



Long-Term Care & Services for Seniors Division

# FairviewLodge Newsletter

## Issue 1, March 2024



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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, Excellence

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## LTC and Services for Seniors Division news

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### Director's message

Welcome to the spring edition of our Long-Term Care Newsletter! Reflecting on our recent Annual Planning Day, attended by senior leadership and Family Council representatives, we've reaffirmed our commitment to three strategic pillars: care and service, embracing innovation and workplace excellence. We have developed our business plan for 2024 and we are eager to move ahead with several initiatives, including the implementation of an Emotional Model of Care, detailed in this newsletter.

In February, we celebrated Recreation Therapist Month and Pride in Food Service Week; and in March, we are recognizing Social Worker Week. I want to extend my gratitude to our dedicated staff for all they do.

As we welcome new residents, staff and volunteers to our homes, we encourage you to get involved with Resident and Family Councils to the extent you are interested and able to do so. Your concerns and suggestions are always valued— don't hesitate to reach out to a member of the management team.

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.

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## Quality



### Annual Resident/Family Satisfaction Survey

Many thanks to the residents and families who responded to the 2023 Annual Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need improvement. We used the InterRAI Resident and Family Quality of Life Survey again this year, which 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.

This year, 60 per cent of eligible residents and 29 per cent of families completed the survey. This is an increase in response from 2022 in both areas.

Divisionally, resident satisfaction regarding overall care and services was 83 per cent, which is a one per cent increase from 2022. Family satisfaction divisionally was 88 per cent, which was a four per cent decrease from last year.

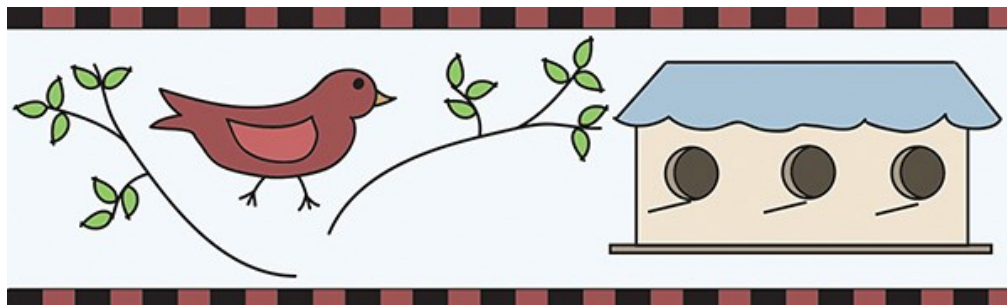
Each home is developing an action plan to address areas identified in the survey that need improvement. Individual home reports and infographics are available in each home to staff, residents, and families.



### Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. Homes will be reviewing feedback and performance measures to determine priorities for improvement. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health.

We will seek feedback from staff, residents, and families in the development of these plans and when completed, they will be posted to our website.



## Public Code of Conduct

Our division has recently developed a new policy on Public Code of Conduct, which can be used in conjunction with the Region of Durham Corporate Public Code of Conduct. This policy enforces our commitment to ensuring a respectful, harassment-free home for residents and workplace for staff. The Public Code of Conduct policy outlines the home's response to any type of inappropriate interaction, whether in person, over the telephone or written/electronic communication.

If you would like to have a copy of the policy, please see reception in your home.

## Did you know?

Our homes have an alcohol policy that outlines how alcohol can be stored and consumed within the home. Alcohol may be offered to residents at designated recreation functions within the home (example, Pub, Wine, and Cheese Social, etc.). The Recreation department organizes the provision of alcohol and monitors/limit the number of drinks served at events. Recreation staff are not able to serve alcohol to visitors and residents are not to bring their own alcohol to home-wide events.

Alcohol owned by the resident may be consumed in the following areas of home unless safety issues are identified: the resident's room, in the dining room at meals, in home areas and gardens/patios.



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## Infection Prevention and Control

### Outbreak update

Our four long-term care homes managed many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we saw the return of other common respiratory infections, such as influenza and Respiratory Syncytial Virus (RSV). The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes had excellent vaccine uptake, adding an extra layer of protection this season for our residents and staff. Vaccines are our best defense and protection against a variety of viruses, and we encourage everyone to stay up to date with their vaccinations.



### 2024 planning

Our four homes have many goals this year for infection control and are very excited to continue to improve on the quality of care that is being provided. To highlight a couple of our projects:

#### Hand hygiene during mealtimes

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, these germs can make you sick when you touch your eyes, nose, or mouth with unwashed hands. That is why it is important to wash your hands before you eat to prevent any germs from going into your mouth. We hope to continue to encourage handwashing for residents before and after mealtime, and improve on these processes that help protect residents, staff, and visitors.



## Urinary Tract Infections (UTIs)

Overuse of antibiotics for misdiagnosed UTIs is very common in long-term care. It is important to understand the correct signs and symptoms of a UTI and how to properly diagnose and treat an infection.

**Did you know that it is common to find bacteria in the urine of the elderly?** In fact, 15 to 30 per cent of men and 25 to 50 per cent of women in long-term care have bacteria in their urine without symptoms. Bacteria in the urine does not always mean a resident has an infection, and they would not need to be treated with antibiotics without exhibiting the true signs or symptoms of a UTI.

**What are the signs and symptoms of a possible UTI?** A person may say it hurts or burns when they pass urine, it may be hard for them to urinate or they may feel the need to urinate more often, they may have a fever, or complain of pain in their side, lower stomach, or lower back. It is important to note that disorientation, confusion, and smelly or cloudy urine are **not** reliable signs of a UTI.

**How can you help?** Please let staff know if a loved one has signs or symptoms of a UTI. Support and respect our doctors and nurse practitioners in their diagnoses and prescription of antibiotics.

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## Practice and Training team

### Highlights

We are thrilled to update you on the exciting news and accomplishments from our homes. Despite the challenges brought by the pandemic, our teams have worked tirelessly to provide exceptional care and services to our residents.

In 2023, we focused on extensive training initiatives across all our homes. We proudly announce that we have successfully conducted over 250 clinical and non-clinical training sessions for our staff. We have also increased the number of preceptors and hosted 214 student placements across our four homes.

We are happy to inform you that we are now re-establishing our connections with school boards to restart and streamline co-op and volunteer placements. This will benefit both our residents and the students.

Additionally, we have participated in quality improvement training for Managers of Nursing Practice (MNPs) and Clinical Leads (CLs). This training has equipped our staff with the necessary tools and skills to enhance our services and ensure that our residents receive the best possible care.



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## Emotional Model of Care

### Project update

We are pleased to provide you with an update on the progress of our Emotional Model of Care project. As you may know, this model of care is designed to improve the quality of care and well-being of our residents by taking a more holistic approach to care and creating a more positive and comfortable environment for our residents, families, and staff.

Since completing the Project Charter in January 2024, we have made significant strides toward achieving our goals. We have formed a Steering Committee and held several planning meetings to ensure we are on track to meet our objectives.

We are beginning the stakeholder engagement phase and have contacted vital stakeholders such as residents, families, and staff to form an advisory group that will provide expert guidance and feedback throughout the project. Our goal is to gain a deep understanding of the needs, concerns and expectations of all stakeholders involved in the project. We will use this information to inform our decision-making and ensure that the project meets the needs of all stakeholders. Our engagement plan includes various methods to gather insight and change ideas, such as focus groups and one-on-one interviews. We are also developing a comprehensive communication plan to ensure all stakeholders are kept informed about the project's progress.

In addition, we recently held a brainstorming session to identify the fundamental principles that will guide our Emotional Model of Care. We are also pleased to announce that we have partnered with Ontario Tech University to work with us on this cutting-edge project.

As we move forward, the next steps in our project include an awareness campaign, which consists of a road show, naming the model and selecting the project pilot long-term care home. Our progress to date has been good and we remain committed to achieving our goals.

We will continue to keep you informed of our progress and welcome any feedback or suggestions you may have.

Thank you for your ongoing support.



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# Fairview Lodge news

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## Our newest residents



### Rosey has some new friends..



**Our names are:**  
**Sunny—Yellow Female**  
**Dolly—Blue Female**  
**Snowflake—White Male**



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## Residents' Council

Residents' Council met on January 16, with 12 residents in attendance. A presentation on the results of the Residents' Satisfaction Survey was provided.

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## Volunteer Corner

Volunteers continue to give their time in areas across the home, including pet therapy, the gift shop, assisting with recreation events and activities, and friendly visits.

Numerous volunteers met to help wrap Christmas gifts for each resident in the home.

Onboarding of new volunteers continues with more starting each month. We look forward to celebrating Volunteer Appreciation Month and are excited to show our thanks to our many volunteers.

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## Recreation and Therapy

Christmas was a busy time with many special events. Three different local schools visited the home to showcase their musical talents.

Pictures with Santa were taken during resident home area Christmas parties. Many families attended with their loved ones.

Generous support was received from the Whitby Rotary Service Club, Giant Tiger Store 191 and many community partners who donated Christmas gifts for the residents. Each resident received an individualized gift wrapped by our wonderful volunteers and recreation team.





On January 24, we celebrated Robbie Burns. The residents had mixed reactions to the taste of traditional haggis.

Upcoming events:

- Superbowl Tailgate party – February 8
- Valentine's Luncheon – February 14
- Family Resident Tea – February 19
- Smile Cookie Day – March 1
- St. Patrick's Day party – March 17
- Harmony Day – March 21
- Tartan Day – April 6
- NHL playoff party – April 18

Also, during the month of April we will hold a fundraiser for the Canadian Cancer Society.

A couple of new programs have been added: Build a Skill and Men's Club. Please refer to the Recreation Calendar for specific dates.

The home will continue to contribute to our community with the new community outreach program. The first date is February 21.

Families are welcome and encouraged to attend all programs with their loved ones!

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### **Infection prevention and control (IPAC)**

January has been a busy month for IPAC. The month began in the middle of a COVID outbreak on Ashburn Way and was the start of a seasonal outbreak on Heritage Harbour. This month we have attempted to provide influenza and COVID vaccinations to eligible residents who did not receive them back in October. The beautiful door wraps have required that some changes be made to how we identify which rooms require contact precautions or require additional personal protective equipment (PPE) use due to continuous positive airway pressure (CPAP) use. New signage and PPE storage solutions are being trialed to determine which option is best to use consistently.

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### **Environmental Services**

Our landscaper, RTJ, continues to work hard to keep the parking lots and walkways free of snow and ice. With all this rain and some snow, please remember to wear appropriate footwear to prevent slips and falls.

With spring approaching, if you are bringing in seasonal clothing, families are reminded to switch out seasonal clothing to allow for more space in the closets. Please ensure any new clothing is labelled before adding to the closet so it does not get misplaced.

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### **Food Services**

I am pleased to announce that effective February 5, Fairview is donating our surplus food to two local organizations to meet the needs of the less fortunate.

One organization is **Dedicated Advocacy Resource & Support** (DARS), an outreach program in Pickering that serves lunch Wednesday at the Pickering Public Library and dinner Thursday at the Peace Lutheran Church. Most recently, they have opened a warming centre providing shelter and food for up to 20 people from 8 p.m. to 8 a.m. The other organization is **Redemption House of Recovery**. This organization has three post-treatment traditional homes in Oshawa and one pre-treatment traditional home in Bowmanville that is dedicated to working with clients that are overwhelmed with addiction. These homes accommodate four to eight people, with the clients preparing their own meals in a traditional setting with fridge, stove, and microwave.

The nutrition leadership team is working on the upcoming Spring/Summer menu that will launch on May 6. We hope our residents will love some new additions to the menu, old favorites, as well as popular items from our theme meals! Some of these meals include fire roasted tomato soup, barbecue chicken pizza, pork loin stuffed with apple and onion, and chicken and dumplings. We will continue with our theme meals this upcoming menu every third Thursday at lunch time.

One more significant change you will see with our new menu is we will be serving one main vegetable at supper time. We will be taking this opportunity to serve you fresher and more exciting vegetable choices at supper. Should residents not favour the main menu option, there will be a standard vegetable blend and a tossed salad as “always available items.”.

We have relaunched guest meals at Fairview Lodge. The ticket indicates a 72-hour advance reservation at front reception for guest meals. These meals are to be enjoyed in the Harvest Rooms located on each unit, providing a more intimate and pleasurable dining experience.

The food committee will be having a meeting on March 19 at 11:30 a.m. This committee is organized by the nutrition food service leadership team with resident participation. The meetings are held monthly after the residents’ council meeting. Our focus is on food, and we aim to hear from residents about the current menu, what works well, areas for improvement and planning of theme meals. The plan is to keep the meeting short and regular.

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## **Administration**

Spring is just around the corner, and we are patiently awaiting the green grass, blooming flowers, and for residents and families to enjoy the outdoor spaces once again.

I want to thank all residents and families who participated in our 2023 Resident Satisfaction Survey. The home received a score of 87 per cent when asked the question “Overall, how would you rate the quality of care and services you receive here in this care home?” We will be using the survey results to form an action plan to improve the areas deemed as areas for improvement.

Fairview will be working on the 2024 operational plan, identifying areas that need improvement and provide staff with the tools they need to better provide person-centred care for the residents.

If you have any concerns, we ask families to please bring them forward to the registered staff on the resident home area. If you do not get the information needed, please speak with one of the Resident Care Coordinators, Director of Care, or me, and we will follow up with you.

Fairview, along with the other Regional homes, will be installing cameras in all common areas of the home, if not installed already. This is for the safety of all residents when incidents do take place.

When there is no front reception to enter the building, families are reminded to please use the phone at the front entrance to call to the nursing station. If you require a copy of the door code, please speak with front reception and they will provide you with the code.

~John Rankin, Administrator

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

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