



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

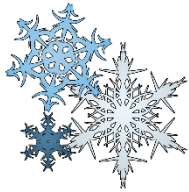
Issue 3, December 2020



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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

Since our last newsletter, the COVID-19 situation in Ontario and throughout most of Canada has gotten much worse. As the second wave continues to grip our province, we all need to do our part to protect ourselves and our loved ones and keep the community safe. I strongly urge each one of you to continue to be cautious at work and in your personal lives, which includes wearing masks when you cannot social distance and limiting your interactions with others.

A few weeks ago, on November 16, the province moved Durham Region into the orange "Restrict" zone for public health measures to stop the spread of COVID-19. On November 23, we moved into the red "Control" zone. As we shared earlier, we are now limited to only one essential caregiver visit at a time and that the essential caregiver must provide proof of a negative swab result within the past seven days and attest that they have not become positive since that time. All other visits have been cancelled, as have short stay and temporary absences.

As the holiday season approaches, we know this will be a difficult time for residents and families. Our staff are dedicated to making this time as special as we can for the residents in our care.

I want to thank the residents, families and staff for your understanding during this difficult time and to encourage you to reach out to a member of our management team if you have any questions or concerns about any policies, decisions or actions that we are taking in responding to COVID-19 in our homes.

I wish you the very best for the holiday season and hope that 2021 brings you health and happiness.

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

If you require this information in an accessible format, please contact Mike MacDonald, Administrator at (705) 426-7388 ext. 5301.

Quality

Annual Satisfaction 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. We realize that this has been an unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

Visitors in Long-Term Care

Our homes will be following the provincial COVID-19 Response Framework: Keeping Ontario Safe and Open, which categorizes public health regions into colour levels. Rules for visitors will vary based on the colour level of Durham Public Health. We are committed to ensuring visits are enjoyable and safe, allowing for proper physical distancing and infection control practices.

Please visit durham.ca/lcupdates for more information and updates on visiting our long-term care homes.

Resident Absences

In compliance with the Ministry of Long-Term Care's COVID-19: Visiting Long-Term Care Homes policy, the Region has made the difficult decision to suspend all short stay and temporary absences in our four homes; Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Only medical absences for outpatient appointments will be permitted.

Please visit durham.ca/lcupdates for more information and updates on absences from our long-term care homes.

Infection prevention and control

Influenza and COVID-19 update

The Importance of the Flu Vaccine During the COVID-19 Pandemic

Our lives have changed drastically as we navigate through this pandemic together. With most of our attention on the COVID-19 virus, it is easy to forget other threats to our health and well-being. We need to be reminded of the seasonal flu (influenza) as we approach our next flu season. Annual vaccination is the best and simplest way to protect yourself and others from the flu.



Influenza and COVID-19 update continued

What is Co-infection?

- Co-infection occurs when an individual is infected with two or more viruses at the same time.
- We are susceptible to the infection of both the influenza virus and the COVID-19 virus (especially when the flu season arrives this fall). Infection by both the seasonal flu and COVID-19 can pose a serious risk to our health.
- Co-infection between COVID-19 and influenza may increase the risk of severe complications among critically ill individuals. This includes cardiac injury, organ injury, and inflammation.
- The upcoming flu season may worsen the COVID-19 impact and put everyone in a more difficult position to control the pandemic.

Impact of the Seasonal Flu

- Increases the demand on hospitals and puts a strain on their capacity.
- Co-infection between the flu and COVID-19 may increase the severity of symptoms.
- Decrease in supplies needed to combat COVID-19, including PPE and testing kits.

Impact on our Long-Term Care Homes

- The seasonal flu will pose an added burden as we continue to combat the effects of the COVID-19 pandemic.
- Adults living in long-term care facilities are at an increased risk of complications or death due to the seasonal flu and COVID-19.
- Effects of the flu, including a decline in health and abilities, may remain permanent.
- It is important that we get our vaccination to protect not only ourselves, but the residents we care for in our long-term care homes.

Benefits of the Flu Vaccine

- Prevents illness from the flu.
- Reduces hospitalizations associated with the flu.
- Reduces complications associated with chronic health conditions, including cardiac events.

Control measures put in place for the COVID-19 virus pandemic include social distancing, hand hygiene and mask use. It also helps to protect against influenza; however, vaccination is essential to protect against the seasonal flu.

HAPPY
HOLIDAYS

Suspension of LTC Co-Payment Increase for 2020-2021 Cycle

Bulletin to Residents of Long-term Care Homes: Important News Regarding Long-Term Care Home Accommodations Charges. News released November 26.

The Ontario government is suspending long-term care resident co-payment rate increases for the entire 2020-21 rate cycle (July 1, 2020 to June 30, 2021). The rate increase that would have gone into effect in January 2021 will no longer take place. Rate increases are now scheduled to resume in July 2021.

Residents who are currently on the LTC Rate Reduction Program will not be impacted by this suspension as their reduced rate is based off of what they can afford. Residents will be required to reapply when the current Rate Reduction cycle expires on June 30, 2021.

The Ontario government will ensure that long-term care homes will not lose any revenue resulting from this suspension. The government will fully fund the level of care increases that would have been collected from basic accommodation co-payments. In addition, the government will compensate for the preferred accommodation premium increases that would have been applicable during the suspension period.

Congratulations to LTC Staff on your C2E Award

Congratulations to the Long-Term Care staff who went above-and-beyond in categories of Innovation and Service Excellence in 2019.

Innovation

Carol Berkers

- For development of the Empty Nest program to provide compassionate support of caregivers and families of new long-term care residents.

Allan Latter and Joan Stride

- For outstanding innovative development and successful implementation of the WorkForce Scheduling software system.



Congratulations to LTC Staff on your C2E Award (continued)

Service Excellence

Joanne Iacono, Shirley Connelly, Alana Mountaine, Shannon Lewis, Julie Perrin, Jennifer Walker, Jennifer Little, Maricar Dulay, Megan Lee, Rob Clayton, Lisa Alloway, Barb Surge, Jennifer Huitson, Heather Toll, Narges Farahvash, Kevin Spurs, Jennifer Bishop, and Tanis Head

- For above-and-beyond dedication to designing, creating, and successfully delivering the PointClickCare charting solution to Long-Term Care nursing staff.

Sean Bailey, Boris Stebih, and John Powell

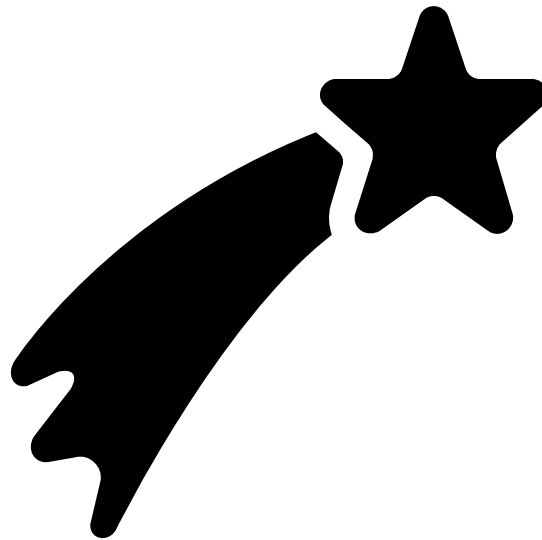
- For service excellence in timely and expert response to mechanical failure of the cooling tower at Hillsdale Terraces, and ensuring the safety and comfort of the residents.

Nicole Smith, Rose Ramiah, and Elizabeth Brownlee

- For outstanding initiative and exceeding expectations in leading, facilitating, and ensuring excellence through Excellence in Resident-Centred Care employee training.

Judy Fraser

- For dedication to the Long-Term Care division through championing excellence in processes, service and embracing best practices.



Lakeview Manor news

Family Council

New Membership

The Family Council of Lakeview Manor would like to wish everyone a very happy Holiday season. Our Family Council is currently operating virtually and are always looking for new members. We meet nine times per year (excluding July, August and December) and generally meet on a Sunday afternoon each month. Family Council is a great way to advocate for the residents, as well as stay informed on the operations of the home.

If you are interested in becoming a member of the Family Council, you can reach out to Rob Clayton, Manager of Recreation, Therapy and the Adult Day Program at (705) 426-7388 extension 5320.

Residents' Council

Residents' Council Meetings

This year brought many challenges for us all, however, our group has managed to work through it and stay positive. Although we cannot meet in person, we have Home Area Residents' Council meetings and regular updates. We look forward to when we can all discuss the past year together and make plans for our bright future.

Volunteer Corner

Volunteers, We Miss You!

Although our dedicated volunteers have not come into our home in quite some time, they still check in on our residents regularly through phone calls, emails and letters. Many have generously donated to our annual Stocking Stuffers.

We miss our volunteers greatly and look forward to the time we can all celebrate again together. Until then, we hope everyone remains safe, healthy and hopeful.



Recreation and Therapy

Virtual Visits

The Recreation team has been hard at work trying to keep residents connected with their loved ones via virtual platforms and window visits here at Lakeview Manor. We have also gotten back into the routine of daily group programming, which is being done on Resident Home Areas to promote physical distancing.

Holidays

The home celebrated Halloween on October 31, with staff dressing up to provide some cheer and spirit. On November 11, Remembrance Day was recognized by the entire home; each Resident Home Area held a service in the common areas and songs were broadcast through our overhead system, followed by a moment of silence.

Christmas Stocking Stuffers

The team has worked hard preparing for the holiday season to make this a special celebration for the residents of Lakeview Manor. Each Resident Home Area will have their own holiday celebration with entertainment and fun provided by the entire Recreation team. We have also collected donations for resident stockings so that each resident receives a special gift from Lakeview Manor on Christmas morning. There will be additional staff working on Christmas this year to try to accommodate the growing request for window visits and virtual visits.

Adult Day Program

The Adult Day Program is back, offering virtual services to our existing clients and taking on new clients as well. If you or someone you know could benefit from these virtual services, please call Lakeview for more information.



Nursing

Infection Prevention and Control

Infection Prevention and Control remains at the forefront of all our thoughts. We have collaborated regularly with Durham Region Public Health as well as Lakeridge Health Oshawa to ensure we are meeting (or exceeding) all COVID-19 safety requirements. Residents continue to be monitored twice daily for symptoms and will be swabbed if symptomatic. Lakeview Manor staff are swabbed every week. Active screening continues for everyone entering Lakeview Manor.

We are in the process of updating our isolation supply process so that the required supplies are stored and easily available to all staff on each Resident Home Area.

Thank you to residents, families, and staff for your commitment, dedication, support and patience during the COVID-19 pandemic. Please continue to help us keep our residents and community safe by doing the following:

- Follow your local Public Health guidelines
- Practice physical distancing
- Wash your hands often
- Wear a face covering when indoors and/or in a public space
- Cover your coughs or sneezes with your elbow
- Stay at home when ill



Environmental Services

Snow Safety

We would like to take this opportunity to remind all residents and families to use caution around Lakeview during inclement weather. We have staff and contractors that monitor our parking lot and walkways to ensure snow removal and salting is complete.

Vehicles should refrain from parking in fire routes and the driveway. This will assist us in clearing snow and ice efficiently.

Gift Items

For families wishing to give clothing items as a gift, arrangements can be made in advance to have your items labeled and returned to you immediately. All clothing items should be machine washable and dryer safe.

For all other items being left at the front door, the Environmental Services Department is monitoring and delivering items every day. Please refrain from leaving valuable items at the front door.

Should you have any concerns or feedback, please speak with Anthony Stocks, Manager of Environmental Services, at (705) 426-7388 extension 5340; or Bruce Allison, Supervisor of Environmental Services, at (705) 426-7388 extension 5391.



Food Services

New Menus

In October, we adjusted our summer menus for the new winter menus. Salads and salad items were replaced with more fall produce.

Spring menus are scheduled to change in February.

Pandemic Adjustments

Due to COVID-19, Christmas and New Year's celebrations will look quite different this year. Lakeview Manor's annual evening Resident and Family Christmas Dinner celebration has been cancelled. Our traditional Christmas and New Year's celebration meals will be served to residents on December 25 and January 1 at 5 p.m. Until further notice, all guest meals have been cancelled.

New Staff

We congratulate and welcome back Mandy Downey as Lakeview Manor's new Full Time Cook.



Administration

Farewell to 2020

As we bid farewell to 2020, we look back on what has been a very difficult and stressful year for everyone. The resiliency of staff, family members, and residents is remarkable. Even in these days, we continue to see smiles and hear laughter throughout the home.

I was very happy to return to Lakeview Manor on November 16 following a nine-month secondment at Lakeview Manor's sister-home, Hillsdale Estates, to help them through a challenging time with an evolving management team and key positions to fill. Who could

have predicted when I left in February that we were about to enter a global pandemic and have so many changes? I would like to thank Barbara Surge, Director of Care, for stepping into the role of Administrator and Julie Jarvis, Resident Care Coordinator, for taking on the Director of Care role. Their leadership was invaluable.

There are some new faces joining the Manor team in the weeks ahead. I would like to welcome Rita Lajoie to Lakeview Manor; she is the successful applicant for the Temporary Infection Control Practitioner. Rita will be starting on Wednesday, December 16, 2020 and will be located on the third floor, Hummingbird Circle, in the Infection Control office.

While we expect Christmas to look very different this year, our goal is to make it as enjoyable for the residents as possible. We will not be holding any large Christmas gatherings and parties this year, however, our Recreation team is planning small Resident Home Area activities that can be done within social distancing guidelines.

Have a safe and happy holiday.

Mike MacDonald, Administrator

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

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