



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 2, June 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

As I write this message, optimism abounds as we look toward the relaxation of some of the COVID restrictions in both the community and our homes. I am hopeful that the COVID-19 case numbers will continue to trend in the right direction and that we can move closer to "normal." Our long-term care homes continue to work hard to keep the residents safe through this third wave.

In April, two significant reports were released; one from the [Office of the Auditor General](#) and one from [Ontario's Independent LTC COVID-19 Commission](#). Both reports noted the devastating impact COVID-19 had on seniors living in Ontario's long-term care homes, as well as the staff who care for them, and that change must happen to ensure this never happens again. Residents living in long-term care or other congregate settings deserve to feel safe and well-cared for, and their families need to trust that their loved ones are protected and receiving the best care possible. This is truly a watershed moment for long-term care. Our Division is currently reviewing the recommendations and assessing the potential impact on our operations.

At the beginning of May, we took the opportunity to recognize and appreciate all the hard-working staff in our long-term care homes, recognizing not only Nurses' Week and PSW Appreciation Day, but all the other disciplines as well. Each member of the team is important and contributes to the quality of life and safety in the home, and I appreciate everyone for their contribution.

If you are new to our homes, I welcome you and hope that your first weeks or months have been positive. I want to thank everyone for your understanding during this difficult time. I 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.

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



If you require this information in an accessible format, please contact Mike McDonald, Administrator at (705) 426-7300 ext. 5301.

Accommodation rate increases

The Ministry of Long-Term Care had suspended the long-term care (LTC) home accommodation rate changes for the 2020 to 2021 rate cycle to help support residents and families who may be experiencing financial challenges due to the pandemic. As such, the rate increase that was scheduled to be applied on January 1, 2021, did not take place. Rate increases are now scheduled to resume January 1, 2022. The homes will have information about the rate increases and will share those with residents and families upon receipt from the ministry.



Quality



Accreditation

In May of 2022, our Long-Term Care Homes and Adult Day Programs will be surveyed from 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 and provide feedback.

In May, we began administering the Accreditation Canada surveys, Worklife Pulse and Patient Safety Culture, to all staff in Long-Term Care and the Adult Day Program. Along with our annual resident/family satisfaction survey, this provides valuable feedback to our leadership team. Each home will have an accreditation board and we will be sending out more communication in the upcoming months.

Future State of Nursing Project

We would like to inform you that the Region of Durham's Long-Term Care is developing the Future State of Nursing Project, which will enhance the nursing operating model at Fairview Lodge, Lakeview Manor, Hillsdale Estates, and Hillsdale Terraces. The Future State of Nursing will standardize nursing roles and responsibilities, clinical practice expectations, and build capacity. The goal is to engage and empower our nursing team, improve clinical outcomes, and increase resident, family, and staff satisfaction at all levels of the organization.

This project will be developed and implemented strategically in four phases over the next two-and-a-half-years: Discovery and Research, Input, Planning, and Implementation. We are currently in phase one of this project, the Discovery and Research phase, which started in October 2020. The project team is developing the future state nursing model and will share project updates to keep you informed.



Infection Prevention and Control

COVID-19 Variants of Concern (VOC)

All viruses have the potential to mutate into new variants of the original virus. The SARS-CoV-2 virus, which causes COVID-19, has mutated with new strains named after the location where they were first found. Three different Variants of Concern (UK, Brazil, and South Africa) have been isolated in Ontario. Hundreds of cases have been found in the Greater Toronto Area alone. These VOCs spread easier and can cause more serious infections. Universal masking, protecting your eyes, performing hand hygiene, maintaining two meters of physical distance, going out only for essential reasons (such as work, medical appointments, grocery shopping, etc.), as well as getting vaccinated, are critical.

COVID-19 vaccination

Vaccination is important

How do vaccines protect against COVID-19?

- Viral vector-based vaccines work by presenting our body with something that looks like the infection but is non-infectious. Viral vector vaccines use a modified version of a different virus (the vector) to deliver important instructions to our cells. The benefit of viral vector vaccines, like all vaccines, is that those vaccinated gain protection without ever having to risk the serious consequences of getting sick with COVID-19.
- Our immune system responds by producing antibodies, natural protection, to fight a real infection.
- These antibodies will remain in our system to prevent illness should we be exposed to the COVID-19 virus in the future.

Learn more about the vaccine: durham.ca/COVIDvaccines

Visit bit.ly/3fylQJp or scan to watch Dr. Dan Ricciuto's COVID-19 Vaccine videos:



Visit bit.ly/2QOGSJK or scan to read COVID-19 Vaccine Fact Sheet:



Infection Prevention and Control continued

COVID-19 vaccine update



We are pleased to report the percentage of residents who have received both doses of the Pfizer vaccine.

Hillsdale Terraces, 93 per cent; Fairview Lodge, 93 per cent; Hillsdale Estates, 93 per cent; Lakeview Manor, 93.5 per cent.

Staff and essential caregiver vaccinations are ongoing. To learn more, read the [Durham Region Health Department COVID-19 Vaccine Fact Sheet](#).

Lakeview Manor news

Family Council

Thank you to our families

We understand that it has been a long time since many of you have been able to see your loved ones in person. With the onset of outdoor visits, we have been delighted to see some of our residents reunited with family members in person for the first time in many months. Thank you for your ongoing patience and for supporting us to care for your loved ones from a distance in order to keep everyone safe. We are hopeful for a summer of outdoor activities and connection with loved ones.

Stay connected

We are pleased to share that we are now booking outdoor visits for general visitors. For more information about the booking process, please refer to the letter that was sent out or call Recreation at extension 5322 to book. Currently, two general visitors can visit at one time, in addition to two essential caregivers, for a total of four people. These outdoor visits must be booked with Recreation in order to accommodate all families. We will continue to update you with new information as we receive it. Additionally, we will continue to offer alternative virtual visiting options, including:

- Phone calls
- Video chats (FaceTime, Zoom, Messenger)
- E-cards

Please contact Lakeview Manor's Recreation team at extension 5322 to learn more or book your visit. For information about becoming an essential caregiver, please contact Rob Clayton, Coordinator of Recreation and Therapy, at extension 5320. Rob can answer any questions and guide you through the process of becoming an essential caregiver if you qualify.

Virtual monthly meetings

Family Council continues to meet monthly over Zoom. Our next meeting will be held on Sunday, June 20 at 1 p.m. This will be the last meeting before the summer break and meetings will resume in September 2021. Thank you for your ongoing support and patience as we continue to navigate running these meetings virtually.

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 are hopeful that we will see you all in person very soon. In the meantime, we hope you all stay safe and healthy.

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

Volunteer Corner

We are happy to say the flowers are blooming and the birds are singing, and so are our residents'. We have regular Zoom sing-alongs with our wonderful volunteer Alice. Throughout all the changes over the last year and a bit, our faithful volunteers have been keeping in touch, sewing for us and sending encouraging messages. We are very grateful for their continued support.

We are looking forward to the day we can all celebrate together; many have received their vaccine and are eagerly awaiting the invite to come back. We appreciate the enthusiasm and attitude.

Until then, please continue to keep in touch and stay safe.

Recreation and Therapy

The Recreation team is working hard to recognize Seniors' Month, when we celebrate our residents for the entire month of June. Watch for daily games, challenges and draws to take place over the course of the month, as well as special programs each week and treats!

The Recreation team is continuing to work diligently to keep residents connected with family through virtual visits, window visits, signing up essential caregivers and now booking general outdoor visits as the weather improves. To book any of these visits, you can reach out to the Recreation department at extension 5322.

As of June 3, Lakeview Manor reached the required vaccination levels to start having more allowances for residents and essential caregivers who are fully immunized. An individual is fully immunized if:

- They have received the total required number of doses of a COVID-19 vaccine approved by Health Canada (example: both doses of a two-dose vaccine series, or one dose of a single-dose vaccine series); and
- They received their final dose of the COVID-19 vaccine at least 14 days ago.

For residents who are fully immunized, they will be able to:

- Eat in the dining room without physically distancing from other fully immunized residents on the same home area, and;
- Participate in indoor programming without having to physically distance from other fully immunized residents on the same home area.

For essential caregivers and residents who are both fully immunized, they are able to:

- Attend the dining room with their loved one, and;
- Attend indoor and outdoor recreational programs with their loved one.

These caregivers are still required to wear a mask and eye protection in the building; and wear a face covering in outdoor settings. They are also required to maintain physical distance from all other residents inside and outside the home.

We are looking forward to continuing to expand.

Occupational therapy and physiotherapy continue to be provided to residents who require these services. Areas addressed are mobility, transfers, strengthening, balance, fall prevention and assistive devices to name just a few. These are addressed through programming such as: exercise groups, walking programs, 1:1 exercise, etc. There is also a variety of equipment that is used, including walkers, wheelchairs, bedrails, and more. We help residents participate in activities in the home that promote their autonomy and well-being, working towards the goal of functional independence.

Nursing

The Lakeview Manor team has done a wonderful job at raising the percentage vaccination rate for both staff and residents. A mobile vaccination clinic was held on May 20, which assisted in reaching 93.66% of residents having first and second doses, and 79.10% of staff having first and second vaccination doses. With our percentage above the 70% mark, this allows for more opportunities for residents to visit and see their loved ones.

Hand hygiene is a positive intervention that all staff, and those who visit the home, should continue to practice. Masks and shields remain mandatory when in the building, but a shield is not required when outside. Please continue to wear your mask to and from your car when entering the building. Thank you for your dedication.

Environmental Services

Once again nice weather is here, and work will begin on improving and maintaining our groundskeeping. We would like to remind families and residents to seek approval prior to digging in the gardens so that we do not incur damage to our sprinkler system. We are in the process of scheduling the washing of the exterior windows around the building.

We will be working with our service providers to have our parking lot repaired and have the lines repainted over the summer months. More details will follow, as this will disrupt our parking lot for a couple of days. I would like to take this opportunity to remind all staff and visitors to refrain from parking in the fire routes. Please ensure your vehicle is safely parked in a designated space.

Over the past couple of months, Environmental Services staff have been working very hard at painting walls and re-waxing the floors throughout the building. This work, at times, can be disruptive to our residents and visitors, but in the end shows great results. We would like to thank everyone for their patience during this work.

If you have any concerns related to the Environmental Services department, please contact Anthony Stocks or Bruce Allison.

Food Services

Food Services would like to welcome summer students Nichola Robertson and Emma Sluggett, and permanent part-time employees Gajanthi Kirubaharan and Kyle Snoddon.

This is an exciting time with many improvements on the way. New production touchscreens have been installed in the main kitchen and Food Service management are completing the Mealsuite training for the Synergy 2.0 upgrade. In the future, touchscreens and electronic menu boards will be implemented in each of the unit serveries. As well, we are working very hard to increase our onsite scratch cooking commencing in August.

Administration

It is so nice to see the warmer weather. With recent changes to Directive 3, we now have residents, essential caregivers and general visitors outside enjoying each other's company. This is an encouraging sign of life returning to "normal" and, in some cases, first in-person visits in over a year!

Over the past year and a half, we've seen constant changes and updates to the Ministry Directive, often on Friday afternoons. Through it all, the residents, families, staff, and external partners have adapted to these changes quickly.

As provincial goals are set associated with vaccination rates, we continue to advocate with various decision-making bodies that determine our COVID practices, including the Ministry of Health, Public Health and AdvantAGE Ontario. We encourage them to review areas of operation that, if allowed to return, would have a positive impact. These areas include such things as hairdressing, pastoral care, worship services and large group events. We want life to return to normal as quickly as possible with safety in mind. Hopefully we'll see the changes in the very near future.

Lakeview staff continue to remain committed to providing the best care possible through this difficult time. We hope that all families remain safe and encourage you to get your vaccination.

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

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