

December 9, 2020

Dear Families of Residents at Sunnycrest Nursing Home,

We are writing to you with what will be the first of regular written updates.

On December 3, 2020 Lakeridge Health assumed temporary management of Sunnycrest Nursing Home through a Voluntary Management Contract approved by the Ministry of Long-Term Care.

We appreciate this is an incredibly difficult time for you and your loved one.

Over the last several days, family members identified as key contacts for residents have received a call from the Lakeridge Health Patient Experience Team with an update on the outbreak at the home. These updates started on Thursday, December 3, 2020 when the Lakeridge Health team received access to personal information about your loved one, as we took over management of the home. These regular touchpoints will continue while we are onsite throughout the next 90 days.

Our goal is to ensure you receive regular information about your loved one, and in a timely manner.

In addition, updates will be shared through **this newsletter**. It will be sent to family members identified as key contacts for each resident and used for these family members to share with other family members and friends as appropriate.

Lakeridge Health Approach at Sunnycrest

Lakeridge Health's top priority is to provide high quality care to residents throughout the outbreak and to foster a safe environment within the home. Further, we will focus on providing support and training for staff, ensuring adherence to proper infection prevention and control (IPAC) protocols and keeping people informed about loved ones.

We will be working in partnership with the Durham Region Public Health Department, the Region of Durham Paramedics Services and the Canadian Red Cross.

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

What's New:

COVID-19 Testing

Last week, residents who were COVID-19 negative received a test. For residents who have already tested positive, they do not require a follow-up swab.

If your loved one was symptomatic (showing signs of the virus), they will be cleared and considered resolved from COVID-19 ten days after the onset of their symptoms and so long as these symptoms are improving.

If your loved one, is asymptomatic (not showing any symptoms of COVID-19), then they will be cleared 10 days after their first positive test result. This aligns with guidance from public health.

Resident Moves

In order to further control the outbreak, several residents were moved from their previous rooms. Further moves may occur this week as residents are cleared. This “cohorting” helps to ensure residents who test COVID-19 negative are not exposed to residents who are COVID-19 positive.

Staffing Supports

Please be assured that your loved one is being safely cared for by an interprofessional group of skilled health care professionals and support personnel.

Lakeridge Health’s onsite team includes physicians, nurses, personal support workers, infection prevention and control experts (IPAC), occupational health and safety professionals, clinical educators, environmental services staff and communications and patient experience representatives, all of whom are focused on supporting residents, families and the Sunnycrest team.

The Region of Durham Paramedics Services are helping to monitor the wellbeing of residents. Support Aides from the Canadian Red Cross are helping residents with identified, beneficial forms of support, share expertise in areas such as IPAC, building, workflow and tactical adaptations and help organize and stage equipment, personal protective equipment (PPE) and supplies.

Cleaning Continues

To provide a safe and secure environment, Environmental Services team members from Lakeridge Health and Sunnycrest have initiated a deep and through approach to cleaning the entire home with increased frequency and with special attention to high-touch surfaces.

Nutrition Support for your Loved One

At this time, communal gathering areas such as the dining room and lounge and other congregate areas are temporarily closed for the safety of all residents and staff.

All residents are receiving their meals in their rooms. If you have any questions about how this change affects your loved one, please contact the Patient Experience team. (Contact information below.)

Laundry Services on Hold Temporarily

The COVID-19 outbreak has impacted the usual operation of the home's laundry facility. All residents will be provided with hospital attire in the interim. Regular attire will be resume in the next few days, as we have outsourced the laundry service. All personal clothing belonging to your loved one will be safely secured in their room.

Keeping Families Informed

If you have any further questions about the topics 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 newsletter 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



COVID-19 Response

to Sunnycrest, please contact the Patient Experience team so we can add your email address to our list of family contacts.