



Long-Term Care & Services for Seniors Division

Fairview Lodge Newsletter

Issue 3, September 2026



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

I hope everyone had a wonderful summer. As we head into fall, there is a lot happening across our Long-Term Care Division.

Our preparations for the Accreditation Canada survey in early 2027 continue, with teams across the four homes working together to ensure we are ready.

Progress also remains on schedule for the construction and opening of Seaton Village. Several management positions have been filled, and expressions of interest for internal staff transfers are now underway. We recognize that the opening of Seaton Village will bring changes to staff teams across our homes, and we are committed to ensuring everyone feels supported and connected throughout this transition. A working group is being established to help ensure the transition is as smooth as possible for staff, residents and caregivers.

We will participate in the Long-Term Care Community Engagement Day on September 18, an opportunity to welcome members of the community into our homes and showcase the important role long-term care plays within the communities we serve.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

It promises to be a busy and exciting fall, and I look forward to all that we will accomplish together.

~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 (Temporary) at 905-668-5851 ext. 5911**

Introducing Our Ethical Decision-Making Framework

As part of our ongoing commitment to compassionate, person-centred care and continuous quality improvement, all Region of Durham Long-Term Care Homes have adopted an updated Ethical Decision-Making Framework. This framework provides a consistent approach to decision-making across our homes and helps ensure that residents' rights, dignity, values and well-being remain at the centre of every decision.

Sometimes decisions in long-term care are straightforward, while other situations may involve complex questions about safety, quality of life, resident choice, clinical care or competing priorities. The Ethical Decision-Making Framework helps guide thoughtful, fair and transparent discussions when these challenges arise.

The framework is built on four key principles:

 **Do good** (beneficence)

 **Act fairly** (justice)

 **Avoid harm** (non-maleficence)

 **Support choice** (autonomy)

By incorporating these principles into care planning, daily practice and team discussions, we strengthen our ability to provide respectful, ethical and high-quality care for every resident. The framework also encourages collaboration and open dialogue among residents, families, staff and care partners.

 **Have a concern or ethical question?** Residents and families are encouraged to speak with any member of the care team or a supervisor. We welcome questions, concerns and different perspectives, and will work together to find a respectful and thoughtful solution. More complex situations may be reviewed by an interdisciplinary team using the Ethical Decision-Making Framework to support a balanced and collaborative approach.

Quality

Resident Satisfaction Survey – September 2026

This September, Region of Durham Long-Term Care Homes will be conducting the annual Resident & Family Satisfaction Survey to better understand the resident experience and identify opportunities to enhance the quality of care and services we provide. Staff will support residents in completing surveys and will be available onsite to provide additional assistance on the following dates:



- **Fairview Lodge:** September 23
- **Hillsdale Estates:** September 21 and 28
- **Lakeview Manor:** September 25
- **Hillsdale Terraces:** September 22 and 24

A 'Family-Completed Resident Survey' will be mailed only to the designated family contact for residents who are unable to complete the Resident Satisfaction Survey independently.

As we prepare for our Accreditation Canada onsite assessment in January 2027, resident and family feedback will help us celebrate successes and identify opportunities for continued improvement. Together, we can continue to make our homes welcoming, supportive and vibrant places to live.

Infection Prevention and Control

Fall into good habits

As we say goodbye to summer and head into fall, it is the perfect time to reset routines and refocus on the habits that keep residents, colleagues, visitors and ourselves safe. Respiratory illness season brings increased risk of transmission in long-term care homes, but it is also an opportunity to strengthen the infection prevention and control (IPAC) practices that make a difference every day.

This fall let's "fall into good habits" by revisiting the fundamentals of IPAC that protect everyone in our care.

Clean hands - Hand hygiene remains one of the most effective ways to prevent the spread of infections. As respiratory illness activity increases, it is important to take a moment to ask yourself: "Am I cleaning my hands every time I should?" Consistent hand hygiene helps protect everyone from health care-associated infections and helps reduce the spread of respiratory viruses throughout the workplace.



This fall, challenge yourself to be a hand hygiene champion and encourage your colleagues to do the same.

Keep shared equipment clean - Shared equipment travels from resident to resident and area to area throughout the day. Vitals machines, exercise weights, lifts and bathtubs are just some items that can become vehicles for transmission when cleaning and disinfection is overlooked. Before and after use, ensure shared equipment is cleaned and disinfected to help protect both residents and staff.



Remember: if equipment is shared, it should be cleaned between users.

Use PPE with purpose - Personal Protective Equipment (PPE) is most effective when it is selected appropriately and used correctly. As respiratory infections increase, it is important to remain vigilant in conducting point-of-care risk assessments and choosing the PPE required for the situation. Take a moment to review the proper donning and doffing steps as well.

PPE is not just equipment. It is a critical layer of protection that supports safe care delivery and helps prevent transmission.



Stay home when sick - Staff and visitors are reminded to take a moment and passively screen before entering the long-term care home, staying home if they are feeling unwell with new symptoms, and following the facility's return-to-work protocol.

Long-term care workers are dedicated professionals who often put others first. However, coming to work while experiencing symptoms of illness can put coworkers, residents and visitors at risk.



A season for safe habits



This fall let's re-commit to the habits that form the foundation of infection prevention and control. Clean your hands, clean shared equipment, use PPE with purpose and stay home when feeling unwell.

By making these practices part of our daily routine, we can create a safer environment for our residents, visitors and each other.

Fall Immunization Campaign

This fall, both staff and residents will be offered vaccines to help protect against the increase in respiratory viruses.

Staff: Please keep an eye out for information on upcoming dates for our influenza vaccine campaign.

Residents: Information for upcoming vaccine clinics will be shared and residents and/or caregivers will be contacted.

Immunizations are one of the most effective ways to protect ourselves and those around us from the harmful effects of respiratory viruses. Getting vaccinated helps build herd immunity, protecting vulnerable people who cannot be vaccinated or may not respond well to vaccines due to age, medical conditions or weakened immune systems. Our annual immunization campaign is aimed at contributing to a healthier and safer community to help reduce the impact of respiratory illness season.



Online LTC greeting card – service resolved

At the end of June, we discovered an issue with the online LTC greeting card option on our website. This service has now been restored - families and loved ones are once again able to send greeting cards to residents in our LTC homes through this link:

<https://forms.durham.ca/LTC/LTC-Greeting-Cards>.

Thank you for your patience and understanding while we worked to correct this issue.

Practice and innovation

Celebrating excellence

Congratulations to the teams and individuals recently recognized through the Commitment to Excellence (C2E) program.

The divisional Palliative Care Project Team received an Award of Excellence in recognition of its work supporting a palliative approach to care across our homes.



Congratulations as well to those who received Values in Action Awards recognizing contributions to initiatives that support residents, families and care teams across the division.

Skin and wound care spotlight

Congratulations to Ewa Wolanin, Kim Burns and Brett Chiasson, who were recognized with a C2E Award of Excellence following completion of the Skin Wellness Associate Nurse (SWAN™) Program.

Congratulations as well to Hanan Mohamed and Jennifer Ferris on completing the Accredited Wound Care Champion Program for Long-Term Care Providers (AWCCP) through Wounds Canada.

These achievements help strengthen knowledge and support evidence-informed skin and wound care practices that contribute to resident comfort, well-being and quality of life across our homes.

Medication safety reminder: supporting safe medication administration

Safe medication administration is an important part of quality resident care. During medication administration times, minimizing unnecessary interruptions can help support resident safety and allow staff to complete the medication administration process safely.

Residents, families, volunteers and team members can all play a role by being mindful of medication administration activities and allowing staff to complete the process whenever possible.

Staff continue to follow the home's approved resident identification process and medication administration practices to support safe, person-centred care.

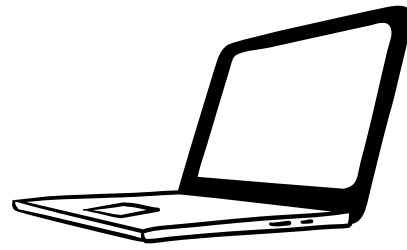


Clinical resource spotlight

Have you checked out the divisional clinical resource brochures lately? Falls Prevention, Skin and Wound Care, Palliative Care and Medication Management resources are available, and provide helpful information about the programs and practices that support resident well-being and quality of care. If you would like a copy of any of these resources or would like to learn more about these programs, please reach out to the Manager of Nursing Practice or Clinical Lead at your home.

Fall into learning!

Mark your calendars! Team members are reminded that the Mandatory Training Package is due **October 7, 2026**. If you haven't completed it yet, now's a great time to get started and check it off your to-do list before the due date arrives.



New courses in Learnici

We're excited to share a few new additions to the Learnici catalogue:

- Skin Tear Assessment Resources
- Safe Handling and Administration of Hazardous Agents
- Supporting Mental Health, Addictions, Developmental Disabilities and Younger Residents
- SeeMe® Acute Health Event E-Module Series
- Goals of Care Conversations During Acute Health Events
- Navigating Conflict During Acute Health Events
- Preventing Avoidable Emergency Department Transfers

These learning opportunities support person-centred care, communication, clinical excellence and quality of life for residents. Take a look and add them to your learning wish list!

Falls prevention corner: universal versus individualized

A quick falls prevention reminder: **Universal Falls Precautions** are the baseline falls prevention measures that apply to **all residents**. Think of them as the foundation of a safe environment, but they are only one part of an individualized approach to care.

It's important to remember that:

- Universal Falls Precautions do **not** replace individualized assessments.
- Universal Falls Precautions do **not** replace resident-specific interventions.
- Resident-specific interventions are based on each resident's assessed risks, mobility, cognition, falls history, goals and preferences.
- Care team members should understand the purpose of the interventions included in a resident's plan of care.
- Care plans should reflect both baseline falls prevention measures and individualized interventions, when appropriate.

By understanding the difference between universal precautions and individualized interventions, we can support safer, person-centred care that reflects each resident's unique needs, preferences and goals.

Keep learning, keep growing and thank you for all that you do!

Fairview Lodge News

Residents' Council

Residents' Council traditionally takes a break during the summer months to allow everyone to enjoy July and August activities and outings. Council members look forward to reconvening in September and continuing their important work of sharing ideas, suggestions and feedback that help strengthen our community.

Council also raised money in the summer with a basket draw and donated supplies to our Backpack School Supply drive to help students going back to school in the fall be prepared.

We encourage all residents to participate and have their voices heard as we begin a new season together.



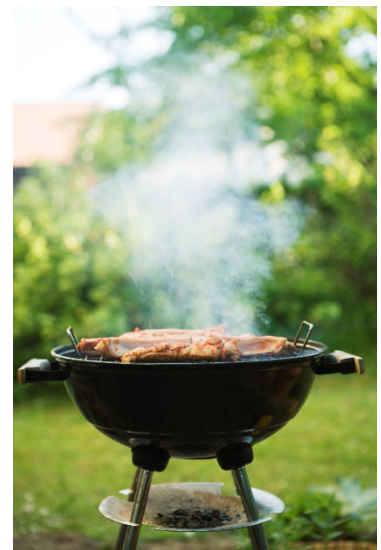
Recreation and Therapy

As we welcome September, we reflect on a summer filled with wonderful memories, meaningful connections and exciting adventures shared by our residents, families and staff, including Seniors' Month and Pride. Residents enjoyed a car show and a community vendor market as well. We managed to go out on lake trips and celebrate with our volunteer friends. We recognized the World Cup and enjoyed the games on the TVs and in the activity spaces.

In September, we will enjoy a Summer Send-off Barbecue with entertainment and a petting zoo. We continue to enjoy our outdoor Campfire Summer Nights with the residents and their families, along with entertainment and s'mores. Our last campfire night will be mid-September as the nights start to get cool.

LTC Community Engagement Day

We will be participating in a Long-term Care Community Engagement Day on September 18 by inviting the community into the home and having a guided painting class for residents to participate in to showcase their talents, along with some refreshments for our guests that want to come in and have a tour of the home. Also on September 18, the Recreation team, along with our Community Outreach residents, will be painting rocks for the Regional Headquarters garden to support a Truth and Reconciliation Day event.



Staff updates

The Recreation team is happy to welcome a new staff member, Stephany, who will be working afternoons on our Dementia Care Unit.

We say goodbye to our summer students, Emmanuelle and Mackenzie, and wish them well for their fall semesters in university.

We are happy to announce that our Adjuvants have a new title, Therapy Assistant, but continue in the same position. This title is more consistent with the language around the position and for others to understand their roles here in the homes.



Looking ahead as we transition into fall, we remain committed to creating meaningful experiences, fostering connections and bringing joy to everyday life. Thank you to our residents, families, volunteers and staff for making our community such a special place, and for being so active in our community.

Food Services

We are excited to announce the launch of our new fall/winter menu on October 19. The seasonal menu will feature a variety of new meal selections while continuing to offer our residents' traditional favourites.

We also continue to feature a special themed lunch meal every third Thursday, providing the residents with enjoyable and unique options throughout the year. Resident feedback remains an important part of our menu planning process, and we strive to incorporate favourite dishes into each seasonal menu rotation.

Meal tickets

Families are always welcome to join their loved ones for a meal. If you would like to dine with a resident, please purchase a meal ticket at front reception at least 72 hours in advance.



Volunteer Corner

We are so grateful to the volunteers here at Fairview Lodge who give their time. As of the end of June, we had 99 active volunteers who contributed almost 2,400 hours in the first six months of 2026! Volunteers continue to assist in the gift shop, with almost all shifts filled throughout the summer, and the gift shop being open every day. Volunteers also assist with recreation activities, special events, pet therapy, hairdressing, spiritual care and 1:1 visits.



If you see a volunteer, please take a moment to thank them for their service and dedication!

Nursing

This fall, several educational and certification opportunities will be available to staff to support development and enhance quality care.

- Gentle Persuasion Approach (GPA) training sessions are being planned for September and October. This training is designed to strengthen staff knowledge and skills in supporting individuals who exhibit responsive behaviours associated with dementia. GPA promotes person-centred care and provides practical strategies to ensure safe and respectful interactions.
- Registered staff who require certification renewal will have the opportunity to complete their CPR Re-Certification training this fall, ensuring they maintain the skills and knowledge necessary to respond effectively in emergency situations.
- Medigas, our current oxygen supplier, will be providing CPR training for non-registered staff. This valuable training will help build confidence in responding to emergencies and contribute to a safer environment for residents, families, visitors and team members.

We encourage all eligible staff to take advantage of these learning opportunities as we continue to strengthen our commitment to resident safety and excellence in care.

Student placements

Over the coming months, we will be welcoming students completing their consolidation placements, including Registered Nurses, Registered Practical Nurses and Personal Support Workers. These placements provide valuable learning experiences for future health care professionals while enhancing collaboration and knowledge sharing within our teams. We thank all staff who support student learning and mentorship.



Accreditation

The Home continues to prepare for Accreditation. This is an opportunity to showcase our commitment to excellence, quality improvement, resident-centred care and teamwork.

Environmental Services

Before giving new fall or winter clothing items to your loved ones, please ensure Environmental Services receive them for labelling. Once laundered, this will ensure the return of items. Place items in the clear bag provided, along with a completed form located behind the welcome desk at the front door.

Environmental Services Week

We celebrate Environmental Services Week from September 14 to 18, 2026. Help us extend our gratitude to our Environmental Services team for their dedication, professionalism and care in keeping our home clean, safe and welcoming every day.

Emergency Services

We successfully completed the mock evacuation in June. We have extensive emergency plans for a wide range of potential events, and regular drills/exercises are essential to ensure staff remain prepared and procedures remain effective. During any emergency code, please follow the direction of the Emergency Co-ordinator and staff members in that area.

Emergency Plans will include the following codes:

- Code Red – Fire
- Code Green – Evacuation
- Code Orange – Disaster
- Code Yellow – Missing Resident
- Code Black – Bomb Threat
- Code White – Violent Person
- Code Brown – Chemical Spill
- Code Grey – Button Down
- Code Blue – Medical Emergency
- Loss of Essential Services

Administration

I hope everyone enjoyed your summer! Now it's time for the bountiful harvest and turning of the trees. We want to say a big thank you to all our summer students this year, as they return to the classroom 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 residents.

In July, the Ministry of Long-Term Care was on site to complete an inspection and follow up on concerns. The home was left with three written notifications; we will work with the team to get the home back into compliance.

In September, Fairview will start training all staff for our new Emotional Model of Care, Caring Connections Durham. Fairview received funding from the Ministry to help with the implementation of this new program.



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.

~ John Rankin, Administrator

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

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