

January 15, 2021

**Dear Families of Residents at Sunnycrest Nursing Home,**

We wanted to update you about a secondary outbreak at Sunnycrest. Following routine weekly surveillance COVID-19 testing required for staff, it was determined that ONE staff member tested positive on January 8. Declaring an outbreak, even with only one case, is a proactive measure to ensure all steps are quickly taken to reduce any potential spread.

We know this news is concerning. Please understand that the Infection Prevention and Control (IPAC) team have deemed this situation **low risk**. The staff member was wearing proper personal protective equipment (PPE) and did not have any contact with any resident or other staff member without PPE. Currently, the staff member is at home completing the required quarantine period.

The team continues to strictly follow public health and safety protocols.

**What's New:**

***Vaccines***

We are pleased to report Lakeridge Health is making good progress of the rollout of the COVID-19 vaccine and that all Sunnycrest residents who provided consent have received their vaccination.

We understand that many family members are interested in receiving the vaccine. As per guidelines provided by the Ministry of Health, at this time, Lakeridge Health's onsite and mobile vaccination clinics are focused on priority populations: Residents, staff and essential caregivers at long-term care and retirement homes, as well as high risk, patient-facing health care workers.

Presently, our clinics are unable to offer vaccination appointments to the general public. For details of Ontario's vaccine rollout plan, please visit the Ministry of Health or Durham Region Public Health website.

***Visiting***

Be assured that Sunnycrest continues to follow all provincial lockdown guidelines. Visiting restrictions remain in place except for very limited and exceptional circumstances. We are keeping families connected through virtual connections and the

*Knitting Families Together* program. If you are interested in coordinating a video call with your loved one or exploring other ways to stay connected, please call Jacklyn Furlong, Life Enrichment Specialist, at 905-576-0111 extension 244.

### ***Telecommunications***

The team is working with family members to fix existing telecommunications service issues. Due to the outbreak, we are unable to have service providers in the home. We will let you know as soon as it is safe to do so.

### ***Laundry Services Resuming***

We are on track to resume laundry services as of January 21 at the home.

### ***Keeping Families Informed***

Starting Monday, January 18, 2021, communications will be transitioning back to the Sunnycrest Team. Jennifer Browning will be monitoring and responding to all emails and voicemails. Please do not hesitate to connect at: 905-576-0111 ext. 258 and via email at [jbrowning@sunnycrest.ca](mailto:jbrowning@sunnycrest.ca).

The Patient Experience team at Lakeridge Health would like to thank all Sunnycrest families for working in partnership with us throughout this transition. We appreciated the opportunity to have regular communication touchpoints and provide updates about your loved ones.

Lakeridge Health leadership and care teams will continue to be onsite, at Sunnycrest, to support residents.