



April 13, 2021

Dear Families of Residents at Sunnycrest Nursing Home,

We are writing today to let you know that Lakeridge Health will be expanding its role of supporting resident care and leading the management of Sunnycrest Nursing Home and move toward becoming the temporary long-term care licence-holder for the residence.

Our team will continue to lead care delivery, and the management of staff and operations of Sunnycrest. The care and safety of your loved ones continues to be our highest priority.

Since coming into Sunnycrest last December, we have been committed to doing the very best for all the residents and the staff who care for them. As you know, our immediate priority was to work together with our community partners to aggressively fight the COVID-19 outbreak.

Since stabilizing the home, our work has been focused on limiting the spread of the virus, improving the quality of care, implementing new infection prevention and control (IPAC) protocols, offering more support and training for staff, and keeping families informed about their loved ones. Be assured that these high standards of care will remain in place.

As the details of the temporary operating licence for Sunnycrest are being finalized, the hospital, Sunnycrest current ownership, and the Ministry of Long-Term Care continue to work together on a smooth transition that provides residents with ongoing high-quality care, and support for families, now and in the future.

What does this mean for my loved one?

Residents will continue to benefit from Lakeridge Health's multidisciplinary resources, both clinical and administrative. The high standard of care that has been implemented at Sunnycrest will continue.

The Lakeridge Health management team that has been on-site since December will remain. This will ensure consistency of care as they have built strong relationships with residents.

What about Sunnycrest staff?

As part of the transition, there will be administrative staffing changes. Most staff will be given the opportunity to become employees of Lakeridge Health and continue to care for the residents at Sunnycrest.

We would like to thank all Sunnycrest families for their support as this transition occurs. We are committed to providing you with regular updates about your loved ones and the transition to our role as temporary licence-holder.

Should you have any questions, please contact Patient Experience at (905) 576-8711 ext. 32489.