

Greetings Hawthorne family members,

I hope you are all doing well and have been able to enjoy the summer safely. We took a short break to regroup after some staffing changes at Hawthorne. We are actively recruiting a new executive director as Gale Colburn is no longer working at the home. In the interim, Linda Calabrese, Vice President of Operations Responsive Management Inc. and Susan Kwolek, North York General Hospital (NYGH) Executive Lead are overseeing the executive director responsibilities.

We continue to see positive developments at Hawthorne, which are helping to restore our services and programs to pre-COVID levels – albeit they look and feel a little different to ensure the safety of residents and staff. Most recently Direct Dentistry Services visited the Hawthorne to provide dental care for residents. Summertime events such BBQ meals and ice cream truck are also back!

Virtual Town Hall

As NYGH approaches the half-way point of their 90-day mandate at Hawthorne they would like to engage with families and staff in another virtual town hall.

North York General will be hosting another opportunity for families to come together to discuss the progress to-date and how they will implement their remaining plans before transitioning management back to Responsive Group.

Virtual Town Hall

Monday, August 24, 2020
7 p.m. – 8 p.m. EST

Participate with Microsoft Teams video conferencing:
(Click on the link to join the Virtual Town Hall) <https://bit.ly/33VrEH2>

Participate by telephone:
1-437-703-4253 (this is a local number in Toronto)
When prompted enter the conference ID: 927 114 923#

Commitment to resident safety and wellbeing

Accreditation

On Thursday, August 6 and Friday August 7, 2020 Hawthorne participated in an accreditation survey lead by Accreditation Canada. Staff and residents were part of the process, which reviews the health and safety of the home. Staff and residents were involved in the process and their open and honest answers were welcomed by the surveyors. Health care facilities, long-term care and retirement homes view Accreditation as an opportunity to engage in ongoing quality improvement. We anticipate Accreditation Canada will provide us with the results of their survey in about two weeks. We look forward to sharing highlights of the report with families.

Hand Hygiene

A renewed focus on hand hygiene is an essential part of our infection prevention and control measures (IPAC). Proper hand washing is the first line of defense in keeping COVID at bay,

especially as we prepare for the fall. With this in mind, hand hygiene audits are taking place across the home to ensure this practice is firmly in place. We continue to work with staff to ensure consistency around all IPAC practices. Additionally, staff continue to receive COVID testing every two weeks.

Family visits

All Information related to visiting is available on the website. We appreciate everyone's efforts to take all the necessary steps to maintain safe outdoor and indoor visits. Please remember to book visits ahead of time by contacting Nelusha Coorway, Programs Manager at 416-745-0811 ext. 260.

Memorial

To acknowledge the impact COVID-19 has at Hawthorne, a memorial was held on Wednesday, July 29th for residents and staff to come together to grieve and reflect on what they have been through. The gathering was led by Pastor Philip Weaver and as part of the healing process a tree, accompanied by an engraved stone, will be planted at the home in the fall to commemorate the losses suffered during this time.

Although this event was very sad for everyone it also brought comfort and some closure, especially in light of all of the positive changes and progress that has been made over the past few months including no resident or staff cases of COVID-19, the safe use of personal protective equipment, new environmental services protocols, the reintroduction indoor and outdoor family visits and residents enjoying more of their typical group activities and dining together.

To achieve this, Susan has enacted a 30-60-90 plan, which has created clear goals and timelines the home needs to meet for NYGH to safely transition management back to Responsive Group. Residents, staff and visitors can see the great progress been made as a large poster of the plan is displayed in the lobby. An updated version will be put up next week to reflect the 60-day goals and progress.

Welcome back Charity

We are happy to announce Charity Sande, one of our dedicated social workers, is back from maternity leave!

With the number of COVID cases are trending low across the province and ongoing safety measures in place at Hawthorne, this has slowed down the number changes and updates. To ensure the information we provide is timely and informative we will be sending electronic updates every two weeks. The next update will be Friday, August 28th unless there are issues that come up at which time, we will communicate those to you.

Have a wonderful week!

Linda Calabrese