



December 4, 2020

On December 3, Lakeridge Health assumed temporary management of Sunnycrest Nursing Home through a Voluntary Management Contract approved by the Ministry of Long-Term Care.

Working in partnership with the Sunnycrest team and the Region of Durham Paramedics Services, Lakeridge Health's top priority is to foster a safe environment, stabilize the care for residents, provide support and training for staff, ensure adherence to proper infection prevention and control (IPAC) protocols and keep families informed about their loved ones.

Lakeridge Health will be responsible for the management of the home for a minimum of 90-days to immediately respond to the COVID-19 outbreak and manage all other home operations.

The Lakeridge Health team has extensive expertise and an unwavering commitment to responding to communicable disease outbreaks in both the acute care and long-term care settings. This includes significant experience managing COVID-19 outbreaks, as well as caring for Durham residents who have contracted the virus.

The Lakeridge Health team includes physicians, nurses, personal support workers, occupational health and safety professionals, environmental services staff, communications and patient experience representatives all of whom are focused on supporting residents, families and the Sunnycrest team.

The following processes have been put in place:

- Testing of all remaining staff and residents;
- Co-horting known positive residents together;
- 'In the moment' IPAC training and education;
- Additional cleaning of the home;
- Assistance with resident family communication;
- Continued flow of appropriate levels of PPE and medical equipment and supplies;
- Continued medical and clinical care.

Currently, we remind all staff to please use only the main entrance to enter and exit the home. Upon entering the home, a screener will take your temperature and actively screen all staff arriving for their shift and leaving the home.

Understandably, this is a challenging time for Sunnycrest, and many staff will have questions and concerns. Please speak to your supervisor or any Lakeridge Health leader directly.

Once again, thank you for your continued commitment to the residents at Sunnycrest. We will share more updates as they become available.

Sincerely,

A handwritten signature in black ink that reads "Julie Goldstein". The signature is written in a cursive, flowing style.

Julie Goldstein