



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter



Ontario
Health atHome

Issue 3, September 2024

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

LTC and Services for Seniors Division news

Director's message

As summer draws to a close, I want to take a moment to reflect on the many joyful and memorable events that took place over the past few months– from barbeques and garden parties to car shows and more. These activities not only bring smiles to our faces but also strengthen the bonds that make our communities so special.

I would also like to extend a heartfelt thank you to our dedicated staff and volunteers whose hard work does not go unnoticed. To our residents and families, thank you for your trust and partnership. We encourage you to engage with Resident and Family Councils to whatever level suits your interest and availability. Your feedback and involvement are invaluable as we strive to continuously improve our services and ensure that our homes remain places where everyone feels safe, respected and cared for. Please don't hesitate to reach out to any member of our management team whenever you have something to share.

I also want to inform you that the Region of Durham has begun a review of the Regional Long-Term Care Homes. This review, being conducted by third-party consultants, KPMG, aims to ensure we are properly structured, resourced and supported for ongoing success. The review is expected to be completed by the end of the year. There will be opportunities for staff, residents, and their families to participate through focus groups and surveys. Your expertise and insights will be invaluable in helping shape the future of our long-term care homes.

Enjoy this edition of the newsletter.

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

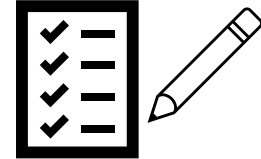
**If you require this information in an accessible format, please contact Jan Bright,
Administrative Assistance at 905-668-5851 extension 5933.**

Quality

Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and family provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and to guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.



Annual influenza campaign

In October, we will be kicking off our annual influenza campaign for residents, staff and visitors. We encourage everyone to get vaccinated against the flu. Living in a long-term care home, along with advanced age and chronic conditions, puts most of our residents at a very high risk for developing complications from the flu. Flu shot clinics will be available in the homes for residents, staff and volunteers.

Family and visitors are requested to stay home and postpone their visits if unwell. Symptoms might include fever, feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, unusual tiredness, nausea, vomiting or diarrhea. Please also ensure that you wash your hands or use an alcohol-based hand sanitizer when entering and leaving any of our homes.



Quality improvement

The four long-term care homes believe in continuous quality improvement. This year, our homes are working on a variety of projects in the areas of falls management, skin and wound, resident satisfaction, medication management and safety, recreation, etc. If you are interested in learning more about what your home is working on, please visit our website at durham.ca/ltc for the 2024 Quality Improvement Plan for your home.

Policy and practice update

Mandatory training 2024

The 2024 staff mandatory training completions are in full swing! Please ensure you complete your training by the October 7, 2024, deadline. Refer to the mandatory training memos dated March 1, 2024, for details specific to your collective bargaining unit. We appreciate your dedication to this annual requirement.



Consent and Capacity training

Nursing staff have completed their Consent and Capacity training. Next up, this training will be extended to Food Services and Environmental Services in late August, along with family members.

Nursing Week 2024

We joyously celebrated Nursing Week 2024 across our four homes in May, honouring our dedicated nursing staff. Thank you for your hard work and commitment!



Preceptor Appreciation Week

Mark your calendars for Preceptor Appreciation Week, happening October 28, 2024. Let's show our gratitude to our excellent preceptors!

Upcoming training initiatives

We continue to roll out various training initiatives as planned. The next focus will be on topical medication administration education.



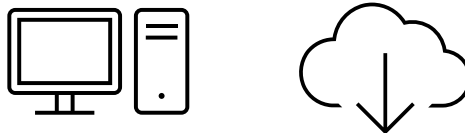
Research collaborations

Exciting research collaborations are underway! The Ontario Tech University team recently visited our homes to recruit participants for the workplace retention study. Here is a link to read the project research paper on the staffing stability study:

<https://www.durham.ca/en/citystudio/staffing-stability-in-long-term-care.aspx>

Elsevier access

A reminder that Elsevier is available on all desktops and can be downloaded from the software centre on laptops. It offers trusted guidance at the bedside, enhancing clinical confidence and critical thinking.



Preceptor criteria

The preceptor criteria for both nursing and non-nursing staff went live in May. If you meet the criteria and are interested in becoming a preceptor, please complete the application form. We are actively seeking nursing preceptors (RN, RPN, PSW) and will contact other preceptors as opportunities arise.

Let's continue to make a meaningful impact through our dedication and hard work!

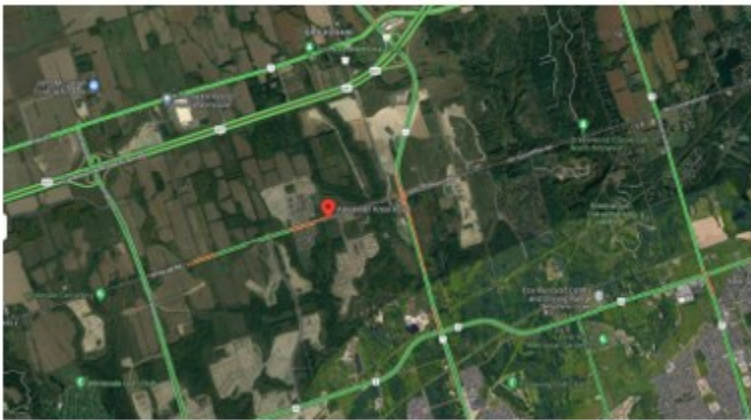


New Seaton long-term care home

The Region of Durham is building a new long-term care home in the City of Pickering. This 200-bed home will be in the beautiful Seaton community. It will be financed, owned and operated by The Regional Municipality of Durham, with some funding provided by the Province of Ontario.



The home was designed with five 32-bed Resident Home Areas (RHA) that can function as two independent, 16-bed RHAs on days and evenings. The smaller 16-bed RHAs are not only for Infection Prevention and Control (IPAC) purposes, but also for enhanced social interaction for residents. There are also two 20-bed RHAs that will be more specialized; one for behaviours and one for more medically complex residents.



Located on Alexander Knox between Whites Rd and Brock Road

The design will be dementia-friendly and enhance the emotional philosophy of care by incorporating aspects from models such as Butterfly, Hogeweyk and Eden Alternative.

Common spaces – such as a resident bank, café/store, hair salon, worship centre, dentist/clinic space and fitness area – are all organized around a main street for resident social interaction and the feeling of going to a main street as a destination and experience.

Construction of the home began with an official groundbreaking in September 2023. The build is moving along nicely. To date, most of the concrete foundation is complete along with underground services. First floor walls are starting to form. By the end of 2024, the entire concrete structure should be complete, and the roof and penthouse underway. Work will continue inside the building over the winter months, keeping with the schedule for an anticipated completion date of fall of 2026.



Current Site View

Caring Connections Durham update

The emotional model of care project is well underway. Over the past three months, a competition to name the emotional model of care was completed, and all four homes had the opportunity to submit names for consideration. The winning name is “Caring Connections Durham” and is now the name of the emotional model of care project.

The project team at Lakeview Manor was developed with staff members from all departments within the home, as well as family members and residents. The project team has worked hard to develop their top six change ideas to implement within the home, with significant consultation through focus groups.

Beaver River has been determined to be the home level for further review of the change ideas, to ensure residents, family and staff resonate with the ideas, and that they will improve the quality of life and emotional wellbeing of our residents.

The team continues to develop plans for staff education, implementation strategies for the change ideas and further develop our communication plans for the project. To learn more about Caring Connections Durham, tune in to the Divisional Town Hall Meeting on September 25 at 1:30 p.m.



Infection Prevention and Control

Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great summer! Thank you all for your continued work practicing and following IPAC policies and standards.

Education and training

During the summer months, the IPAC team held a variety of education and training sessions. These included proper donning and doffing of Personal Protective Equipment (PPE), mask fit testing, the importance of timely hand hygiene technique, shower/tub room personal and communal item use, and respiratory etiquette.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming fall season, the best way to stop the spread of infections is through proper hand hygiene techniques.
 - A few reminders:
 - Ensure to wash hands with soap and water for a minimum of 20 seconds– equivalent to singing happy birthday twice.
 - Ensure to reach your palms, wrists, back of hands, between the fingers, and around the thumbs and fingernails.



Upcoming fall season education will focus on outbreak policies and practices, immunization campaigns, and symptom watch.

New IPAC Lead at Lakeview Manor, Beaverton

The divisional IPAC team welcomes Johnny Anagnostopoulos, the new IPAC Lead, to Lakeview Manor! Johnny completed undergrad at Waterloo University in Health Studies, followed by a Master's in Epidemiology and Biostatistics at Western University. Johnny's interest for IPAC started during the pandemic as a COVID-19 Screener at a long-term care home. Johnny brings additional experience from a previous IPAC role in Cobourg. Welcome, Johnny!



Upcoming events

- IPAC Education Day hosted by the IPAC Hub and Regional Health Department. This region-wide kickoff event introduces the yearly flu vaccine campaign. A reminder that the flu vaccine is seasonal, and a new immunization is needed each year. Your home IPAC Lead will provide additional information regarding immunization dates in your home— stay tuned!
 - **Commonly Asked Influenza Questions** (reference: Immunize Canada, Public Health Ontario)
 - What is influenza (the flu)?
 - A contagious respiratory illness that is caused by the influenza A or B virus.
What are symptoms of influenza?
Most common: sudden onset of fever, cough, muscle aches and pain. Common: headache, chills, loss of appetite, fatigue, sore throat, runny nose and nasal congestion.
 - Is influenza contagious?
Highly contagious. Can spread rapidly from person to person by respiratory droplets carried in a cough or sneeze, and/or by touching contaminated surfaces. Virus can live up to 48 hours on surfaces— it is very important to keep continuously disinfecting high touch surfaces and practice timely hand hygiene.
- IPAC Week, October 14 to 18. This week aims to promote all areas of infection control. The theme for this year is “Prevent with Intent.” The IPAC team is currently working on various education/training and activities. Stay tuned for more information from each of your IPAC leads. You won't want to miss it!



Return to Work

A reminder to stay home if you are not feeling well and/or confirmed positive for COVID/Flu/Respiratory Syncytial Virus (RSV). It is important that you isolate from others and follow-up with your physician, if needed. You will receive an email indicating steps to take (see below - please ensure to read the message in full). You're required to wear a medical mask for a full 10 days post calling in with infectious symptoms. Staff seen not following the Return to Work (RTW) policy will be asked to wear a N95 respirator and complete ELM respiratory protection training.

1. **Stay home and self-isolate until your symptoms have been improving for 24 hours (or 48 hours if experiencing gastrointestinal symptoms) and no fever is present.**
2. Continue to call the absentee line for any additional missed shifts if your symptoms continue.
3. Once symptoms have resolved/improved, you are cleared to return to work. Wear a well-fitted surgical mask in all indoor spaces within the home and take all unmasked breaks alone, physically distanced from others for a total of 10 days until the noted end date above.
4. If employee is observed not following the masking guidelines, the employee will be required to wear a N95 face mask for the duration of the 10-day period to ensure proper source control and be required to complete the Respiratory Protection Program E-learning (located on The Insider website).
 - a. If employee is required to wear a N95 face mask, and employee has facial hair, employee is required to shave to allow the face mask to obtain a proper seal.
5. Direct care staff (Registered staff and PSWs) on their 10-day period should not be working with residents that are high risk, such as residents with pre-existing respiratory issues, immunocompromised etc., **as able**.
 - a. Other departments such as Food Services, Recreation, and Environmental Services should reassign staff to duties less aligned with direct care/interaction, **as able**.
6. Review PPE and IPAC practices, **where possible**.
7. Work in a single area of the home, **where possible**.
8. Contact the on-call manager on weekends/holidays if you have any immediate concerns regarding your symptoms or your return-to-work clearance or contact your IPAC Practitioner Monday to Friday.



Fairview Lodge news

Family Council

The Family Council of Fairview Lodge supports a high standard of care and quality of life for all residents through information sharing, advocacy, and education. Our Family Council Executive is looking for new participants in its leadership team. If interested, please contact Scott Kearns at extension 5916.

Residents' Council

Residents' Council will resume on September 17 after the summer recess. We look forward to seeing the residents.

Rate reduction

This is a reminder that rate reduction applications are now past due but are being accepted through the business office. Rate increases have been processed but can be reduced if a rate reduction application is completed. Please contact Karen Aronowicz at extension 5934 for more information.

Quality

The home is continuing to reconnect with the residents, families, and staff through programs, committees and events. Fairview provides updates on our Quality Boards, located near the elevators, on important information about the home.

These boards are changed quarterly to provide updates about the departments of the home. If you have any questions, ideas or information you would like to see on these boards, please reach out to Jessica Laurie, Assistant Administrator, at ext. 5902.

Fairview Lodge continues to be committed to the division mission, "to provide a community that embraces excellence in person-centered care," and strives to continuously improve the delivery of care and services.

The home reviews the required programs and implements and evaluates new processes to provide high quality care and service excellence to residents in an environment that promotes choice, dignity, and respect.

Volunteer Corner

The last few months have been filled with fun summer activities! In June, we celebrated Seniors Month and Pride Month, which wouldn't have run as smoothly without our volunteers. We had our big summer kick-off day with a petting zoo, barbecue and live entertainment. Volunteers also assisted with events such as the Father's Day brunch, outings to the market, Giant Tiger and the lake. We enjoyed a pride party, with steel drums, and many barbecues. Our volunteers have dedicated so much of their time, and we are grateful. The gift shop has almost a full schedule, open from 9:30 a.m. to 7 p.m. most days.

We continue to add more murals to enhance a more home-like environment.



Environmental Services

As fall is upon us, we will soon be storing furniture and adjusting the door schedules for the patios and balconies. Our landscapers have done a beautiful job with our grounds, and we would like to enjoy them as long as possible before doing the fall cleanup of the gardens. We will be watching the weather closely and holding onto every minute of summer we can. Signs will be posted when the door schedules have changed.

Just a reminder that the front door code is no longer posted on the exterior door for entry. If you are unable to gain entry, please use the telephone provided for entry. Please do not attempt to open the door while the lock is engaged.

Family members are reminded when bringing in new clothing, to ensure a form is completed for them to be labelled. Please keep an eye on the front lobby for when we display unlabeled clothing items.

Food Services

The Nutrition Leadership Team is excited that we officially switched over our fluid thickening product to SimplyThick! Fluid thickening instructional posters were placed in every area that they were previously displayed, to ensure team members have the correct method for thickening fluids.

We are happy to have received such positive feedback from our team members, residents, and families.

Administration

It is hard to believe that summer is over already. I hope everyone had a wonderful summer, and had time to relax and rejuvenate. Now it is time for the beautiful fall colors to arrive, my favorite time of the year. There were many events that took place over the summer that families were able to attend.

It was a busy summer at Fairview Lodge, working on our operational plan, following up on ministry visits, working on our capital purchases and 2025 budget submission.

We want to say a big thank you to all our summer students this year, as they return to academic learning centres to further their education. We hope to see them back over the Christmas holidays.

Influenza season is almost upon us. We ask that all visitors continue to follow our IPAC process to ensure the safety of the residents.

Fairview will be conducting an audit of all resident rooms and letters will be sent out to families to have items removed that are not prohibited in resident rooms. This includes humidifiers, fridges, throw rugs, floor lamps, heating pads, portable heaters, etc. If you require more information, please see Carly Robertson, Environmental Manager. Fairview will be conducting an audit of all resident rooms and letters will be sent out to families to have items removed.

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).

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

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