



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 1, March 2021



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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-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news

Director's message

We are well into 2021 and while there have been some positive actions – such as the rollout of the Pfizer-BioNTech COVID-19 vaccine to residents, staff and essential caregivers and the move to the rapid antigen testing – we still have a long way to go, but we need to remain hopeful.

The pandemic has definitely changed our day-to-day routines and we need to remain vigilant. We must continue delivering care in a safe way, and I want to acknowledge the staff and essential caregivers for adhering to the infection prevention and control measures put in place for the safety of everyone.

We are happy to share a high-level summary of the results of our 2020 Resident and Family Satisfaction Survey with you in this edition of the newsletter. Obviously these have been less than ideal times, but I was pleased to see the many positive comments, especially related to communication. As always, there are opportunities for improvement and each administrator will be reviewing them closely with their team.

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 response to COVID-19.

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

The word 'March' is written in a large, purple, serif font. To the left of the 'M' and to the right of the 'h' are clusters of yellow daffodils with green stems and leaves.

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 2020 Resident and Family Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need attention. This survey included new questions about care, support and communication.

This year 97 per cent of eligible residents and 33.5 per cent of families completed the survey throughout the division. This response rate is similar to 2019.

Divisionally, resident satisfaction about overall care and services was 86 per cent, which is three per cent lower than 2019, and family satisfaction was 97 per cent, which is three per cent higher than 2019.

Administrators and their leadership teams will review the detailed feedback, share it with residents and family councils, and prioritize the areas that have been identified to make operational improvements.

This survey also provides us with an opportunity to see where we are doing well, providing positive reinforcement to our many hardworking staff. An infographic and detailed report that outlines each home's satisfaction survey results is posted in each home.

Infection Prevention and Control

COVID-19 Update

Recommendations for use of personal protective equipment for care of individuals with suspected or confirmed COVID-19

Droplet and contact precautions continue to be recommended for the routine care of people with suspected or confirmed COVID-19. A surgical mask/face shield or goggles is appropriate for droplet/contact precautions.

What are contact and droplet precautions?

Contact and droplet precautions are steps that visitors and staff need to follow when going into or leaving a resident's room. They help stop germs from spreading so other people don't get sick. Contact and droplet precautions are for residents who have germs that can spread by touching the patient or surfaces in their room, and when a patient coughs or sneezes.

SARS-CoV-2 Variant of Concern

COVID-19 is a virus and, like most viruses, it mutates or changes as it reproduces inside the cells of an infected person. The changed virus can then be spread to others and may continue to mutate as it moves from person to person. COVID-19 viruses that have changed or mutated are called variants (Variant of Concern). Recently, new variant COVID-19 strains were identified in the United Kingdom, South Africa and Brazil. These strains are Variants of Concern (VOC) because they appear to spread more easily than other strains. They have since also been identified in many other countries around the world, including Canada.

Symptoms for the variants are the same as the usual COVID-19, including cough, fever, shortness of breath, runny nose, sore throat, or other symptoms. To learn more visit [SARS-CoV-2 Variant of Concern \(VOC\)](#).

COVID-19 Update continued

Reduce your risk and help prevent the spread of COVID-19

While the new COVID-19 variants seem to spread more easily, they are thought to spread in the same way as the usual virus. This means that the same types of preventive strategies will be effective. However, the new variants can more easily take advantage of any relaxation of those preventive measures.

To protect yourself and those around you, continue to follow all public health guidance, including:

- washing your hands and frequently sanitizing
- wearing a mask/face shield/goggles
- practicing physical distancing
- staying home when sick
- following all public health measures in effect.

These are all critical steps to preventing the spread of the virus, regardless of what strain it is.

Influenza Vaccine Update

Every fall, each home delivers influenza vaccines to long-term care residents and staff.

While control measures for the COVID-19 pandemic do help protect against influenza, vaccination is essential to protect against the seasonal flu.

We are pleased to share the results of the flu vaccine compliance for residents and staff in the fall of 2020.

Staff

Fairview Lodge, 79 per cent; Hillsdale Estates, 89 per cent; Hillsdale Terraces, 82 per cent; Lakeview Manor, 85 per cent.

Residents

Fairview Lodge, 91 per cent; Hillsdale Estates, 97 per cent; Hillsdale Terraces, 96 per cent; Lakeview Manor, 91 per cent.



COVID-19 Vaccine Update

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

Hillsdale Terraces, 93.5 per cent; Fairview Lodge, 93 per cent; Hillsdale Estates, 93 per cent; Lakeview Manor, 88 per cent.

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



Rapid Antigen Testing

As of February 16, rapid antigen (RA) testing will be phased in for staff, essential caregivers, support workers and general visitors once permitted at the Home. Testing for essential caregivers (ECs) has begun.

Staff and ECs who enter long-term care homes two or more days within a seven-day period will be required to undergo RA testing on non-consecutive days (up to three times) in that period before granted entry to visit a resident.

Testing clinics will be open seven days a week. Please check with your home on the times of the testing hours. Please note that it takes between 15 to 20 minutes for the test results to be processed prior to leaving the swabbing area.

If you previously tested positive for COVID-19, you may not be required to undergo the RA test. Please consult the Infection Control Practitioner to discuss your situation.

Please refer to our webpage at durham.ca/ltcupdates for further information about RA testing.

Lakeview Manor news

Family Council

Good News

We are starting to see a positive light amidst the COVID-19 pandemic. The Ontario government has started the vaccination process and most residents and staff of Lakeview Manor have received their first dose.

We are looking forward to the day when the pandemic is behind us. Our hearts go out to those who have suffered or lost loved ones during these trying times.

Thank You to Lakeview Manor Staff

Thank you to the wonderful and compassionate staff who continue to protect, entertain and care for the residents. We hope staff know how much we appreciate them, their courage and dedication.

Stay Connected

We know you miss your loved ones and they continue to miss you! Like many of you, some of us have family members residing at Lakeview Manor. While it may not be the hug we want to give our loved ones, there are ways to stay connected.

We encourage you to connect with loved ones through the many options offered by Lakeview Manor's kind-hearted Recreation team. This includes:

- phone calls
- video chats (FaceTime, Zoom, Messenger)
- and e-cards.



Contact Lakeview Manor's Recreation Team at 705-426-7388 ext. 5322 to learn more.

We also encourage you to ask about becoming an essential care visitor. Please contact Lakeview Manor's Coordinator of Recreation and Therapy Rob Clayton at 705-426-7388 ext. 5320. Rob can answer your questions and guide you through the process of becoming an essential caregiver, if you qualify.

Virtual Monthly Meetings

While Lakeview Manor remains closed to visitors, Family Council members continue to meet via Zoom. We will slowly reintroduce our regular meetings and educational sessions once we have approval. In the meantime, we thank you for your understanding and patience.

For updates about what is happening in our Long-Term Care Homes during the pandemic, please visit the [COVID-19 update page](#) on the Durham Region website.

Contact Family Council

If you would like to reach out to us for information, support, to voice your concerns, or to join a meeting, please contact the [Lakeview Manor Family Council by email](#).

We hope to see you soon. Stay healthy and safe.

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

Happy (Almost) Spring!

Residents' Council continues to meet in smaller groups and discuss all that is going on in Lakeview Manor. We are starting the process of electing a new Residents' Council team and look forward to working together again. Concern forms are available on every resident home area and in the library. Just a reminder that food concern forms are in every dining room and they are for food concerns only. We hope everyone is staying healthy and positive.



Volunteer Corner

Volunteer Update

With spring on the way, we are hoping we will be able to welcome our volunteers back soon. Until then, we are happy to hear from volunteers through calls, emails and sweet letters. Many of our loyal volunteers are finding ways to participate in Lakeview Manor life by keeping in touch virtually with residents and checking in to see if staff and residents need anything. We are looking forward to being together again and look forward to the day when we can see everyone's smiling faces.

Recreation and Therapy

Recreation Programs Update

The Recreation Department continues to keep residents connected to their families virtually (for those who are unable to visit in person). Bookings can be made through the Recreation Department at 705-426-7388 extension 5322.

The Recreation team is also working diligently to keep residents engaged during these challenging times. While the home is not running large programs like we did in the past, we are running smaller programs on each resident home area. Staff are also providing more frequent one-on-one programs to help meet the individual needs of Lakeview Manor residents.

Therapy Programs Update

Occupational Therapy and Physiotherapy continue to be provided to residents who require these services. Areas we continue to work on are mobility, transfers, fall prevention and assistive devices, to name just a few.



Nursing

New Additions to the Team

Meghan Crandall is Lakeview Manor's new Social Worker as of January 18, 2021. Meghan has a Bachelor of Social Work from Trent University. She previously worked as a Transition Navigator in the acute care sector, as well as a Psychogeriatric Case Manager. Meghan is looking forward to the shift from acute to long-term care, where she can build relationships with residents, families and staff. Meghan can be contacted at 705-426-7388 ext. 5360.



Nursing Students

Despite the challenges of the COVID-19 pandemic, Lakeview Manor recognizes the need to support our future healthcare professionals. For the winter semester, we welcomed Julie Dunn, an Occupational Therapist student from Queen's University; Kaitlyn Champagne, a Registered Practical Nurse student from Durham College; and Kaela Murphy, a Bachelor of Science in Nursing student from Ontario Tech University. In addition to gaining the knowledge and skills of their chosen profession, these students will become skilled at navigating the ever-changing healthcare landscape during uncertain times while providing outstanding resident care!

Infection Control

The new rapid antigen testing (RAT) started in February. It consists of a four-part swab that provides results in 15 minutes. Here are a few standard protocols to keep in mind:

- If a positive result is obtained by the rapid test, it is followed up immediately with a nasopharyngeal swab, which is the traditional one-swab test. This swab is then sent to the lab for testing.
- Any staff member or visitor who has a positive result from the rapid test will be sent home to quarantine until the lab verifies the result of their swab.
- If an outbreak is declared at Lakeview Manor, swabbing will once again return to the usual nasopharyngeal swab.

Please remember, a completed course of vaccination with both doses of Pfizer or Moderna vaccine does not mean that you cannot carry and transmit the virus to others, even if you are asymptomatic. It is still crucial to ensure that we are following all Public Health recommendations, even after being fully vaccinated, which includes social distancing, frequent hand hygiene, and wearing a mask and face shield.

Thanks to all family, friends, staff and visitors for keeping our home safe and healthy.

Environmental Services

Monthly Fire Drills

Each month, Environmental Services conducts three random fire drills throughout the home. These drills are carried out for several purposes:

1. They are mandated by Brock Fire Services and the Ontario Ministry of Health and Long-Term Care
2. They train staff in emergency response measures
3. They educate residents and visitors of what to expect in a code red
4. They test the building's fire response systems

We understand that the fire system is loud and can be a major disruption to our residents and visitors, but the home must run these drills to ensure our staff and residents know what to expect if a real emergency occurs.

A few points to remember if there is a fire alarm:

- The emergency co-coordinator and assistant coordinator wear bright orange vests
- The library and café area are the command centre for staff and the fire department
- All visitors and residents will be asked to wait in the main hall or another designated area
- Staff will safely evacuate residents and visitors from the fire scene, even if there is no detection of smoke or fire
- If Brock Fire Department must respond, they will assume command of the emergency
- If you detect smoke or fire, follow the acronym RACE. It stands for:
 1. Remove people from immediate danger
 2. Activate the fire pull station
 3. Close the door and contain the fire
 4. Extinguish the fire, if possible



If you have any questions regarding fire procedures or any matter related to Environmental Services, please contact Anthony Stocks at 705-426-7388 extension 5340 or Bruce Allison at extension 5391.

Food Services

Update on Menus, Guests, and New Staff

Leaving behind the deep freeze of February, our Winter/Spring Menu hopes to warm the soul. The Winter/Spring Menu began Monday, February 8, 2021. It includes homemade soups, stews, casseroles and desserts.

A gentle reminder that during this challenging time and until further notice we are not accepting any outside food into the home and all guest meals have been cancelled.

We welcome new employees Mike Bradt and Debra Cawston to our Food Services team.



Administration

Message from Our Administrator

With 2021 well underway, we will have to continue overcoming challenges related to the pandemic. A bright light as we entered the new year was the much-anticipated vaccine rollout. We are extremely pleased that our residents and staff were at the front of the line to receive the vaccine and take a major step in preventing an outbreak.

New information was released from the Ministry of Health in early February related to how staff and essential care visitors will be surveillance tested using a rapid test. This will act as another layer of protection for our home. New information will be shared by a RAVE call and updated on the website.

We have some new Manor team members. We welcomed Rita Lajoie on December 16 to the Temporary Infection Control Practitioner role, and we also welcomed Meghan Crandall to the Social Worker role. As we look forward to spring, we hope that more “normalcy” will continue to evolve.

Mike MacDonald, Administrator

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

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