



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 1, March 2025



Ontario
Health atHome

Mission

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

Vision

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

We Value

Individuality, Collaboration, Accountability, Respect and Dignity, Excellence

LTC and Services for Seniors Division news

Director's message

As we welcome spring 2025, it's a time of renewal, fresh beginnings and looking ahead with optimism. The changing season brings longer days, warmer weather, and a sense of energy and possibility— much like the work we continue to do in long-term care.

Recently, our divisional leadership team, alongside Family Council presidents, came together to develop our annual plan, reaffirming our commitment to the strategic pillars of care and service, embracing innovation and workplace excellence. These priorities will guide us as we strive to enhance the quality of life for residents and support our dedicated staff.

Spring is also a time of welcoming, and we extend a warm greeting to all new residents, staff and volunteers who have recently joined our homes. We encourage you to connect with our team, ask questions and know that we are here to support you.

Enjoy this edition of the newsletter.

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



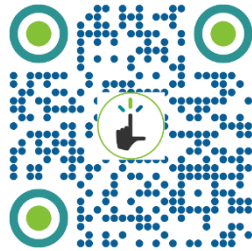
If you require this information in an accessible format, please contact Cortney Kay, Supervisor, Business Services at 705-426-7388 ext. 5303.

Policy and practice update

Mandatory training

A huge shoutout to all staff for their dedication and hard work in completing the 2024 training— what an incredible achievement with a flawless 100 per cent completion rate!

This year, we've launched the training program earlier, giving everyone the opportunity to check it off their list early. Ready to get started? For tips on logging in and navigating the platform, visit the user guide by scanning the QR code below. Let's keep the momentum going!



Program improvements

All program committees have been actively working to enhance the services at our homes. Learning needs assessments for 2024 have been completed and the training team is currently reviewing the results to prepare the divisional training plan.



Skin and wound care education

We are focused on improving skin, wound and continence care within our homes. Clinical Leads Kim Burns, Chrystol Kennedy and Brett Chiasson will participate in the Skin Wellness Associate Nurse (SWAN™) Program, which is part of the Ministry of Long-Term Care initiative. Additionally, Jean San Luis, Manager of Nursing Practice at Hillside Estates, is pursuing education as a Nurse Specialized in Wound, Ostomy and Continence (NSWOC). These initiatives are designed to enhance shared expertise and improve care for the residents.

Fall prevention and management

The Fall Prevention and Management program is preparing for a policy review this year.



Pain management

Our Pain Management program will focus on enhancing training and compliance related to pain management.

Palliative care

Training will highlight a palliative approach to care, with collaborative palliative projects taking place at Hillside Estates and Fairview Lodge.



Student placements

We continue to welcome students from various disciplines. Between January and December 2024, 289 student placements took place across the four homes and the divisional office.



Research collaborations

Our research collaborations on Virtual Reality Reminiscence Therapy (VRRT) and exergaming with Ontario Tech are ongoing. Ontario Tech has gathered feedback from our teams to make the prototype more user-friendly. As the studies progress, there will be opportunities for staff, residents and families to provide input.



Infection Prevention and Control



The cold months are almost behind us as we look forward to spring and summer. The past few months carried high activity in our community of respiratory viruses (COVID-19, influenza and respiratory syncytial virus) as well as gastrointestinal viruses such as norovirus. As a result, we saw an increase in infections and outbreaks in our long-term care (LTC) homes. The LTC homes monitored this activity closely and implemented measures as needed to help mitigate the spread of infection. Some homes implemented universal masking for staff and visitors to help keep our residents, staff and visitors safe during these times of higher infection rates and outbreaks. We thank you for your diligence in wearing a mask and staying home when ill to keep everyone safe.

Wearing the appropriate personal protective equipment (PPE) is also an important measure if you are visiting a loved one who is ill or in isolation. If you see PPE outside of your loved one's room, please ensure you wear all the appropriate PPE that is listed on the sign attached to the resident's door. This will help keep yourself and others around you safe. If you have any questions regarding the PPE required, please speak to your home area's Registered Practical Nurse or Registered Nurse when visiting.

Candida auris

What is it?

Candida auris (*C. auris*) is a fungal pathogen that is often resistant to several different treatments and disinfectants. *C. auris* can infect any body part, including the blood, a wound and be found on an infected person's skin. Signs and symptoms depend on the location and severity of the infection, but may include chills, fever or extreme lethargy.

Cases of *C. auris* have increased in many different parts of the world, including the United States. Cases in Ontario remain low at this time, however due to the increase in cases seen in other parts of the world, Ontario has designated *C. auris* as a disease of public health significance. Cases will continue to be monitored closely with our local public health unit.

As an added safety measure, our four long-term care homes will be screening new admissions and re-admissions from other health care facilities (i.e., a return from hospital) for *C. auris*. If a resident fails the screening tool, then contact precautions of personal protective equipment may be initiated, along with a test performed to rule out *C. auris* infection.

If you have any questions, please reach out to your home's Infection Control Practitioner.



Caring Connections Durham update

Exciting update: Launch of the "Change Ideas" phase for Caring Connections Durham at Lakeview Manor

We are excited to announce the launch of the "Change Ideas" implementation phase for the Caring Connections Durham Pilot Project at Lakeview Manor this February. This marks a pivotal moment in our project as we shift from planning to action.

In January, Beaver River staff participated in a two-day training session designed to equip them with essential tools and strategies to enhance the social and emotional well-being of our residents. This training will lay the foundation for the changes we are now implementing.

Our approach involves rolling out two change ideas per week. This allows the project team to gather valuable feedback from staff, residents and families, enabling us to adjust before introducing changes to other resident homes.

In February, we've already rolled out several key initiatives, including:

- **Noise Reduction and Stress Management:** A focus on reducing noise and stress in the dining room to create a calmer, more comfortable atmosphere.
- **Engagement Enhancements:** Introducing activity placemats to support residents who benefit from additional engagement before meals.
- **"All About Me" Form:** A newly updated version of this form is now in use, helping staff better understand the unique preferences and needs of each resident.
- **Community Connections:** We're excited to connect our residents with local schools and organizations in Beaverton through intergenerational programming.

Looking ahead, the project team will soon focus on:

- A new resident orientation program.
- Job opportunities for residents.
- An early breakfast dining initiative.
- Environmental enhancements, including personalized doors and the addition of vibrant murals.

The project will continue to evolve as we incorporate ongoing feedback from staff, residents and families to assess the impact of our new care model. In the coming months, we will expand training and project implementation to the entire home, and we're eager to witness the positive effects this initiative will have on our residents, families and staff



Lakeview Manor news

Family Council

Lakeview Manor's Family Council is a place where friends and family members of cherished residents gather to share experiences, offer support to the Lakeview Manor community, and seek out ways to make the experiences of our loved ones even more joyous and entertaining.

The council gives us all a chance to become better acquainted with the caring staff, the complex operations of the building and the functions of the various teams that work to make Lakeview Manor a most sought-after home. With these relationships and understandings, we are more able to find ways in which we can contribute to the team.

We all have a common experience – being present for a loved one to help them live their best life in a supported living environment. This can be rewarding, challenging and, sometimes, heartbreaking. The opportunity to share that common experience provides comfort and strength. Strengthening connections with staff members builds confidence in our roles as members of the caregiving team.

We are so fortunate to be part of a strong village– a community that is committed to building a loving and caring space for every resident, and their family and friends. Make the most of it and join our Family Council! To do so, please contact sharoncraigen@gmail.com.

Looking forward to meeting you.

Residents' Council

After the nasty winter, I think we are all ready for fun in the sun. Our green space at the back of the building can be enjoyed in the summer months. Recreation staff plan barbecues with concerts, or if you prefer, you can just enjoy a quiet moment in the garden watching the flowers and wildlife. I personally am hoping for a long summer, as I plan to go to the beach and am eager to see the return of our birds. Summer has so much to offer, just don't forget your sunscreen and hat.

- Katherine, Residents' Council President.

Volunteer Corner

It is safe to say that Father Winter did not forget us this year, but that will make the sweet signs of spring even more spectacular. With spring also comes National Volunteer Week; this year, our amazing volunteers will be celebrated the week of April 27 to May 3, 2025.

The theme for National Volunteer Week is "Volunteers Make Waves." We will thank our Lakeview Manor volunteers with an Appreciation Dinner to be held on Thursday, May 1. Be sure to take the time to thank one of our hardworking, caring volunteers when you see them, whether they are helping at BINGO, bringing their Therapy Dogs around to brighten our day, playing the piano or chiming for us, painting nails, preaching at the pulpit, turning hymn book

pages, assisting on bus outings, organizing the library or just bringing a smile to your face. We also need to remember our resident volunteers who are part of the Residents' Council and strive to make your living experience at Lakeview Manor one of comfort and enjoyment.

If you wish to volunteer with us or know someone who would benefit from the many health and physical rewards that come with being a volunteer, please contact sharon.vance@durham.ca or call (705)426-7388 ext.5325.

"Remember that the happiest people are not those getting more, but those giving more." H. Jackson Brown Jr.

Recreation and Therapy

As much as I appreciate something about every season, there is a saying that spring is a lovely reminder of how beautiful change can really be. Watching the outdoors come to life again feels magical when the blanket of white snow disappears, and all of the beautiful colours reappear. As difficult as change can be, change can be good!

The recreation calendar starts to change with the season. As the warmer weather begins to return, we look forward to getting back outdoors and start having conversations about what flowers would look best on the patios, and maybe even plant some seeds indoors to prepare. We value and appreciate any feedback that can be made to ensure the calendars reflect the individuals who reside at Lakeview. Please do not hesitate to speak with a member of the team to provide some input.

Families and friends are welcome and encouraged to attend any and all programs at Lakeview—we understand the importance of connecting and just how important you are! Extra calendars are available in the Library for your convenience. Having a calendar on hand can be a great tool to get those every day conversations started.

There is a lot of interest to book common areas for various functions/celebrations. Please note that the family room can be reserved, but has a maximum number of six people, which includes the resident. To reserve the family room, please contact the main office. The main hall is also available to reserve, provided it does not conflict with scheduled recreation events. The maximum number for this space is 20 people, which includes the resident as well. You can book the main hall by completing the request form at the main office, which I will review. Please make these requests well in advance, so we can plan to alter our usage accordingly and/or assist you in finding a day/time that is agreeable with everyone.

Please note that we do not accept donations unless it has been previously discussed and agreed upon by a member of the team. This applies to all wheelchairs and walkers when no longer in use; these items need to be taken home by family, as we do not have additional storage. If you are looking for places that will accept donations, a list has been provided to each home area.

A reminder that all pets visiting Lakeview are required to complete the Pet Visiting Form, which includes providing up-to-date vaccination information; this form can be found at the main office. For those who have already submitted their Pet Visiting Form, please ensure

that you continue to provide vaccination updates as they occur. While visiting with our furry friend, please stay with them at all times, and please do not leave your pet unattended or have them visiting community spaces— thank you!

All the best,

Kate Pelton

Manager of Recreation & Therapy

Nursing

Please join us in celebrating National Nurses Week from May 12 to 18! It is an annual celebration of our profession that always coincides with the birthday of Florence Nightingale, the founder of modern nursing, on May 12. The week provides an opportunity to recognize nurses everywhere, and celebrate their dedication and commitment to their patients and the profession.



Environmental Services

We have experienced a typical winter this year with lots of snow and cold weather. As snowy days are fresh in our minds, it's the perfect time to refocus our thoughts on nicer weather and enjoying the outside.

We will be focusing again this year on expanding our flowers and plants in our gardens and improving the exterior spaces. We always welcome any feedback from our residents and families on the type of flowers they would like to see in our garden spaces. Given the heavy snow and winter we have experienced, spring clean-up operations may be a little delayed this year.

As we start to think about packing away our winter clothing for another season, please be reminded that all new clothing brought into the home should be labeled before it is worn. This will help Environmental Services return the clothing back to our residents after it has been washed.

If you have any feedback, please contact Anthony Stocks.

Food Services

The Lakeview Manor team welcomes family/guests to join their loved ones for meals.

Meal tickets are available for purchase during business hours, Monday to Friday, at the business office located on the main floor. The cost of each ticket is \$10. We can accommodate a maximum of two (2) guests per resident. Please purchase guest meal tickets 72 hours in advance of the requested mealtime, as this allows time for staff on the units to be informed of the number of guests in order to set the tables appropriately.

The Family Dining Room, located on the second floor, can be reserved on a first come, first served basis. A reservation agreement must be signed at the business office. Maximum capacity of this space is six (6) people.

The 2025 spring/summer menu for Lakeview Manor residents is scheduled to commence May 12.

Ongoing challenges continue in the global supply chain due to delays in raw materials, logistics constraints, labour shortages and more. Supply remains highly volatile within the food service industry.

Administration

We look forward to the first signs of spring, longer daylight hours and some nice weather days. The nice weather is an opportunity to enjoy the outdoors. Lakeview Manor has some beautiful spots to sit and visit friends and family or take a short walk and enjoy the grounds. If you wish to explore off property, there is a paved walkway track across Main Street from Lakeview Manor. This walkway is known as the 'Lions Loop' and was completed by our local Lions Club.

I want to thank all residents and families who participated in our 2024 Resident Satisfaction Survey. We are thrilled to have shown an increase in overall satisfaction from residents and families. We have posted the survey results on the Quality, Family and Residents' Council bulletin boards. We will be using the survey results to develop a 2025 action plan in response to the suggested opportunities for improvement.

Resident income tax statements for 2024 will be mailed out mid-February to all families. Please remember to file your taxes. Residents who require assistance with tax filing can apply for a free tax clinic in Brock Township. Contact Cortney Kay, Supervisor, Business Services, if you are interested in signing up. Services are provided based on interest from residents.

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

Lakeview Manor
133 Main St.
Beaverton, Ontario L0K 1A0
(705) 426-7388

durham.ca

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