



Long-Term Care & Services for Seniors Division
Lakeview Manor Newsletter
Issue 3, September 2021



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

We are officially in the fourth wave of this COVID-19 pandemic. The Delta variant is highly transmissible, so we need to be vigilant. Sadly, we have a COVID-19 outbreak at Hillsdale Estates. We have been working closely with Public Health to manage these cases and to prevent further spread of the virus within the home. Cases are continuing to rise in the community, especially in the unvaccinated and partially vaccinated cohorts. Being fully vaccinated is still the best way to stay safe, so if you have not already done so, please get vaccinated to protect yourself and others.

Over the past number of months, our homes have safely opened to new admissions. I would like to welcome new residents and family members. We are hoping to welcome volunteers, both previous volunteers and new recruits, to our homes very soon. Volunteers are very important members of our teams. We have missed them and look forward to seeing them again.

Once again, I want to thank the residents, families, and staff for your understanding during this difficult time and 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 response to COVID-19 in our homes.

~ 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



Accreditation

Long-Term Care and Services for Seniors will go through Accreditation in the spring of 2022. Accreditation is a process to review our organizational processes and compare them against sets of national standards. These standards are in the areas of Leadership, Long-Term Care Management, Infection Control, and Medication Management. The Accreditation process helps to identify if we are meeting the national standards and if there are any gaps, as well as action plans to help meet those standards.

Part of Accreditation is getting feedback from staff, residents, and families. We have just finished administering the staff Work Life Pulse and Patient Safety Culture surveys. All feedback has been sent to Accreditation Canada and we will receive a report highlighting areas where we excel and areas where improvement is needed.

Resident and Family Satisfaction Survey

This fall, we will administer the annual Resident and Family Satisfaction Survey. We have included questions regarding management and support during the pandemic again this year. Residents who are capable will be given the survey and will receive assistance to complete it if needed. Families who are identified as the “first contact” will be mailed the survey and asked to respond online or using a postage paid envelope. Watch for more details on the Resident and Family Survey this fall.



Community

Orange Shirt Day

Since 2013, September 30th has been commemorated as Orange Shirt Day. This year will mark September 30 as the first National Day for Truth and Reconciliation, a new public holiday under the Canadian Labour Code. The holiday is to honour First Nations, Inuit and Métis survivors, their families and communities, and to ensure that public commemoration of the history and the legacy of residential schools remains a vital component of the reconciliation process. We encourage all our employees and their families to embrace the significance of the day so we can ensure the tragic history and ongoing legacy of residential schools is never forgotten.

Infection Prevention and Control

COVID-19 vaccination

As of September 1, Durham Region has administered more than 947,000 doses of COVID-19 vaccines through community, hospital, pop-up and mobile clinics across Durham region. 75 per cent of individuals 12 years of age and older, and almost 76 per cent of adults 18 years of age and older, are now fully vaccinated with two doses. This is a tremendous achievement and Durham should be very proud as we continue to work on getting all residents vaccinated. More information on vaccination rates in Durham region is available at www.durham.ca/vaccinetracker.

COVID-19 vaccine update

The homes are working closely with Public Health to organize a third dose for residents.



Lakeview Manor news

Family Council

Family Council meetings

Family Council will resume in late September 2021. We encourage those of you who have loved ones new to Lakeview Manor to consider joining Family Council. Meetings take place monthly and provide an opportunity to discuss updates within the home, as well as create connections between loved ones of residents. Please see the Family Council bulletin board for updated dates and information as we head into the fall. We continue to appreciate your patience in participating in these meetings virtually as we navigate the opportunity to resume in person. For updates about what is happening in our long-term care homes during the pandemic, please visit the COVID-19 update page at durham.ca/LTCupdates.

Contact Family Council

We hope that you have all had a lovely summer. We are so grateful to have seen so many of you in person over the past few months! For more information about Lakeview Manor Family Council or to have your email address added to our mailing list, please contact:

Meghan Crandall, Social Worker and Family Council Assistant

705-426-7388 ext. 5360

Residents' Council

Residents' Council meetings

We are so very pleased to announce that we are going to be fully up and running, and almost returning to all our old duties, starting in September. Monthly Residents' Council meetings will be held on the second Tuesday of every month at 10 a.m. in the Main Hall. Resident Food Committee Meetings will be held on the fourth Tuesday of every month at 10 a.m. in the Main Hall. We have held our first Silent Auction in over a year and the proceeds will go to free BINGO prizes for the residents. All residents of Lakeview Manor are welcome, and we really encourage residents to participate and have their opinions heard.

President,

Katharine Clark

Volunteer Corner

Welcome back!

Welcome back to our dedicated volunteers! We have been so pleased to see our Monday Morning Manicure ladies back, as well as in-house entertainment, sing-along, Anglican Communion, the Chiming Chicks, pastoral visitors and, of course, our entire pastoral care team—you have all been missed so very much! We are starting to recruit new volunteers for varying jobs. If you know of a candidate or a student looking to complete their volunteer hours, please have them contact sharon.vance@durham.ca or 705-426-7388 ext. 5325

Recreation and Therapy

Recreation programming

The summer months have been exciting for the Recreation department as programming has started to return. At this point, regular programming has been able to return, as long as residents are grouped with others from their home area while indoors; when outdoors, we are now able to bring multiple home areas together to enjoy programming. We have had BBQs for all resident home areas throughout the summer months, which have been enjoyed by all. We have had some patio parties where entertainment has been re-introduced following a long absence of hired entertainment. The home celebrated and cheered on our athletes in the Tokyo Olympics and celebrated the Lakeview Manor Olympics with 14 days of activities, theme days, and team spirit.

We have also been happy to welcome back our volunteers over the summer months, including having some of our churches return to provide services to the residents by home area.

As we move into the fall months, we hope to continue to refine and expand our group programming, celebrate holidays, have regular entertainment, and get back to the larger group programs available for everyone within the home.

Occupational and Physiotherapy services

Occupational Therapy and Physiotherapy services continue to be provided to those residents who, following assessment, are deemed in need of this intervention. Potential areas of intervention are range of motion exercises, mobility, transfers, strengthening, balance, fall prevention and assistive devices, just to name a few. These are addressed through programming such as exercise groups, walking programs, and 1:1 exercise. Assistive devices – such as walkers, wheelchairs, bed rails, adaptive feeding devices, for example – may be prescribed. The OT and Physiotherapist, along with the Therapy assistants (adjuvants), work with the resident to participate in specific, therapy-prescribed activities to promote their autonomy and overall well-being.

Nursing

Nursing programming

Many of our regular nursing program meetings and initiatives were delayed due to COVID-19. As we move towards the new normal, we are once again reviewing and updating our Pain Management, Skin & Wound and Falls Prevention Programs to ensure they are meeting the needs of our residents.

In addition, the Nursing team – along with MediSystem, our pharmacy provider – recently participated in the Institute for Safe Medication Practices Canada's (ISMP Canada) Medication Safety Self-Assessment for Long-Term Care (MSSA-LTC). Upon completion, the team will have heightened awareness of the distinguishing characteristics of a safe medication system; and identify vulnerabilities and opportunities for improvement related to medication system safety at Lakeview Manor.

Influenza management

Our Influenza Management Program is on schedule with the kick-off in October/November for both residents and staff. Further details to follow.

Lakeview Manor extends our thanks to all staff, residents, family, friends, and visitors for continuing to keep our home safe and healthy.

Environmental Services

Clothing labels

As we enter a new season and the weather begins to cool off, I would like to remind families and residents to have all clothing items labeled by our staff. As you remove clothing and add in fall wear, it is important that all clothing be labeled to ensure its safe return. All clothing must be machine washable and dryer safe. Unfortunately, we cannot make special arrangements for delicate items.

Laundry

Environmental Services staff work hard to process, wash, and return items as soon as possible. All personal clothing items requiring laundering should be placed in the hampers with the yellow bag. The bed linens and towels get washed separately at an offsite facility. It is imperative for the quick return of your items that yellow bags are used by our residents, families, and staff. If you have any questions or feedback regarding laundry, please contact Anthony Stocks or Bruce Allison.

Food Services

Adjustable tables

We are in an exciting time with many improvements on the way. We have been approved to purchase seven two-seater, multi-adjustable tables. These tables are ergonomically curved and both height (up and down) and depth (in and out) adjustable, providing a dignified dining experience, as well as providing physical distancing for infection control.



Administration


As we approach fall of 2021, the home has seen the return of some “normal” activities and programs that have boosted the spirits of residents, staff, and visitors. The resident home areas are enjoying barbeques with live entertainment, the number of visitors to the home has increased, and the hair salon is open. All these little things add up to make Lakeview feel like pre-pandemic days, and it is a welcome change!

With this return to “normal,” we’ve also had to return to our day-to-day operation and staffing. This means the role of the Resident Care Aide (RCA) will cease to exist this fall. The RCAs were hired on a temporary basis and proved invaluable throughout the pandemic in doing window visits, helping with Zoom calls, assisting in the dining rooms, and doing 1-to-1 visits, all in an effort to make up for no visitors coming into the home. Lakeview was fortunate to have a great group of RCAs that formed meaningful relationships with our residents, and they will surely be missed. We need to remain vigilant in keeping COVID out of our home, particularly as the fourth wave is picking up speed in other areas of Ontario. We ask that you continue to comply with the Ministry protocols on screening and wearing PPE as directed by our screening staff. We all need to do our part to keep our residents safe. I hope you had a great summer and look forward to seeing you at Lakeview.

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

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