



# Long-Term Care & Services for Seniors Division

## Fairview Lodge Newsletter

### Issue 4, December 2025



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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 and Dignity, Excellence

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## LTC and Services for Seniors Division news

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#### Director's message



As we enter the holiday season, I want to extend warm wishes to all residents, families, volunteers and staff. We look forward to the special events planned this month and hope they bring joy and connection to our homes.

This is also influenza season, which is why we are encouraging everyone to get their flu shot. Vaccination helps protect you and those around you and supports a safe and healthy community.

Construction of the new 200-bed Seaton Village long-term care home is well underway and remains on schedule for completion in the fall of 2026. Early in the new year, we will begin our plans for staffing the home. Our wait list for admission, managed by Ontario Health at Home, will be open approximately four months prior to welcoming our first resident. If you have any questions about the new home, please reach out to a member of the home management team.

If you are new to Hillsdale Terraces, welcome - we are glad you're here. Residents and families are encouraged to participate in Resident or Family Council to stay involved and share feedback.

We wish you a warm holiday season and a healthy, happy 2026.

~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.

### Low-scent environments

A reminder that our homes are low-scent environments. Residents, families, visitors, and staff are asked to avoid using scented products, as exposure to chemicals, particularly in scented products and fragrances, can trigger serious health reactions in some individuals including those with asthma, migraines, chemical sensitivities, and allergies.



### RAVE call update

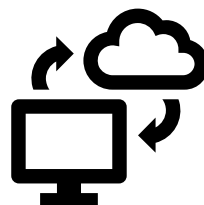
During the pandemic, our homes used RAVE calls to alert families of outbreaks within the homes, however, this process is now changing. Homes will now only send RAVE calls in the event of an emergency in the home such as an evacuation. As of January 1, 2026, RAVE calls will no longer be used to share outbreak information and outbreaks will be communicated through email notification to the emergency contact for affected residents. Signage will also be posted on the front door of the home and on the home area doors during an outbreak. If you are unsure whether you will receive outbreak notifications via email, please see the Administrative Assistant in the home.



### Public Wi-Fi

The home provides public access Wi-Fi intended for basic use only (i.e., email, messaging). It is not designed to support devices that require continuous or high-speed internet connectivity (i.e., smart devices, streaming, etc.). It's important to understand that public Wi-Fi can experience reliability issues, particularly during high usage periods, and does not come with guaranteed service.

For residents seeking a more stable internet connection with fewer disruptions, we recommend that families consider purchasing a dedicated internet plan for their loved one. Bell and Rogers offer plans and services to ensure more reliable connectivity for residents who frequently use internet for day-to-day activities. The Region is not responsible for connectivity issues or data security on public Wi-Fi.



## Community Paramedicine for LTC+ Resident Experience Survey

The Ontario Ministry of Long-Term Care is working with Community Paramedicine teams across Ontario to evaluate the Community Paramedicine for Long-Term Care+ pilot program. For residents and families who have had direct involvement with the community paramedicine program, we invite you to share your feedback about the care and services provided through this pilot. Your responses will help the Ministry understand how well the program is meeting the needs of residents and will inform future improvements.

Please scan the QR code below or visit

<https://forms.office.com/pages/responsepage.aspx?id=KRLczSqsI0u3ig5crLWGXDpXgyNVD9pGrh1ICsAB-KhUNUlySzdHRUpQT0xNWFVJQ0RGQzNNMEIFVy4u&route=shorturl>



Your participation is greatly appreciated and vital to the success of the program.

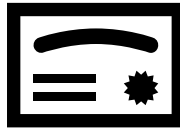


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## Practice and innovation

### SWAN Certification

Congratulations to Brett Chiasson, RPN (Lakeview Manor) and Kim Burnus, RPN Clinical Lead (Hillsdale Estates), on achieving the SWAN - Skin Wellness Associate Nurse certification in September. This strengthens our division's wound care expertise and supports consistent, evidence-based practice.



### Falls Prevention Month

November is Falls Prevention Month. Each home's Falls Prevention Team is leading targeted education and quick-reference activities to reinforce high-impact practices that reduce risk and support resident mobility.

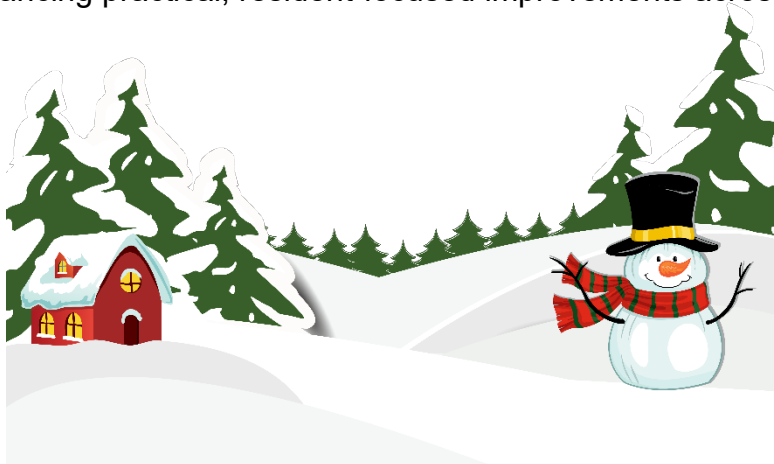
### Mandatory training

Thank you to everyone who completed your modules. We have reached 99.33 per cent completion as of November, demonstrating strong compliance and a commitment to safe, reliable care.

### Palliative care enhancement

The project has delivered a new palliative care assessment, a policy update, and revised care conference documentation. To date, more than 700 staff have completed education on the Palliative Approach to Care, and palliative and grief and support champions are active in each home. For details, contact your Manager of Nursing Practice (MNP) or Palliative Care Clinical Lead.

Thank you for advancing practical, resident-focused improvements across our homes.





## Research and innovation recognition

Our division received the Nancy Snobelen Award of Excellence in Research – Organization for leadership in building research and innovation partnerships. Recent work includes the staffing stability study, the development of micro-credentials in palliative and dementia care, and an exergaming pilot for Infection Prevention and Control (IPAC) skills.

From the practice team, Nitha Reno presented at the conference on Building Leadership from Within: A Collaborative Model for Clinical Excellence in Long-Term Care.



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## Quality

### 2025 satisfaction surveys

Thank you to all residents and family members who completed the 2025 satisfaction survey. Our third-party company is currently reviewing and creating individual home reports. We will use this valuable feedback at our strategic planning day in 2026, and homes will be creating action plans based on the survey results.



### Introduction of Automated External Defibrillators (AED)

We are introducing an Automated External Defibrillator (AED) into our LTC homes as part of our commitment to resident, staff, and visitor safety. An AED is a device used during sudden cardiac arrest to help restore a normal heart rhythm. It is simple to use and can save lives when used quickly and properly. The AED will be housed in the lobbies of the LTC homes.

For emergencies involving non-residents (such as visitors or staff), any member of the public may use the AED. However, we strongly recommend that you alert staff immediately, as they are trained to respond quickly and effectively. In accordance with our policies, only registered staff are authorized to use an AED on residents.

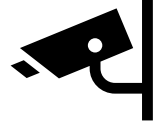
Our Code Blue Policy ensures we adhere to residents wishes and advanced care plans and code status. When required, a coordinated and rapid response to any life-threatening medical emergency is organized by our registered staff who are trained annually in Cardiopulmonary Resuscitation and AED use.



## Policy updates

Throughout the year, we will be providing information in this newsletter about some of our recent policy changes that impact residents and families.

- **Use of Communication, Surveillance, and Hybrid-Use Devices in Resident Rooms –** This policy supports the responsible use of communication, surveillance, and hybrid-use devices to enhance resident quality of life while ensuring privacy, dignity, and legal compliance. It clarifies legal restrictions under the Criminal Code of Canada and the Personal Health Information Protection Act, including prohibition of audio recording and unauthorized interception of private communications. Families wishing to bring in surveillance cameras or smart devices such as Google Nests, Amazon Echoes etc. must do so under the requirements of this policy and be approved by the home's Administrator. For more information on this policy, please see the home's Administrator.
- **Resident Use of Medical and Recreational Cannabis –** This policy was revised to clearly identify the requirements for three different categories of cannabis use: Recreational, Medical use, and Cannabis-Based Prescription Medications. The policy outlines clear procedures for all three types of cannabis, responsibilities of use, prescribing, ordering, acquisition, consumption, administration, storage, possession, disposal, limits to acceptable use and complaints procedures. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.
- **Code Blue Policy –** This policy has been updated to include the introduction of Automated External Devices (AED) into the lobbies of each long-term care home. While the AED can be used by and for any member of the general public, only registered staff members can use the AED on residents once code status has been determined. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.



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## Infection Prevention and Control (IPAC)

As we cozy into the Fall and prepare for the Winter season, your IPAC team is here with some important updates and gentle reminders to keep everyone safe and healthy!



Our homes celebrated IPAC Week from October 20 to 24 with activities, quizzes, and kicking off vaccination clinics for residents and staff.

Families were contacted to consent for eligible residents to receive influenza, RSV, COVID-19 vaccines, and Tamiflu. For anyone who may be outstanding and wishes for their family member to receive any of the above vaccines, please reach out to the IPAC Practitioner in your home.

## Lakeview Manor – Top Shots Award!

Congratulations to Johnny Anagnostopoulos and all the staff at Lakeview Manor for achieving the highest staff influenza immunization rate in all long-term care homes in the Durham Region. Lakeview Manor was recognized at the Durham IPAC Education Day in October. Congratulations!



This fall, we welcomed back Emila Siwik to Hillsdale Terraces as the IPAC Practitioner. We also welcomed RN placement students who supported training, education, and immunization efforts - thank you to:

**HE:** Dwayne Davila and Joshua Caparas

**FVL:** Tamara Parchment

## IPAC practices

The following are gentle reminders regarding the importance of IPAC practices that will assist with preventing the spread of germs this season:

- **Passive self-screening** is required before entering the home to visit. If you have any new or worsening symptoms, please refrain from visiting until symptoms have improved, and then be sure to wear a mask for the remaining 10 days when visiting. Any questions, reach out to your IPAC practitioner.
- **Hand hygiene** is a must! When entering the home, please be sure to complete hand hygiene with sanitizer provided at the visitor sign in station.
- **Outbreaks** will be communicated, and personal protective equipment (PPE) guidance will be posted in affected areas. If a loved one is placed in isolation due to symptoms, be sure to don PPE according to the signage posted on the resident door.



Wishing everyone a healthy, happy, and safe winter season!





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# Fairview Lodge News

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## Residents' Council

Did you know that every resident in our home can help shape our community? The Residents' Council is a welcoming group, open to all residents who wish to share ideas, raise concerns, and contribute to the well-being of our home.

The Council meets the third Tuesday of the month, to discuss topics that matter most to residents. One of the Council's key focuses is community outreach, helping to build connections both within our home and with the broader community. Whether it's organizing events, supporting local causes, or simply finding new ways to stay engaged, the Council plays a vital role in making our home a vibrant and caring place.

The Council also works closely with the Leadership Team to review processes and ensure residents' voices are heard. It's a great way to stay informed, meet others, and help make our home the best it can be.



**President      Vice President      Treasurer**

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## Volunteer corner

Our volunteers continue give of their time and we are so grateful! Volunteers help in the gift shop, with recreation activities, on the resident home areas (RHAs), and one-on-one visiting. They also assist with pastoral care, hairdressing, and pet therapy. As the holiday season approaches, we have many special events planned and they wouldn't be possible without the help of our volunteers! We currently have two high school co-op students, and a Durham College recreation student on our team. If you see any volunteers or students, please be sure to make them feel welcome and appreciated!



It is so nice to see so many friendly pet faces in the building! Just a few reminders: If you are bringing your pet, we require up-to-date vaccine records sent to Christine at [Christine.trimarchi@durham.ca](mailto:Christine.trimarchi@durham.ca)

We are looking to update vaccine records. Please ensure you are sending your updated records as you receive them.

We have also implemented a new Pet Tag Policy. If your pet is registered, it will have a special name tag created for it. It is now required that your pet have this tag visible when they are in the building. You can retrieve your tag from front reception, or a Recreation staff member. It is yours to keep and bring with you each time.



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## Recreation and therapy

As we wrap up the final quarter of the year, we're thrilled to share the wonderful moments and meaningful experiences that brought our community together this fall and early winter. From fundraising and learning, to celebrating and connecting, it's been a season!

We held an Alzheimer's Coffee Break Fundraiser, and a Breast Cancer Awareness Walk, where residents and staff walked to promote breast cancer awareness, wearing pink and walking around our neighborhood.



We promoted opportunities for learning through planned workshops. Our hands-on workshops were a hit! Residents enjoyed apple cider making, soap making, card crafting, cybersecurity basics, documentary screenings, and countries of the months.

A Remembrance Day Service was held in partnership with the Whitby Legion, as we honored our veterans with a heartfelt ceremony. Special thanks to the Girl Guides for joining us and leading a touching Remembrance Day craft on November 11.

Intergenerational connections are so important, and we welcomed visits from St. John's Kindergarten Class and Sarah's Place, fostering joy and learning across generations.

Our Community Outreach program generously donated non-perishable food items to support a local church's Thanksgiving and Christmas drives. Your kindness made a difference!

The Winter Bazaar took place on November 29 with a festive market. This was a seasonal highlight, featuring crafts, baked goods, and holiday cheer. Thank you to all who contributed and attended! Seasonal trips and outings included leaf tours, Vandermeer's Nursery, and Calderwood House for high tea.



### Resident therapy success story

One of our residents, once unable to walk more than 15 feet due to pain, set a goal to regain mobility. Through determination, a positive attitude, and support from the Therapy team, he can now walk 200 feet with a walker, an inspiring milestone that has renewed his hope and sense of achievement.

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## Nursing

### Nursing Leadership team updates

We have exciting news regarding our Resident Care Coordinator (RCC) roles! Congratulations, Chris Tendam. Chris has accepted the permanent full-time RCC position. Welcome Paulina Chan! Paulina joined the Fairview Lodge Nursing Leadership Team on September 2.

#### **Current RCC floor assignments:**

Paulina Chan (New RCC): First floor – Cullen Gardens and Ashburn Way

Anusha Gunalingam: Second floor – Trafalgar Square, Whitby Junction, and BSU-Marigold Lane

Chris Tendam (Permanent Full-time RCC): Third floor – Yorkshire Place and Heritage Harbour



## **Preceptor Appreciation Day**

Preceptor Appreciation day was held on September 25 for all departments. The celebration was a great success and well attended by staff, students, and preceptors alike. The event was a wonderful opportunity to show gratitude for the dedication and mentorship provided by our preceptors, and to foster a sense of community among staff and learners.

## **Automatic External Defibrillator (AED)**

Soon, we will be introducing an Automatic External Defibrillator (AED) in the home.

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## **Environmental Services**

Winter is a time to think about safety when walking outside and inside. Please ensure you always wear winter footwear that grips on snowy, icy, and wet surfaces. Fairview Lodge has walk off mats at all entrance doors. We ask you to wipe off your shoes on these mats so that the hard floors inside remain dry and safe.

Christmas is a time we all look forward to receiving gifts including new clothes. Resident's clothes are important to them and our laundry team at the Fairview treats all clothes with tender loving care. Please buy clothes for your loved ones that are machine washable, will not shrink or damage in hot water, and are colourfast. To prevent loss, all clothes should be immediately labelled. Forms are available at Front Reception. The form has three copies—one copy of the completed form for the resident or family. The laundry staff labels all clothing.

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## **Food Services**

We will be hosting a Café Fair family dinner December 10 with two sittings 4 and 5:30 p.m. in the Great Room. The cost per person is \$20 and includes a traditional turkey meal and a glass of wine. There is no charge for residents and there is a limit of two guests per resident. Reservations are required. Please call Front Reception to purchase tickets.

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## **Administration**

I hope everyone had a great summer. With fall behind us, we are now ready for a cold winter. With the holiday season approaching, Fairview is busy planning activities to celebrate, we welcome you to get involved during this festive time of year.

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

As previously communicated, Fairview Lodge will be transitioning the Cullen Gardens Resident Home Area (RHA) into a secured unit. This space will be dedicated to supporting residents who require enhanced safety measures due to specific behavioral needs, particularly related to elopement and unsafe wandering. The secured unit will include controlled access in and out of the RHA to ensure a safe and supportive environment.



This decision was made following thoughtful consideration and reflects our ongoing commitment to delivering the highest standard of care for all residents. If you have any questions, please feel free to contact John Rankin or any member of our management team.

Fairview is also updating our front reception area. The mail slots have been relocated to the back wall, and we are exploring the addition of a "Welcome to Fairview" mural to create a warm and inviting atmosphere for residents, visitors, and staff alike.

To better accommodate our visitors and night staff, Fairview is adjusting the parking layout at the front of the facility. We are converting the three handicap spaces located on the west end of the building into general visitor/night staff spots. Furthermore, the first two spaces of every parking row will now be clearly marked with new signs as dedicated visitor and night staff parking. We will continue to have nine handicap parking spaces available.

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

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