

December 17, 2020

Dear Families of Residents at Sunnycrest Nursing Home,

Since our last update, Lakeridge Health, working together with our partners and the Sunnycrest staff, continues to focus on ensuring Sunnycrest residents receive high-quality care and support for their immediate needs.

We want to assure you that we have made significant strides to improve the quality of care your loved ones are receiving and have restored many key practices, policies and operations that are helping to bring the COVID-19 outbreak under control and limit the spread of the virus.

We are pleased to share the news that there are 71 resolved COVID-19 cases at Sunnycrest. A COVID-19 case is considered “resolved” when a person is no longer experiencing a fever without the use of medications, there is an improvement in a person’s systemic symptoms for at least 24 hours and at least 10 days have passed since the onset of symptoms.

What’s New:

Staffing Supports Continue

Lakeridge Health continues to intensively deploy staff and resources to the home to complement current staffing levels. Many Sunnycrest staff have returned to work and we continue to have assistance from our partners at Ontario Shores and Canadian Red Cross. The members of the Durham Paramedics team have now returned to their roles in the community, and we thank them for their care, compassion and dedication during their time with us at the home.

Resident Moves

Since we arrived at Sunnycrest, and in order to control the spread of the virus, we began “co-horting” residents - or moving them from their original rooms - to ensure residents who test negative for COVID-19 are safe and are not exposed to residents who are positive for COVID-19. While the team has continued to look at moving residents back to their original rooms, we must ensure that it is safe to do so. More updates will be provided as information becomes available.

Life Enrichment Specialist Services Now Offered

We are thrilled to announce the Sunnycrest Life Enrichment team has returned and their presence is being felt by us all. The Sunnycrest Life Enrichment team members are currently providing one-on-one recreational programming for residents.

We acknowledge this holiday season is a difficult time as visiting is currently restricted. We encourage you to reach out virtually and over the telephone. If you need assistance, please connect to **Jaclyn Furlong**, Life Enrichment Specialist who is supporting virtual calls and can be reached by calling 905-576-0111 extension 244. We are taking tablets into the rooms for video chats. We will have the option of Zoom, Google Duo, Facebook Messenger and FaceTime.

Gift Giving over the Holidays

This year, we recognize the holidays will be celebrated a bit differently. We understand that many of you want to share gifts with your loved ones. You are more than welcome to gift personal items, such as mobility aids, personal hygiene items and clothing. You may also consider gifts of food, provided they are individually wrapped and commercially prepared. Examples include granola bars, individually wrapped cookies or candies or fruit cups to name a few.

To ensure the safety of everyone, we ask that you do not bring:

- Food that will need to be shared
- Flowers or plants

Please drop your loved one's gifts off at the main reception area and please include their name and room number.

Update: Laundry Services on Hold Temporarily

As we reported in the last update, the COVID-19 outbreak has impacted the usual operation of the home's laundry facility. Currently, all residents continue to wear hospital attire in the home. We will let you know when regular in-house laundry service will start again. All personal clothing, belonging to your loved one, is being safely secured in their room.

Keeping Families Informed

If you have questions about the information in this newsletter or any other concerns, please do not hesitate to connect to the Patient Experience team.



Families with Questions

Please call Lakeridge Health's **Patient Experience Team**:

Phone: 905-576-8711 ext. 32489

Email: Sunnycrest-PatientExp@lh.ca

You will find this letter posted online, on Lakeridge Health's website and dedicated [page](#) related to the latest Sunnycrest Nursing Home information. Please note, email is the timeliest way to receive these updates. If you have not provided your email address to Sunnycrest, please contact the Patient Experience team so we can add your email address to our list of family contacts.