation is a review of our processes related to care and services and compares them against national standards. This helps us to identify areas where improvements can be made. Accreditation demonstrates our commitment to quality improvement. We are enrolled in a new program through Accreditation Canada. In this program, we must complete outlined milestones before we can move on to the next phase. We are currently doing a self-assessment of our processes/practices to identify gaps and develop a Quality Improvement Action Plan. We look forward to involving staff, residents and families in this process.

Program evaluation

This is the time of year where all the programs are evaluated to ensure we are meeting identified goals. The evaluation of programs is another way for homes to determine priorities for improvement for the next year.

Adult Day Programs

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



Infection Prevention and Control



Flu season

Flu season is here! Over the last few months, the homes have completed resident and staff immunizations for the flu and COVID-19. If you have missed the vaccine clinics, speak with your home Infection Prevention and Control (IPAC) for information about immunizations. Immunizations are our best defense and protection against a variety of viruses. Thank you to all who participated!

Hand hygiene focus

This season, we are focused on increasing hand hygiene in the homes. Staff will complete hand hygiene based on the five moments of care and when donning/doffing a medical or respiratory mask. All residents are to have their hands cleaned either with soap/water, alcohol-based hand rub, or sanitizing hand wipes prior to meals and snacks. Hand hygiene helps eliminate 80 per cent of bacteria and viruses.



Students

With the start of a new school year, Hillsdale Terraces and Hillsdale Estates welcomed third year nursing students from Ontario Tech University, Sumaitah and Daniella. Both are working on a variety of projects, including audits and immunizations.



Conferences

In September, the divisional IPAC team met with Durham's IPAC Hub for the return of the in-person education day. This event was the kickoff campaign for flu immunization and education. In addition, the team also participated in the IPAC Greater Toronto Area Annual Education Day. The focus of this conference was to acknowledge both resident and staff mental health during the pandemic.



IPAC Week

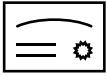
All four homes celebrated IPAC Week from October 16 to 20, and Health Fairs were also organized during the months of September and October.



Happy holidays from the divisional IPAC team!



Practice and Training Team



Preceptor Appreciation Week

Preceptor Appreciation Week was celebrated in the Region of Durham's long-term care homes from October 23 to 27. The week recognized the significant role that preceptors have with providing long-term care and services for seniors.

Preceptors are responsible for supervising students during their practicum placements. They act as teachers and help students apply their theoretical learning to practical situations. Also, preceptors foster clinical skills, communication and leadership skills, and critical thinking amongst students.

The Region of Durham's Long-Term Care and Services for Seniors (LTCSS) division is fortunate to have an exceptional group of preceptors committed to providing guidance and support to learners. They play a crucial role in creating and sustaining a positive clinical environment that is safe and supportive.

During Preceptor Appreciation Week, LTCSS recognized and celebrated the valuable contributions of their preceptors. The Practice and Training team arranged various activities for the homes during this period and created a [Preceptor Appreciation video](#) to thank the preceptors for their exceptional work. If you are interested in becoming a preceptor or learning more about it, please get in touch with the Manager of Nursing Practice in your home, or your supervisor/manager.

Thank you to all the preceptors for their invaluable contribution to LTCSS!



Emotional Model of Care

Project introduction

We are excited to share with you that the division has decided to implement an Emotional Model of Care, which is a resident-centred approach that prioritizes emotional health and well-being, alongside physical health.



We recognize that a resident's emotional state can have a significant impact on their overall health and well-being. By taking a more holistic approach to care, we can create a more supportive environment for our residents.

The Emotional Model of Care project aims to develop a comprehensive framework for our Long-Term Care homes to deliver more compassionate and empathetic care to residents. This project will involve researching existing emotional care models and identifying gaps in our Resident, Family and Staff Satisfaction Survey that need to be addressed. The project team will develop a new model that incorporates best practices and innovative approaches to emotional care.

The new model will first be pilot tested in a selected home and evaluated for its effectiveness in improving resident outcomes. The project will also involve developing training programs for healthcare providers to implement the new model and sustain it in the long-term.

The project started in November and is expected to take approximately two years to complete. We are committed to ongoing training and improvement to deliver the best possible care to our residents and families, while creating a supportive working environment for staff, volunteers and students.



Fairview Lodge news

Family Council

The Family Council will be hosting our next Family Information Night on December 4, from 6 to 7 p.m. in the auditorium. Please join us for updates from each department, as well as discussion around reporting and processes.

Residents' Council

September was Election Month for the executive positions. We would like to thank Grace Jess, our outgoing President, for all her hard work and dedication over the past four-and-a-half years. Her calmness and positive attitude was a tremendous asset to our Council meetings. We wish her all the best. Congratulations to our newly elected Executive Council members: Jeff Phillips, President; Janet Phillips, Vice-President; and Treasurer Pat Nieuwstraten. We welcome you and look forward to working alongside each of you in the coming months.



Volunteer Corner

We have welcomed many new volunteers to Fairview Lodge but have said goodbye to some as well. We thank all of our volunteers for the assistance and company that they give to both residents and staff. Over the last little while, we have had many special events and outings that we wouldn't be able to do without the help of our volunteers. In December, we will be having our day of Christmas wrapping, where our volunteers come and assist with getting Fairview Lodge ready for holiday celebrations! We continue to look for more volunteers to join us and look forward to meeting new volunteers in the future. If you would like to volunteer, please contact Lauren Banga at 905-668-5851 ext. 5917.



Recreation and Therapy

Heritage Harbour residents kicked off the fall season cultivating new friendships through a new pen pal program with residents in a retirement home in Orillia. Residents wrote letters sharing different aspects of their life story, detailing their leisure interests and what programs they are looking forward to attending. In addition to the letters, residents attached small art projects and drawings. A few weeks later, residents enjoyed reading the dozens of letters and responses they received in return. Many residents reminisced about the process and shared how much they enjoyed the opportunity to write a handwritten letter again, and the excitement of receiving a letter back.

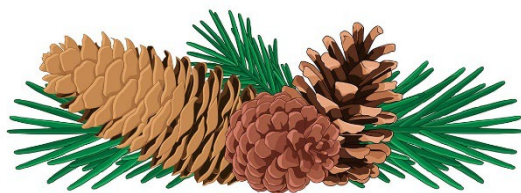


The Recreation team have been very busy offering seven fall leaf tours, the End of Summer BBQ and a visit from Critter Visits. Critter Visits brought a donkey, pig, goats, ducks, bunnies and kittens. This was a huge success, as they animals visited both indoors and outdoors. Staff, family, residents and volunteers all enjoyed seeing and petting the animals. Campfire Fridays were also held, where residents gathered around the campfire, shared memories, roasted marshmallows, sang songs and told campfire stories.

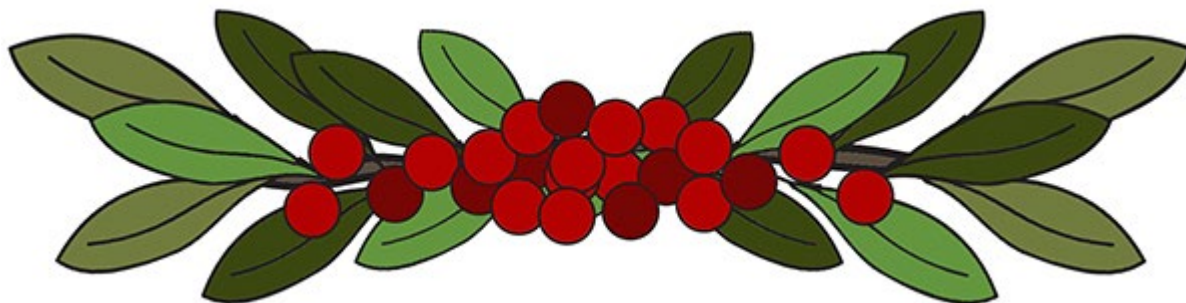
Fairview continues to support the community and recently held two fundraisers. The Alzheimer's Coffee Break raised \$311 in proceeds that were donated to the Alzheimer Society of Durham; thank you to everyone who supported such a wonderful cause! October was Breast Cancer Awareness Month, and residents, staff, volunteers and family members participated in a walk on Oct 12. We also sold raffle basket tickets, and Breast Cancer items are available for sale in the Market.

We had St. John the Evangelist Catholic School come by on Halloween. They were children, three to five years of age, all wearing their adorable costumes.

The holidays are just around the corner and lots of exciting events are planned! Residents will have the opportunity to attend a Christmas Lights Tour this coming December. Residents will visit the Christmas Lights on Old Scugog Road, presented by friendly neighbors in the community. Please see the Recreation calendars for dates and times.



Therapy staff have been utilizing the resident gym for individual treatments and group classes. Residents seem excited to be exercising in a different environment, Resident and family feedback has been very positive. Presently, 119 residents are on a Physiotherapy program.



Nursing

The fall has been a busy time for the Infection Prevention and Control (IPAC) program. We have prioritized ensuring eligible residents are vaccinated for COVID with the new formulation of the vaccine. We have also provided the annual influenza vaccine to consenting individuals, as a part of our annual influenza campaign. Additionally, our residents will be eligible for the Respiratory Syncytial Virus (RSV) vaccine for the first time this year, which is the best protection available for this respiratory virus season. An update to the IPAC Standard for Long-Term Care homes was released in September, and Fairview has been reviewing all affected policies to ensure our practices are aligned with the Standard.

Environmental Services

As the holiday season approaches, we look forward to decorating inside and outside the home. Snow and ice also come with the holiday season. Please take your time and wear appropriate footwear to avoid slips and trips. Please be reminded, if you are purchasing new clothing for residents over the holiday season, please send them to the laundry department so we can properly label each item.

The patio and balcony schedules have been changed and are now locked for the winter months.

Food Services

It has been a busy time in Food Services, as we recently launched our new fall/winter menu. Believe it or not, we will diligently start working on our new spring/summer menu in a few weeks, which we will be launching in the early spring.



A new Resident Food Committee has been formed. The meetings will occur commence immediately after the Residents' Council meetings. We love the residents' input and hope they join us in the great room. Check the unit calendars for more details.

Administration

I hope everyone had a great summer! With fall behind us, we are now ready for a cold winter.

This year, we have welcomed new members to our team and said goodbye to some. One thing that has not changed is our commitment to keeping the residents of Fairview Lodge safe, protected and ensuring your needs are met.

In partnership with the Family Council, Fairview continues to host information nights. During these meetings, the home's leadership team gives updates on what is taking place in their departments, as well as educational opportunities. Please join us at these meetings.

As the year comes to a close, so will our 2023 operational plan. The teams have been working on many projects to meet the goals of the home and the division to improve resident-focused care.

As always, if you have any questions, concerns or even just want to pop in to say hello, my door is always open, as is any member of the leadership team.

I hope you all find time to spend with your families and friends, including the family here at Fairview Lodge. We have a lot to be thankful for.

Wishing you a safe and happy holiday season that is filled with peace and love.



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Social Services Department
Long-Term Care and Services for Seniors Division

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