



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 2, June 2022



Supported by

Ontario

Central East Local Health
Integration Network

Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news



Director's message



June marks Seniors Month in Ontario. The theme for 2022 is Stay Active, Connected, and Safe. This is a time to recognize our seniors and the contributions they make to our communities. Across our homes, various activities will take place to celebrate and show our seniors how much they are appreciated.

The division and all four homes have created business plans for 2022. Our focus is to reconnect with residents and families. The management of this pandemic required numerous rounds of resident isolation, the curtailing of many social activities and restrictions on visiting. We are striving to strengthen the sense of community in our homes and are finding ways to re-engage. I encourage you to get involved in Resident and Family Council to the extent you are interested and able to do so. If you or anyone you know is interested in volunteering their time, please contact the Coordinator of Recreation and Therapy for more information.

We continue to welcome new residents, staff and volunteers to our homes, and if you have any concerns or suggestions, please speak to a member of the management team.

I wish you a healthy and happy summer, and I hope you enjoy this edition of the newsletter.

~Laura MacDermaid, Director, Long-Term Care and Services for Seniors.



If you require this information in an accessible format, please contact Barbara Surge, Acting Administrator at 705-426-7388 ext. 5301.

Quality

Accreditation

In January of 2023, our long-term care homes and Adult Day Programs will be surveyed by Accreditation Canada. Accreditation is a process where we review our processes and compare them to national standards in leadership, long-term care, community support services, infection control and medication management. This helps us to identify areas where we are doing well and areas where improvement is needed. In the next year, we will be working with staffing groups, Resident and Family Councils, and community partners to review areas of the standards, and provide input and feedback on our current operational processes.



New Regulations in Long-Term Care

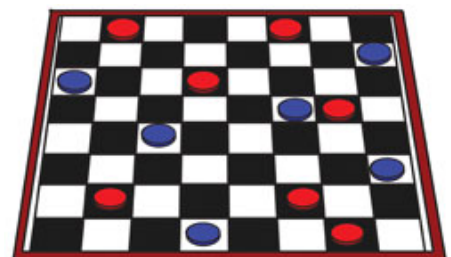
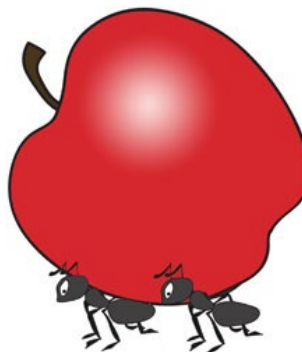
As of April 11, 2022, the Fixing Long-Term Care Act, 2021 (FLTCA) will regulate Ontario's long-term care home sector. The new Act lays the foundation for long-term care residents to receive enhanced quality of care and enjoy a better quality of life by improving staffing and care, improving accountability and enforcement; and building modern, safe, and comfortable homes for residents.

These regulations, and the policies and processes that will define them, will be implemented in a phased-in approach, and will focus on areas such as emergency planning, infection prevention and control, resident well-being and quality of care, staffing, palliative care, quality practices and accountability.

For more information regarding the FLTCA, please visit shorturl.at/brBDU

Adult Day Programs

Due to the pandemic, our Adult Day Programs have been closed. In the next few months, the Adult Day Programs at Hillside Estates, Lakeview Manor and the Lakeridge Health Port Perry site will be opening. We look forward to welcoming back clients from the community.



Lakeview Manor news

Residents' Council

Spring is here, the birds are singing, and we are making plans to bring back our community picnic. We could not be happier to be planning for this wonderful event. It not only includes the residents, staff and family members of Lakeview Manor but also our wonderful community of Brock Township.

The event will be held outdoors and will include a barbecue by the Lion's Club, free face painting, live entertainment, kids' games, characteristic and the Residents' Council Rummage Sale will be back in full swing. We look forward to seeing you all on Saturday, August 6 from 11 a.m. to 2 p.m.

We are starting to collect donations for the rummage sale, so if you have any household items you are looking to get rid of, please consider us. You can drop any donations off at the front entrance of Lakeview Manor; be sure to mark the item clearly that it is for the Rummage Sale and please put Sharon's name on it.

See you all at the community picnic!

Volunteer Corner

Volunteers back in action

We are so pleased to welcome volunteers back into the home. The joy and comfort that volunteers bring has been greatly missed.

We are currently looking for more individuals to join our team. If you are empathetic, have a talent to share, are a good listener or just want to make a difference, we are the team to join! We offer many different volunteer positions within the home, as well as at-home preparation to assist the program. For those looking to complete 40 hours of community hours, we have flexible hours and opportunities. Give me a call or drop an email and we can discuss all the exciting options.

Sharon.vance@durham.ca (705)-426-7388 ext.5325

Recreation and Therapy

The Recreation Department is preparing for the nicer weather and some outdoor programming, which includes gardening, bike rides on our duet bikes, and garden parties. The recreation calendars will be expanding as restrictions lift to advertise programs across different home areas. Providing the home is not in outbreak, residents will have the opportunity to attend programs across the home based on their abilities and interests.

Rob Clayton, Coordinator of Recreation and Therapy Services, will be leaving Lakeview Manor in pursuit of another opportunity and we are currently recruiting for that role.

The Therapy team – physiotherapist (PT), occupational therapist (OT) and OTA/PTAs (adjuvants) – are continuing to address the residents' therapeutic needs. The provision of

therapy is goal-specific to each resident who receives physiotherapy and/or occupational therapy. All programs are continuing per usual. Programs may involve different types of exercises. For example: strengthening, balance and/or range of motion. It could be a walking program or teaching a resident how to use a walker or move a wheelchair. Residents might be prescribed an assistive device to help with eating.

Therapy also helps keep residents as safe from falls as possible by prescribing different equipment, such as hip protectors or a special mattress. Emily Glass is an OT student from Queen's University who is at Lakeview Manor for eight weeks (April/May), completing the final required clinical hours before she graduates. She is working along with the therapy team in providing care to the residents.

Staff updates

We would like to wish good luck to Emily Robichaud, Adjuvant (OTA/PTA), who has accepted a position in Alberta. Emily has been part of the therapy team for three years. We wish her well in her new job and adventures out west!

In the coming weeks, Jennifer Blundell, OTA/PTA (Adjuvant), will be leaving on maternity leave. We wish her all the best and look forward to her return.

PTA Day

The Canadian Physiotherapy Association celebrates PTA Day across Canada on May 10 this year. Please join us in celebrating our OTA/PTAs! Thank you to the OTA/PTAs whose dedication and tireless efforts does not go unnoticed. Our professionals truly would not be the same without you!

Nursing

We recently welcomed a number of new staff, including PSWs and a Registered Nurse.

In addition, nursing students will soon be joining our team for the summer. We have two students returning from last summer with an additional three new students starting in May.

Finally, two of our registered staff recently obtained a certificate in wound care from York University. This education will provide the nursing team with knowledge, skill, and best practices to assist our residents with wound issues.

Environmental Services

Electric vehicle charging stations

We are pleased to share with everyone that we have recently completed installation of four new electric vehicle charging stations. These units have been installed at the back of our parking lot and are available for all staff and visitors who require it. We ask that these parking spaces be reserved for vehicles that require charging.

These units can be used by electric vehicle owners using an app or a prepaid card. These stations, and their maintenance and care, is done by a third party. There is a number located

on the front of the units if the users require assistance or want to report a concern. The units are monitored and if they go into an error, this will generate a service call to correct it.

We encourage anyone who works or visits Lakeview Manor that drives an electric vehicle to look at the stations and use them when needed.

Lakeview Manor staff will monitor to ensure the spaces are left open for electrical vehicles. We thank everyone for their cooperation and support with this new initiative.

Food Services

Due to unforeseen circumstances, our spring and summer menu was delayed, but it is on the horizon! Looking forward to the addition of more fresh fruits and vegetables!

Ongoing challenges continue in the global supply chain due to delays in raw materials, logistics constraints, labour shortages and more; supply remains highly volatile within the food service industry.

A gentle reminder that during this challenging time and until further notice, we are not accepting any outside food into the home and all guest meals have been cancelled.

We welcomed one part-time food service aide, Ryan Brock, to the Food Service team and are anticipating four Food Service students to onboard in May.

Administration

As the province and country lessen COVID restrictions and move towards normalcy, reconnection will be Lakeview's primary operational goal for the remainder of 2022 and 2023.

Reconnection with residents, families, staff, volunteers, and our external partners will help us move towards normalcy. One of the simplest ways to reconnect with one another is through communication, celebration, and laughter. Below are some ideas that will reset Lakeview to the pre-pandemic days.

- Resuming resident recreation and spiritual programming outside of cohorts.
- Resuming committee meetings and functions in the home.
- Resuming resident/family social connections, such as barbecues, luncheons, social tea, pub, and holiday celebrations.
- Hosting the annual community picnic.
- Hosting staff appreciation events, including barbecues, luncheons, and holiday celebrations.
- Offer on-site EAP sessions to address post-pandemic stress and anxiety, including meditation and relaxation techniques.

Let's hope that we get back to normalcy very soon!

I want to thank everyone for remaining vigilant with public health measures for long-term care, such as screening, surveillance testing, masking, and using appropriate PPE.

COVID-19 vaccine appointments remain available and can be booked at www.durham.ca/vaccineappointment or by calling 1-888-444-5113.

The home is currently recruiting for the Coordinator of Recreation and Therapy. Rob Clayton, who held the position for the past five years has taken on a new challenge in the position of Coordinator of Adult Day Programs for the Oshawa, Port Perry, and Beaverton sites. Rob's new office will be in the Beaverton Adult Day Program area. We wish Rob all the best in his new position.

~ Barb Surge, Administrator

The Regional Municipality of Durham
Social Services Department
Long-Term Care and Services for Seniors Division

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