



Long-Term Care & Services for Seniors Division
Lakeview Manor Newsletter
Issue 4, December 2019



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

Hello! Welcome to the winter edition of the divisional newsletter.

The holiday season is upon us. Each of the Region's long-term care homes has several special activities to help us get into the spirit and to celebrate. I look forward to attending as many as I can, and to share in the joy this time of year brings to many of us.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

For those of you who are new to your long-term care home, welcome. Our interdisciplinary care team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey. Please don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season, with much health and happiness in the year ahead.

I hope you enjoy this edition of the newsletter.

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

**HAPPY
HOLIDAYS**

Quality

2019 Resident and Family Survey

Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

Infection prevention and control

Gastroenteritis

Gastroenteritis is an inflammation of the stomach and intestines that usually causes diarrhea and/or vomiting. Norovirus is the leading cause of gastroenteritis outbreaks in long-term care. People often call gastroenteritis the flu, though it is no way related to the influenza virus, which causes respiratory illness. Noroviruses are common in North America, and very contagious, affecting all age groups. It can happen year-round, but outbreaks are more common in fall and winter months. The illness is easily spread in group settings where people are in close contact, like nursing homes.

Noroviruses are found in the stool or vomit of infected people. They are very contagious and can spread easily from person to person. People infected with norovirus can be contagious from the moment they start feeling ill to at least three days after they have recovered.

The main symptoms of norovirus illness are diarrhea, vomiting, nausea and stomach cramps. Other symptoms may include low-grade fever, headache, chills, muscle aches and fatigue. Most people feel better within one or two days, with symptoms resolving on their own and with no long-term health effects. However, pregnant women, people with compromised immune systems, young children and the elderly are at risk for developing more serious complications like dehydration. People infected should drink plenty of liquids to replace lost body fluids and prevent dehydration. In severe cases, patients may need to be hospitalized and given fluids intravenously.

To help protect you and your family from noroviruses:

- Wash your hands after using the washroom and before preparing or eating food.
- Do not eat raw shellfish. Cook it thoroughly before eating it, especially clams and oysters.
- Wash raw fruits and vegetables thoroughly with clean, safe running water before you prepare and eat them. Use a brush to scrub produce with firm or rough surfaces, like oranges, cantaloupes, potatoes and carrots.
- Thoroughly clean contaminated surfaces, and disinfect using chlorine bleach, especially after an episode of illness.
- After vomiting or diarrhea, immediately remove and wash clothing or linens that may be contaminated with the virus (use hot water and soap).
- If you have been diagnosed with norovirus or any other gastrointestinal illness, do not prepare food or pour water for other people while you have symptoms, and for the first days after you recover.
- Avoid contact with others until you are well again.



Lakeview Manor News

Family Council

We invite family and friends of LVM residents to join us for our next session:

**Wednesday, January 22 at 9:30 a.m.
Administration Wing Meeting Room**

(Light refreshments will be served.)

Guest Speaker: Anthony Stocks, Environmental Services

Anthony will be sharing his department's roles and responsibilities, as well as answering any questions the group may have about laundry, linen, cleaning practices and ground maintenance.



We're here for you

Moving a family member or friend into long-term care can bring with it a variety of emotions and questions. It's helpful to know you're not alone.

At any point in your journey, we invite you to reach out to Lakeview Manor's Family Council. We provide a safe environment where you can ask questions, voice your concerns, present ideas, brainstorm solutions and gain knowledge. Family Council also provides a wonderful opportunity to take an active part in your friend or family member's daily living and help shape their care.

Helpful tips from our family to yours

- 1) **On-site hair salon:** Lakeview Manor has an on-site hair salon on the first floor. Residents and staff may enjoy or benefit from this service. Hours: Monday to Friday, 9 a.m. to 4:30 p.m.. The hair salon is closed on holidays. To book an appointment or ask about fees, please call Tracey at 705-426-7388 ext. 5326.
- 2) **The library:** The Lakeview Manor library, on the first floor, is an inviting, cozy, and quiet place for an enriching visit with residents. The library holds a collection of games, puzzles, books and magazines for all to enjoy. The library is also home to a computer for residents' use.
- 3) **Social activities:** At Lakeview Manor, you are encouraged to join residents at a variety of social activities throughout the year. Watch for event posters in the elevators and updates on the monitor in the main floor lobby. You can also check the monthly activity calendar, which is posted in the library, in residents' rooms and on the Regional website (durham.ca). We look forward to seeing you at an upcoming event.

Learning together to make things better

In November, a resident family member attended a session on co-designing dementia care and services in North Durham. This session was one of three that brought together a mix of caregivers/care partners, patients, care providers (including physicians, nurse practitioners, hospital staff, etc.), and The Alzheimer's Society of Durham Region to explore better ways of providing care and support for those living with dementia. In

these interactive sessions, participants shared their personal experiences and their perspectives about what is needed to improve the quality and connectivity of care and services in Eastern York Region and North Durham Region. Participants worked in small groups to explore tangible solutions that will make it easier in the future to access services and support, while making a meaningful difference in the lives of people living with dementia.

Kathleen has shared a few of the key take-aways (below) from her group who focused on Dementia Care in Long-Term Care Settings:

- **A more personalized approach** is essential. Attention must be given to what each individual resident needs both upon admission and during their stay in long-term care.
- **More active programs** are vital and need to focus on the physical, cognitive and recreational needs of residents, including pet ownership or pets that reside in the Long Term Care Home.
- **Fully staffed Personal Support Worker support** is crucial. Better training, better recruitment, increased compensation/benefits and more full-time positions/shifts are needed. PSWs are invaluable to the community and long-term care. They need to be supported by their employers and respected as a profession.
- **Client and caregiver needs must be considered** before creating rules around admission. The impact of long wait lists and the admission system to long-term care are taking their toll on everyone.
- **A full-time Nurse Practitioner** is needed, on staff, in every long-term care home. Nurse Practitioners are essential to improving care in long-term care homes and reducing the need for hospital transfers.



The award-winning Lakeview Manor is already applying many of the practices listed above. The staff and management team consistently demonstrate a commitment to delivering high-quality care and services to residents. They are dedicated to providing a safe and supportive environment for residents and their families.

Have questions?

If you have questions about Family Council, or would like to be added to our mailing list, please contact: Melody Irwin, RSW, BSW Social Worker, Lakeview Manor (and Family Council Assistant) at 705-425-7388 ext. 5360

Residents' Council



We have officially kicked off our holiday season with our annual Holiday Bazaar. It was well attended by the general public, as well as our Lakeview Manor community.

Our meetings now take place the fourth Tuesday of the month at 10 a.m.

We would like to wish everyone a peaceful happy holiday season.

Volunteer Corner

We are busy working with Santa Claus gathering all the amazing donations for our Stocking Campaign.

We are so pleased to be able to give every resident at Lakeview Manor a Christmas Stocking to open on Christmas morning.



A huge thanks to all the family members who have generously donated.

We look forward to seeing our student volunteers return during their Christmas holidays, and wish our snowbirds a safe trip South. We look forward to seeing you again in the spring.

Recreation and Therapy

Lakeview Manor is preparing for the holiday season and there is a lot happening!

On November 25, we lit our Christmas tree and had a party with the stylings of the Georgina Brass Band. On December 5, we will be hosting another party sponsored and attended by the Durham Regional Police. We will then be hosting our holiday parties on December 10 for the third floor residents, December 18 for the second floor residents, and December 19 for the residents on the first floor. We will also be conducting two holiday light outings on December 9 and 16. Our Christmas Eve service will take place on December 24 at 10 a.m. Then, we will ring in the New Year with a party at 2 p.m. on December 31.



We would like to wish you all a safe and happy holiday season

Nursing

We are currently conducting a trial run on a new product with some residents who have diabetes and require insulin. This new monitor and sensor, called a FreeStyle Libre, allows the nursing staff to check the resident's blood sugar without a finger prick. The resident wears a sensor on their upper arm and the nurse can scan the sensor with the monitor and obtain a blood sugar reading instantly and accurately. No more painful finger tips from frequent pokes!

Congratulations to our own Andy Soni, Physiotherapist who is the guest speaker at this month's Registered Nurses Association of Ontario (RNAO) Falls Prevention and Reducing Injury from Falls for all Health Care Providers Webinar! Andy will be discussing assessing residents at risk for falls; increasing mobility, balance and strength; and increasing the resident's confidence to ambulate.

In conjunction with Human Resources, we have started using a different format and questions during the interview process for health care aides. It is hoped that this new method will more easily identify the soft skills required for a successful career in long-term care.

Gentle Persuasion Approach (GPA) training took place in November and additional classes are being planned for early in the new year. This training is a key component for helping staff manage challenging and, at times, disruptive behaviour. On a related note,

during the month of December, Ron Ranin from Ontario Shores will be conducting three education sessions on mental illness.

Environmental Services

To assist staff in dealing with difficult situations, we have been conducting “Code White” exercises during the past couple of months. These exercises create an environment for staff to come together and ask questions and share strategies. Code White can be called anytime a staff member is faced with difficult behaviour by a visitor, resident or co-worker. Lakeview Manor practices many emergency exercises over the course of the year to ensure we maintain the safest environment possible.

Exciting changes coming to Food Services

Durham Region’s Long-Term Care Homes (LTHCs) have been busy planning for some exciting changes in Food Services. After a comprehensive competitive bid process, the Region’s LTHCs have awarded Sysco Canada Inc. a primary food, beverages and supplies purchasing contract. Sysco is a well-established food distributor with a proven track record of quality service across North America. With this switch to a new primary food supplier in December 2019, we will be implementing a new model for our menus which better align with what is common in the food service industry. We will be switching to a Winter-Spring and a Summer-Fall menu model which allows us to align our menus with seasonally available items. Our Winter-Spring menu will be launched in all homes on Monday December 2nd, 2019. In addition to new menus and purchasing practices, we will be introducing new software and technology to modernize our food services departments allowing us to better meet the needs of residents. Implementation of this new technology, called Synergy on Demand®, will be introduced through a phased in approach that has already begun and will progress into 2021. Food Services is excited to be implementing Synergy on Demand® as it is the leading software in the industry and will unify all functions of the food services department under one platform.

The project leads for this implementation are Catherine Pazzano, Food Services Director from Hillside Estates, and Peter Chrisostomou, Food Services Supervisor from Fairview Lodge. We will continue to provide you with updates on these initiatives in upcoming newsletters.

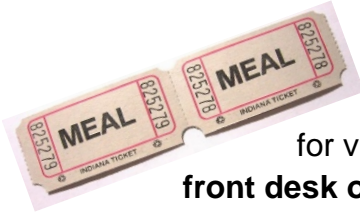
Administration

Office personnel changes

Recently there has been some changes in the Administration office. At the end of September, Jordan Keith left his temporary assignment as Senior Accounting Clerk. The position has now been filled permanently with Amanda Millson. Amanda comes to us from Hillside Terraces with more than a decade of Regional Finance experience, as well as experience in long-term care. She will be involved closely with residents and families on admission, discharge, and with the annual rate reduction applications.

We would also like to wish Kailey Graham, Senior Accounting Clerk all the best with her upcoming leave, and welcome back Hillary Quantrill in mid-December.

Meal ticket purchases



The office and dietary teams are working to transition into a more efficient process for the sale and purchase of meal tickets for visiting family members. Meal tickets can be purchased from the **front desk only** from Monday to Friday from 8 a.m. to 4:30 p.m.; and on Saturday and Sunday from 8:30 a.m. to 4 p.m.. When purchasing meal tickets on the weekend, please have exact change available. To reduce the hassle for family members who visit frequently for meals, bulk tickets can be purchased Monday to Friday from the front office. If you do purchase bulk tickets, please call in to the home at least two hours prior to the meal you are attending to give notice to the kitchen for food preparation. Your ticket needs to be given to the Food Service Aide providing the meal in the servery. This allows the tracking of non-resident meals to remain accurate. More information and reminders will be sent to families prior to the end of the year.

If you have any questions or concerns about this process, please contact:

Debbie Provost, Senior Accounting Clerk at ext. 5304

Tanya Grela, Food Services Manager at ext. 5331

Chauna Sutton, Food Services Supervisor at ext. 5330

The Regional Municipality of Durham
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If you require this information in an accessible format, please contact Mike MacDonald, Administrator at 705-426-7388 ext. 5301.