



## **Lakeridge Health Provides Update on Sunnycrest Nursing Home**

**Whitby, Ontario – December 11, 2020** – Since assuming temporary management of Sunnycrest Nursing Home on December 3, 2020, Lakeridge Health continues to intensively deploy staff and resources as it works to manage a serious COVID-19 outbreak.

The Lakeridge Health team is providing high-quality care grounded in evidence-based infection prevention and control (IPAC) protocols, clinical support and keeping families engaged and informed about their loved ones.

“Ensuring Sunnycrest residents receive high-quality care and supporting their immediate needs is our top priority,” said Dr. Dan Ricciuto, Medical Director, Infection Prevention and Control, Lakeridge Health. “And we are grateful for the incredible collaborative efforts with our community partners, including the Region of Durham Paramedics, Ontario Shores and the Canadian Red Cross. Together we have made significant strides to improve the quality of care residents are receiving and have restored evidence-based practices and operations that are helping to bring the COVID-19 outbreak under control and limit the spread of the virus.”

### **Key updates**

#### **Staffing**

- Additional staff from Lakeridge Health, including physicians, nurses, personal support workers, IPAC experts, occupational health and safety professionals, clinical educators, environmental services staff, and communications and patient experience representatives continue to assist the Sunnycrest team to provide care and comfort to residents.
- Lakeridge Health and Sunnycrest physicians have teamed up and are collaborating on resident rounding.
- Lakeridge Health team members, in partnership with staff from the Region of Durham Paramedics, Ontario Shores and the Canadian Red Cross continue to provide high-quality care and are helping to meet the immediate needs of residents, particularly related to activities of daily living and social interactions.
- The care team is helping to connect residents with their loved ones virtually.
- Expert IPAC and clinical teams from Lakeridge Health continue to address the situation at Sunnycrest and have implemented action plans to limit transmission of the virus, while enhancing resident and staff safety.

### **Family Communications**

- Lakeridge Health's patient experience professionals continue to have ongoing dialogues with residents' families to provide updates on the home and to respond to concerns or questions.
- In addition, they continue speaking to family members identified as the key contact for each resident to provide individualized medical updates and answer questions about the care their loved one is receiving.
- Families also have access to a dedicated email and phone line to facilitate timely response to family inquiries.

### **Infection Prevention and Control (IPAC) and Safety**

- Working alongside the Lakeridge Health care team, Sunnycrest staff continue to receive ongoing training and education related to IPAC best practices.
- COVID testing continues with residents and staff, as well as cohorting residents to further reduce potential exposure to COVID-19.
- Environmental Services teams continue to work throughout the home cleaning, as well as conducting ongoing disinfection of high-touch surfaces.
- Lakeridge Health is deploying resources to ensure a sustainable and steady supply of personal protective equipment (PPE), as well as access to necessary medical equipment and supplies at Sunnycrest.

Further updates will be provided as new information is available.

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