

January 7, 2021

Dear Families of Residents at Sunnycrest Nursing Home,

On January 1, 2021, Durham Region Health Department declared the COVID-19 outbreak at Sunnycrest Nursing Home over. This is a meaningful day for residents, staff and families. However, we remember the residents who passed away and send our deepest sympathies to those who lost a loved one to COVID-19. Lakeridge Health will remain on-site for the duration of the 90-day Voluntary Management Contract to provide care, support and training for staff, ensure adherence to proper infection prevention and control (IPAC) protocols and to keep you informed of the latest news at the home.

What's New:

Visiting

Sunnycrest continues to follow provincial lockdown guidelines. Visiting restrictions remain except for very limited and exceptional circumstances. We value the important role that families and essential caregivers play in the health and well-being of residents. We will let you know when it is safe to re-open the home to visitors.

Vaccines

Lakeridge Health is following Ministry guidelines related to the phased approach of vaccine distribution in Durham Region, starting with priority populations. The first vaccines to Sunnycrest residents are expected to begin today. Each resident and/or family member has been contacted related to consent to receive the vaccine.

We understand many family members are interested in receiving the vaccine. Details on a public vaccination distribution plan will be forthcoming from the Ministry of Health and Public Health. Please continue to check the [Ministry of Health's](#) website or the [Durham Region Public Health](#) website for the most updated information about the COVID-19 vaccine.

Resident Moves Continue

In the interest of resident safety and out of an abundance of caution, we have decided to limit occupancy on the 3-North Wing. At this time, there is no sprinkler system in that area of the home. Residents currently on the 3-North Wing will be relocated. All residents who paid for a private accommodation will continue to live in this arrangement.

As we work through this current round of resident moves, we are balancing each resident's personal wellbeing with IPAC practices.

Telecommunications

With many resident moves, there have been some telecommunications service challenges. As individual residents/families are the primary subscribers to these services, we ask families to please connect directly with your specific service provider for support. The Sunnycrest team will continue to collaborate with the vendors to help restore services.

Creating a more Reliable WiFi Service

We are working with Sunnycrest's leadership to fast track the implementation of a more reliable WiFi system at the home. A faster and stronger signal will enable more residents to participate in video calls with their family members and loved ones. If you are interested in coordinating a video call with your loved one, please connect with Jacklyn Furlong, Life Enrichment Specialist, at 905-576-0111 extension 244.

Dining and other Social Group Activities

While the lockdown is in place, residents will remain in their rooms for dining. We are working on a plan to resume congregate dining and other group activities. Please stay tuned for more information.

Laundry Services Resuming

As of January 21, 2021, we will resume regular laundry operations at Sunnycrest. Starting this week, residents will return to the usual practice of wearing their own clothes.

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 at 905-576-8711 extension 32489 and via email at Sunnycrest-PatientExp@lh.ca. As with previous newsletters, we will post this edition online on a [page](#) related to the latest Sunnycrest Nursing Home information.