



Long-Term Care & Services for Seniors Division

# Lakeview Manor Newsletter

## Issue 1, March 2020



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Central East Local Health  
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### Mission

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

### Vision

Provide a community that embraces excellence in person-centered care

### We Value

Innovation, Collaboration, Accountability, Respect, Excellence

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## LTC and Services for Seniors Division news

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### Director's message

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

The past few months have been busy for our homes. We said goodbye to Marcey Wilson, Administrator of Fairview Lodge, in February as she embarked on a well-deserved retirement. Marcey's departure resulted in other changes in our senior leadership team that I'm sure you have been informed about.

As we do every year, our team, along with Family Council presidents, met to discuss our Operational Plan for the Division for this year. We identified several initiatives we will be undertaking to further our Strategic Plan in the four key priority areas of transforming care and services, strengthening connections, preparing for the future, and supporting the team to achieve excellence. The completed Business Plan will be posted in the homes and available for your review.

A warm welcome to those of you who are new to your long-term care home. Our interdisciplinary care team works hard to ensure your comfort and safety. Should you have any concerns or questions don't hesitate to speak with any member of the team.

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 extension 5301.

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## Quality

### 2019 Resident/Family Satisfaction Survey results

Many thanks to the residents and families who responded to the annual satisfaction survey. Homes will now review the results and incorporate the feedback into their operational plans. Summaries of the results have been posted in each home. Updates will be provided to the Residents' and Family councils in the upcoming weeks.



### Accreditation update

Accreditation is an ongoing process that allows our organization to regularly and consistently examine and improve our care and services. Our division also undertakes a formal evaluation or survey every four years. This year, we will begin the process of organizing and preparing for the formal evaluation, which will occur in 2022. We will be asking for feedback from residents, families, staff, volunteers and community stakeholders.

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## Infection prevention and control

### Novel Coronavirus (COVID-19)

Here are some answers to frequency asked questions related to novel coronavirus.

#### What is it?

Coronaviruses are a large family of viruses that cause illness in humans ranging from the common cold to more severe diseases. A novel coronavirus is a new strain that has not been previously identified in humans. In some cases, illness caused by novel coronavirus can be mild. In more severe cases, the novel coronavirus can cause pneumonia, acute respiratory distress syndrome, severe influenza-like illness, kidney failure and even death. On December 31, 2019, a cluster of cases of pneumonia was reported in Wuhan, China. Recent information has confirmed a novel (or new) coronavirus (COVID-19) as the likely cause.

#### How is it spread?

The novel coronavirus can be spread from person to person through:

- Close personal contact, such as touching or shaking hands.
- Contact with nose and throat secretions (e.g. coughing and sneezing).
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands.

It is currently not known how long the COVID-19 can survive outside of the body on a surface.

## Novel Coronavirus continued

### **What are the signs and symptoms?**

Signs and symptoms may include fever and/or respiratory symptoms such as:

- Cough.
- Shortness of breath.
- Other breathing difficulties.

If you are concerned about symptoms, contact Telehealth or your healthcare provider, and wear a mask when attending medical appointments.

### **How can I protect myself?**

To reduce the spread of germs, including the novel coronavirus and the flu, we recommend that you:

- Wash your hands often with soap and water or hand sanitizer when hands are not visibly dirty.
- Cough or sneeze into your sleeve or elbow and encourage others to do the same.
- Avoid touching your face and clean hands before touching eyes, nose or mouth.
- Clean and disinfect surfaces, especially those that are high-touch areas.
- Do not share water bottles, straws, eating utensils, cigarettes, toothbrushes, toys or anything else that has been in contact with saliva, nose or throat secretions.
- If you are ill, stay at home and keep yourself away from others.
- If you are ill and must visit a healthcare provider, call ahead or tell them right away when you arrive that you have a respiratory illness and wear a mask while waiting to be seen.

It is not recommended for healthy individuals with no symptoms to wear a mask. Masks may provide a false sense of security and may increase risk, as people continually check their masks and touch their faces without first having washed their hands.

### **Please postpone your visit to one of our homes if:**

- You have a fever higher than 37.5 degrees Celsius.
- You are throwing up or having diarrhea.
- Your eyes are pink and crusty.
- You have a cough that keeps you awake.
- You have a sore throat.

Staff, other caregivers, volunteers and visitors are asked to self-screen at home. The homes have put into place a screening process.

### **How is the novel coronavirus treated?**

There is no specific treatment for the novel coronavirus (COVID-19). Supportive care based on symptoms may be helpful.

### **Is there a vaccine for a novel coronavirus?**

Currently there is no vaccine for the novel coronavirus (COVID-19).

## What our division doing?

- We are asking that all visitors and staff self-screen before entering the home. If you are ill and have recently travelled to the affected area(s) or been in close contact with someone who has become ill after travel to the affected area(s), please refrain from entering the home and seek medical care as needed.
- We have implemented routine screening of all residents upon admission, re-admission and return to the home. This screening includes taking the resident's temperature and looking for signs and symptoms of respiratory infection and other questions related to contact with affected area(s). It will help us to identify someone at risk for the novel coronavirus and arrange for appropriate precautions to prevent the spread of illness.
- We are reviewing our preparedness plans to ensure that we are well equipped to continue to safely provide care to the residents in our homes during a pandemic.

Please visit the [novel coronavirus \(COVID-19\) update page on the Insider](#) for the most to up to date information.

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## Durham Region Corporate News

### Access and Privacy Office Opens

Durham Region recently opened its Access and Privacy Office at Regional Headquarters, 605 Rossland Road East in Whitby. While information and privacy requests have always been processed through the Region, the creation of this dedicated office highlights the importance placed on public access to information and supports the government's goal of transparency and accountability.

The Access and Privacy Office provides residents and organizations access to information on Regional decisions and actions, while protecting the privacy of individuals and personal/sensitive information. The office oversees the Region's Privacy Management Program; processes access to information requests; educates employees and external stakeholders on the Region's privacy practices; and manages responses to privacy complaints and appeals to the Information and Privacy Commissioner of Ontario.

Visit the [Access to Information page](#) on durham.ca for more information on public access, and making a Freedom of Information request.

Questions? Contact [foi@durham.ca](mailto:foi@durham.ca) or visit us at Regional Headquarters on Level 1 by the main elevators. We look forward to meeting you!

### Inclusive Durham

The Region of Durham has a Diversity & Inclusion Strategy that was developed through surveys and focus groups with our staff. The Inclusive Durham Committee is focused on supporting the goals from the strategy to ensure all employees feel welcome in the

workplace and can be their authentic selves. Several actions and activities have occurred over the last year to increase our employee's cultural competence and to become aware of their own biases. We are making progress all the time through education and awareness, and an increased willingness to share information with each other. Employees who are engaged at work and feel safe and welcome will provide exceptional service. That service is then passed on without judgement or bias to the people they serve.

In our long-term care homes, we also want to ensure the residents, families and visitors feel welcome, and that we have an inclusive community for them to live in or visit. We will focus on this during the next few years. If you have any suggestions to further support this strategy at the home-level, please share them with your Residents' or Family councils, or any member of management within the home.

Our Diversity Makes Us Strong  
Our Attitudes Make Us Inclusive

We are  Inclusive  
Durham

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## Lakeview Manor news

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### Family Council

As family members or friends of a resident who lives here, you have the wonderful opportunity to take an active part in their daily living by becoming a member of our Family Council.

We meet once a month for about 90 minutes in the meeting room at Lakeview Manor on the fourth Wednesday of each month at 9:30 a.m. Our next meeting dates are:

- February 26
- March 25
- April 22
- May 27
- June 24

Coffee, tea and treats are provided. We offer support, provide suggestions and consider fundraising ideas. We also complete projects in the home that are beneficial for everyone. We invite speakers and staff members to our meetings to provide us with information, discuss concerns, make recommendations and initiate changes where possible.



Family Council advocates for all residents, many of whom have no one to support them, which is why it is even more important for our Family Council to exist and be active in the home. Family Council members benefit by getting support from others who are also caring for their loved ones. Members learn how to navigate the home more effectively by knowing who to go to and how to address concerns.

Please consider attending our next meeting. We would sincerely appreciate your support and know that you will make an excellent addition to our group.

Send us your email address and we'll add you to our Family Council mailing list so that you get regular updates about meetings and other important information.

Looking Forward to Meeting You,  
Your Lakeview Manor Family Council

For more information or to have your email address added to the mailing list, contact Melody Irwin, Social Worker and Family Council Assistant at extension 5360.

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## **Residents' Council**

We would like to thank everyone who contributed to the stocking stuffer campaign. Every resident loves to open a stocking on Christmas morning, and because of your generosity, we were able to make that happen again this year.

We have many exciting events planned for 2020:

- Our annual community picnic and wellness day will be held on Saturday, June 6 from 11 a.m. to 3 p.m. rain or shine.
- Our Holiday Bazaar will be held on Tuesday, Nov. 17 from 11 a.m. to 3 p.m. We hope to see you there.

It is with great sadness that we announce the passing of our friend and Residents' Council President Brenda Morris. She touched the heart of every resident, staff member and volunteer that has been a part of Lakeview Manor in the last 10 years. Her energy, love and sense of humour will always be remembered.



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## **Volunteer corner**

We are looking forward to the spring, but in the meantime, we are grateful for all our volunteers who bring in joy to our home.

We will be showing our appreciation to our volunteers on Thursday, April 23 at our Volunteer Appreciation Dinner. Our theme is Canadian Family Feud. Although we don't feud with our volunteers, they are like family to us here at Lakeview Manor.

April 19 to 25 is National Volunteer Week, and it is a time to celebrate and thank Canada's 12.7 million volunteers. This year's theme is "It's time to applaud this country's volunteers." From coast to coast, Canada's volunteers work tirelessly to spur progress in their community, city and country.

Please remember to thank a volunteer.

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## **Recreation and Therapy**

Lakeview Manor is looking forward to the weather warming up soon and getting back to some fun celebrations. Some of the events we are looking forward to include the following:

- Saturday, April 11 – Easter Celebration
- Sunday, April 12 – Easter Service
- Monday, April 20 – A Wine and Cheese evening with the Beaverton Lion's Club.
- Wednesday, April 22 – Earth Day
- Thursday, April 23 – We will be hosting our annual Volunteer Appreciation Dinner to celebrate all our wonderful volunteers that dedicate their time and energy to improving the lives of the residents of Lakeview Manor.
- Thursday, April 30 – The Beaverton Public School is coming in to participate in some programming with our residents.
- Tuesday, May 5 – The Lakeview Manor Ladies Auxiliary is hosting their annual fashion show at the Beaverton Thorah Community Centre.
- Wednesday, May 6 – JBS Clothing will be setting up a mobile store in our main hall. Residents and families are encouraged to visit and shop for any items that they may need.
- Friday, May 8 – The recreation team will be holding a Mother's Day Makeover and Spa Day in the main hall to prepare all our residents for Mother's Day.
- Sunday, May 10 – We will be hosting our annual Mother's Day celebration in the main hall.
- Thursday, May 14 – There will be a Health Fair taking place in the main hall. There will be booths set up from local vendors promoting healthy living and workplaces.
- Saturday, May 16 – Kick off the spring with our Victoria Day celebration in the main hall.
- Thursday, May 28 – Students from the Foley Catholic School in Beaverton will be visiting to treat our residents to a concert.
- June – Seniors' Month
- Wednesday, June 3 – The students from Beaverton Public School will be visiting again to celebrate Seniors' Month with our residents.
- Saturday, June 6 – Lakeview is hosting its annual Community Picnic! This is an exciting event open to residents, families, and community members. The picnic includes barbecue provided by the Beaverton Lion's Club, live entertainment by Beaverton's own MT Pockets, Treats and Snacks, animal displays and petting zoo, games for the kids, and healthy living displays from local vendors.
- Sunday, June 21 – We will be celebrating all the dads for Father's Day
- Wednesday, June 24 – The ReUnion Choir will be coming to provide an afternoon performance for our residents.



We hope the tail end of winter is kind to everyone and look forward to warmer weather and sunshine. We hope to see you at some of our upcoming events.

Rob Clayton, Coordinator of Recreation, Therapy, & Adult Day Program extension 5320

We are currently in the process of hiring nursing students as summer Personal Support Workers (PSW) to work with our residents. It's a win-win situation, the residents love the students' enthusiasm and this employment opportunity allows future nurses to enhance their communication and care skills.

In March, two nursing staff will undergo training with our physiotherapy service to provide practical hands-on training and a review of lifting and transferring our residents.

In mid-April, please don't be alarmed when you see your PSW carrying an iPad! We are moving to electronic documentation for the PSWs. It's an exciting time; and please bear with us as we make this transition.

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## Environmental Services

As we look forward to nicer weather, the Environmental Services Department will focus our efforts on the exterior grounds. Lakeview Manor is fortunate to have the vast amount of green space surrounding our facility. We have close to 17 acres of property that stretches around our facility. A large amount of work and resources is put into keeping our property in top shape for our residents, visitors and staff.

Each year however, the snow melts away and leaves behind all the garbage and litter that has collected over the winter months. We would like to remind everyone to do their part in keeping the property litter free.

We would also like to remind all our residents to ensure their clothing is labelled. This is necessary to ensure we can return your clothing from laundry and be able to locate your items in the unfortunate event that they become misplaced.



We always welcome feedback and suggestions on how we can improve the property.

If you have any comments, please speak to Anthony Stocks or Bruce Allison.

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## Food Services

### Meal Ticket Purchases

The Business Office in conjunction with the Food Service Team are working towards a more efficient process for the sale of meal tickets. Effective July 1, meal tickets will be available for purchase from the Business office only.

Business office hours are:

Monday to Friday from 8 a.m. to 4:30 p.m.

Saturday and Sunday from 8 a.m. to 4 p.m.

Meal tickets will no longer be available for purchase at the unit serveries. When purchasing meal tickets on the weekend, please have exact change available.

In addition, family members who visit frequently for meals will now have the option of purchasing bulk meal tickets. If you do purchase bulk meal tickets, please call in to the home at least two hours prior to the meal you plan to attend to give adequate notice.



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

Debbie Provost, Senior Accounting Clerk at extension 5304.

Tanya Grela, Food Services Manager at extension 5331.

Chauna Sutton, Food Services Supervisor at extension 5330.

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## Administration

Effective February 10, Mike MacDonald is transferring to Acting Administrator at Hillsdale Estates while Gina Peragine, the current Administrator, takes on other temporary duties within the home, including the recruitment of several key positions. Once we have stability in leadership at the Estates, Mike will transfer back to Lakeview and Gina will return to the position of Administrator.

We are pleased to announce that Barb Surge has accepted the Acting Administrator position, and Julie Jarvis has accepted the Acting Director of Care position. We are confident that Lakeview will remain in good hands under their leadership.

These acting positions will run for between six to eight months.

Thank you to Mike, Barb and Julie for agreeing to these changes, and we wish them continued success.

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

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