



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 4, December 2021



Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centered care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division News



Director's message



The holiday season is soon upon us. Each of the Region's long-term care homes is planning special activities to help us get into the spirit and to celebrate, although we still must be cautious and adhere to all Ministry directives and Public Health recommendations.

We were very excited to welcome back our volunteers in the fall. Our volunteers play such a valuable role in our homes and we missed them so much over the past number of months. We also opened our doors again to visiting pets, who bring big smiles to the faces of residents and staff alike.

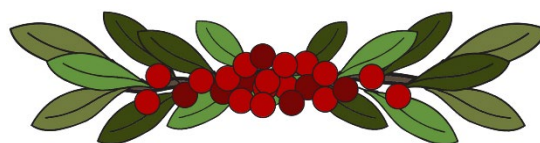
In October, the Provincial government announced its funding policy to support the increasing staffing levels for long-term care staff. With the addition of this new funding, the average number of direct nursing care hours per resident per day in Regional homes will increase from 3.4 hours to 3.7 hours. This is a significant step closer to the target of four hours per resident per day by 2024 that the government committed to in December 2020.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

Our interdisciplinary team has been very busy welcoming residents to their new home. The team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey, so don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season with much health and happiness in the year ahead.

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



If you require this information in an accessible format, please contact John Rankin, Administrator at 905-668-5851 ext. 5901.

Quality



Accreditation

In May of 2022, the Long-Term Care homes and Adult Day Programs will be going through an accreditation survey conducted by Accreditation Canada. Accreditation is a process for our organization to review our processes related to care and services comparing them against national standards. This helps us to identify areas where improvement can be made. Accreditation demonstrates our commitment to quality improvement. Throughout the preparation, we will be asking residents, families, staff, and external stakeholders for their input and will be highlighting our preparation progress.

Annual Resident and Family Satisfaction Surveys

Part of the requirements for accreditation is to regularly hear feedback from residents and families. 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 another 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.

Staff Surveys

Thank you to the staff who provided feedback on the Worklife Pulse and Patient Safety Culture surveys. The results have been sent to the home leadership teams to discuss with the staff. Each home will have to complete an action plan on areas where improvement is needed.



Adult Day Programs

All Adult Day Programs (ADP) were closed to onsite programs throughout the pandemic, however Hillsdale Estates ADP offered virtual programming and client wellness check calls. Beginning in November 2021, ADPs at Hillsdale Estates, Port Perry, and Lakeview Manor will be open to onsite client programs.

Onsite programming offers a social outlet and lunchtime meal for clients and support to caregivers. The ADP will continue to offer virtual programming if there is a need. The ADP have been working closely with public health and the homes to ensure there are adequate infection prevention and control processes in place.

Infection Prevention and Control

Increase cases of scabies in Durham Region

The Durham IPAC Hub has indicated an increase in cases and outbreaks of classic scabies and crusted scabies in both acute care and long-term care settings.

What is scabies?

- Scabies is an infestation of the skin by mites, which are tiny insects that burrow into the upper layer of skin to lay eggs. The body reacts to the mite by causing extremely itchy skin.

How is it spread?

- Scabies spread by direct contact with the skin of a person who has scabies or from sharing clothing, bedding, or towels that may be infested. Mites can live away from the human skin for up to three days.

What do I look for?

- Mites are hard to see. White, curvy, thread-like lines, tiny red bumps or scratch marks on the skin are usually the only sign of infestation.
- The most common sites of infestation are elbows, abdomen, buttocks, thighs, genital area and between fingers. The skin is extremely itchy and may be worse at night. It may take up to six weeks before the red lines appear or before the itching develops. Scabies does not usually affect the scalp or face.
- **To find out if you have scabies, see your doctor.**



How is it treated?

- Medications are available at the pharmacy without a prescription. Directions should be followed carefully. **Do not treat more often than recommended.** Itching may last for one to two weeks after treatment. This is caused by the dead mites and eggs under the skin. The itch will clear as the skin sheds naturally.

On the same day as treatment:

- Collect all clothes, towels and bed linens used in the last 72 hours by the person, and wash items in hot water and dry at hottest setting. Items that cannot be washed can be stored in an airtight plastic bag for one week to kill the mites.
- All household members and close contacts of the infected person should be treated for scabies to prevent further spread.
- Children should stay home from school or day care until the day after treatment.

How can I protect myself?

- Treat all household contacts.
- Keep fingernails short to help prevent infection caused by scratching.
- Do not share clothes, towels, or other personal items.

Fairview Lodge News

Family Council



Family Council Message



During these times of what feels like constant change and adjustment, we continue to keep residents' family members informed about upcoming news, requirements, changes, and other opportunities at Fairview Lodge. We encourage family members to call the Home with any questions or concerns they may have concerning COVID-19 precautions or other issues as they arise. As well, we are seeking candidates for the Family Council Executive and look forward to getting the opportunity to know each other better through future Family Council meetings and events.

Residents' Council

Residents' Council Meetings

We had our first Residents' Council meeting in the Great Room during the month of September. It was very well received and exciting to see everyone in attendance. Moving forward, we hope to have many more meetings in the GR. Mark your calendar and join us on November 18 at 10 a.m. in the Great Room. Everyone is welcome.

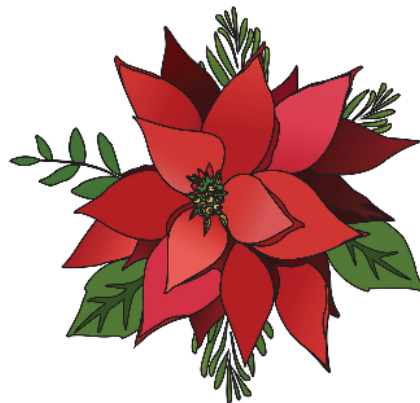
Volunteer Corner

We are so happy to have volunteers back!

As restrictions on the pandemic have started to ease, we have been able to welcome our volunteers back into the building! It has been so great to see them after such a long time. They sure were missed!

Currently, we have had volunteers return to open the Market, facilitate the Resident Satisfaction Surveys, assist with recreation programs, and visit 1:1. Over the next weeks and months, we will continue to see more volunteers returning.

We have also received many new volunteer applications and look forward to their company and assistance. Note: all volunteers are required to be fully vaccinated.



Recreation and Therapy

Staff Changes

The past few months have seen several changes in the Recreation and Therapy departments. At the end of October, we had to say goodbye to our Resident Care Aids. This new temporary position was created early in March 2020 to support and assist with communication during the COVID-19 pandemic. Resident Care Aids were tremendous in connecting residents to their loved ones and assisting with programs. Many of the RCAs have accepted part-time positions within the home and others have become registered volunteers.

Special events and programs

The Recreation team and RCAs provided numerous programs, special events and support to our residents. From January to October 2021, we have provided 9,354 recreation programs. In the coming months, more and more general (larger group programming) will be starting back up again. We have entertainers booked and are looking forward to welcoming the holiday season with many planned special events.



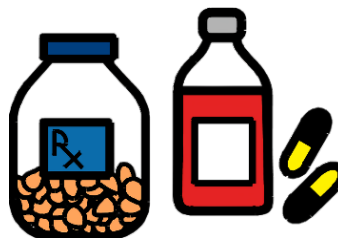
Group classes

The Therapy team has expanded the group classes and are offering bike class, exercises, and hand clinics on a more regular basis. The residents' gym has been converted into the temporary swabbing clinic. The temporary resident gym is located in the old volunteer lounge.

Nursing

Strengthening Medication Safety in Long-Term Care Initiative

We are pleased to announce that Fairview Lodge has been selected to become one of the 10 Champion Homes in the province to participate in the Strengthening Medication Safety in Long-Term Care Initiative. Over the next year, we will collaborate with the Institute for Safe Medication Practices Canada to finalize evidence-based strategies for reporting, learning, and acting locally, and then will share the successes and challenges with homes across the province. Collectively we will strengthen medication safety to provide exemplary care to long-term care residents in Ontario.



Environmental Services

Winter preparations

Sadly, winter is knocking again, and our gardens are being trimmed and plants are being pulled. We hope everyone enjoyed using our beautiful outdoor spaces, as it was wonderful to see residents and families outside again. The sitting areas created will be accessible all winter as well for your use.

Furniture distribution

The Home has distributed new furniture to each RHA to enhance infection control measures and social distancing.

Construction

Fairview is installing electric car chargers in the south-east corner of the parking lot.



Food Services



Menus

The Food Services department continues to strive towards making more wholesome, tasty homemade items in-house for our residents.

We have been working behind-the-scenes getting ready for the Fall/Winter menu for the official launch on November 29, 2021.

We've added some new homemade items and hope the residents enjoy them. They consist of Mediterranean quiche, Greek vegetable wrap, chickpea curry stew, butternut squash soup, BBQ pork drummy and veal stew with mushrooms. Some new decadent desserts will be featured on the menu that include red velvet cake, zesty lemon square, hot cinnamon baked apples, strawberries and stewed rhubarb, tiramisu mousse, and pumpkin pie.

Welcome back and thank you!

We want to welcome back our Chef, Sebastiano Scafili, from paternity leave this month. We want to thank Chef Chris Lavery, who jumped in and did a fantastic job during this time. A special thanks needs to go out to our part-time food service aides, Celia Lleno, Maryluv Feraro, Shanti Madoo and Sam Workman, who provided wonderful assistance in covering in the Chef role as well.

Welcome to new staff

Our Food Services team is expanding. We want to welcome the following staff to our team: Nicole Chambilomatis, Oksana FitzPatrick, Georgia Barnes, Nicole St. Pierre, Adrianna West, Tracey Mulroney, Joy Buchi, and Peter Aligbe.



Food Services continued

Christmas supper



We will be featuring a traditional Turkey feast for our residents for their Christmas supper. The meal will be roasted turkey with cranberry jelly, savory stuffing, mashed potatoes, turkey gravy, local peaches and cream corn with an alternative offering of pan-seared tilapia, basmati rice and fresh asparagus. The dessert choices will be plum pudding with brandy sauce or peppermint twist ice cream.

Administration

I would like to thank all families, residents and especially the staff who helped in ensuring the past outbreak at Fairview Lodge did not spread. This was excellent work by everyone and thank you for your continued support and compliance with infection control.

Christmas is just around the corner and Fairview is preparing to decorate to make this festive season a special one, even though we're still in a global pandemic.

During the month of October, we celebrated staff with years of service awards and a hot chili meal. We say goodbye to some staff and wish them well in their future endeavors and welcome new staff who have joined our Fairview family.

With the newest Ministry of Health update, all long-term care facilities are now required to implement random swabbing of all fully immunized individuals who enter the home. Approximately 10 per cent or 1 in every 10 fully immunized non-staff individuals who enter the home will be chosen for a random swab. Using the daily schedule, approximately 10 per cent of all staff scheduled for the day will be selected using a randomizer. If the screener indicates you are randomly chosen, please proceed to the swab clinic for a Rapid Antigen Test upon entry. Anyone who was swabbed the previous day will not be selected.

Fairview staff continue to remain strong and are working hard to ensure your family member receives the best care possible. Thank you for your continued support and compliance.

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

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