



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 1, March 2026



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 move from a long, cold winter into the promise of spring, there's a real sense of renewal across our long-term care community. In January, our Senior Leadership Team met with our Family Council Presidents to review our Strategic Plan, reaffirming our shared commitment to our pillars of Care and Service, Embracing Innovation and Workplace Excellence.

2026 is shaping up to be a particularly busy and exciting year. We are preparing to open our new 200-bed long-term care home, Seaton Village, in north Pickering in late fall; completing the final stage of our journey toward Accreditation Canada recertification next January; and expanding our Caring Connections Durham emotional model of care to our other homes following a successful implementation at Lakeview Manor.

We extend a warm welcome to all new residents, families, staff and volunteers– please stay connected, ask questions, and share your feedback with your care team or leadership. We are here to support you.

Enjoy this addition 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.

Quality

2025 Satisfaction Surveys

Thank you to all residents and family members who completed the 2025 Satisfaction Survey. Both resident and family satisfaction came in at all-time highs this year.

We also had the highest level of response rate from residents, with 81.5 per cent of capable residents completing the survey. Our divisional overall satisfaction from residents came in at 84.5 per cent.

Our Family Satisfaction Survey response rate was lower this year, at 27.4 per cent. The Canada Post mail strike at the time may have been a contributing factor to this lower response rate. Our family satisfaction rate came in at 94.8 per cent.

Each home is currently reviewing their individual reports and creating action plans for 2026 on how they can continue to improve quality care and services.



Policy updates

Throughout the year, we will now be providing information in this newsletter on some of our recent policy changes that impact residents and families.

- **Transfer of Resident within the Home:** this policy has been updated with a new statement that the home reserves the right to move a resident to a different room or home area if there is an imminent safety risk.
- **Release of Personal Effects:** this policy was revised to indicate when personal effects are not picked up after discharge or death, the home will communicate with the family with deadline dates. If items are not picked up by the date, the items will be deemed abandoned and donated or disposed of.
- **Smoking:** this policy had wording changes to clearly identify that residents can only smoke outside in designated smoking areas while on property. It also states that staff, family members and visitors are to follow the Regional by-law and not smoke on Region of Durham property.
- **Privately Hired Services:** this policy is new and replaces several former policies. This policy explains the process for residents and family members who wish to bring in private hired services into the home. The process has been streamlined to make the process easier for residents and family members, while still maintaining the requirements of the Region.

Copies of policies are available upon request; please speak to the homes' Administration.



Infection Prevention and Control (IPAC)

As we continue navigating the winter respiratory season, we want to thank all families, visitors and staff for your ongoing support in keeping our homes safe and healthy. Below are some important updates and reminders from the IPAC team.



Winter vaccine campaigns: thank you!

This winter, each of our divisional homes ran successful vaccine campaigns to help protect residents and staff from seasonal respiratory illnesses.

Across all homes, we offered RSV, influenza and COVID-19 vaccines, and we are grateful to everyone who participated. Vaccination remains one of the most effective ways to prevent severe illness— your participation makes a meaningful difference in keeping our community safe.

IPAC reminders for families, visitors and staff

To help reduce the spread of respiratory and gastrointestinal illnesses, please continue following these core IPAC practices:

1. Hand hygiene

- Clean your hands **following the four moments of hand hygiene:**
 - Before resident/environment contact
 - Perform hand hygiene before entering a resident's environment or touching any items in their care space.
 - Before aseptic procedures
 - Clean hands before performing any procedure that requires a clean technique, such as:
 - wound care
 - handling a sterile device
 - preparing medications
 - After exposure risk to bodily fluids
 - Perform hand hygiene immediately after possible exposure to bodily fluids—even if gloves were worn.
 - Examples: after toileting care, after handling soiled linens, after removing gloves.
 - After resident/environment contact
 - Clean hands when leaving the resident's environment or after touching anything in their care space.
- Use alcohol-based hand sanitizer or wash with soap and water when visibly soiled.



2. Mask wearing

- Please ensure you follow the masking policy for your respective home, and when you have recently felt unwell and are being watched by the Return-to-Work Program.
- Masks help protect vulnerable residents during peak respiratory illness season.



3. Stay home when sick

- If you have symptoms such as fever, cough, sore throat, vomiting or diarrhea, **please stay home** and avoid visiting.
- Staff are to complete passive self-screening and follow Return-to-Work guidance before returning to work.

4. Respiratory and cough etiquette

- Cough or sneeze into your elbow.
- Use tissues and discard them immediately after use.
- Sanitize/wash your hands after.



5. Follow all posted signage

- Please adhere to any unit-specific precautions, outbreak signs or personal protective equipment (PPE) requirements.

Thank you for keeping our homes safe

Your ongoing co-operation helps protect residents, staff and families throughout the year– but it's especially important during the winter months. IPAC practices are most effective when we all do them consistently.

If you have any questions or need more information, please feel free to reach out to the home IPAC lead.

Practice and Innovation

In 2025, learning across our homes continued to support safe, respectful and person-centred care. Education focused on everyday practices that matter most to residents and families, including dignity and communication, safety, infection prevention, falls prevention, and supporting independence and well-being.

Updates to orientation and onboarding helped new team members feel prepared and supported as they begin working with residents and families, contributing to more consistent practices across all homes.

Looking ahead, Practice and Innovation will continue to focus on education that strengthens safety, quality of care and consistency in care delivery.



2026 mandatory training

This year's annual mandatory training will be released in February and refreshed to reflect current standards and expectations.

Thank you to our staff, residents, families and volunteers for your continued partnership in creating safe, welcoming and compassionate homes.



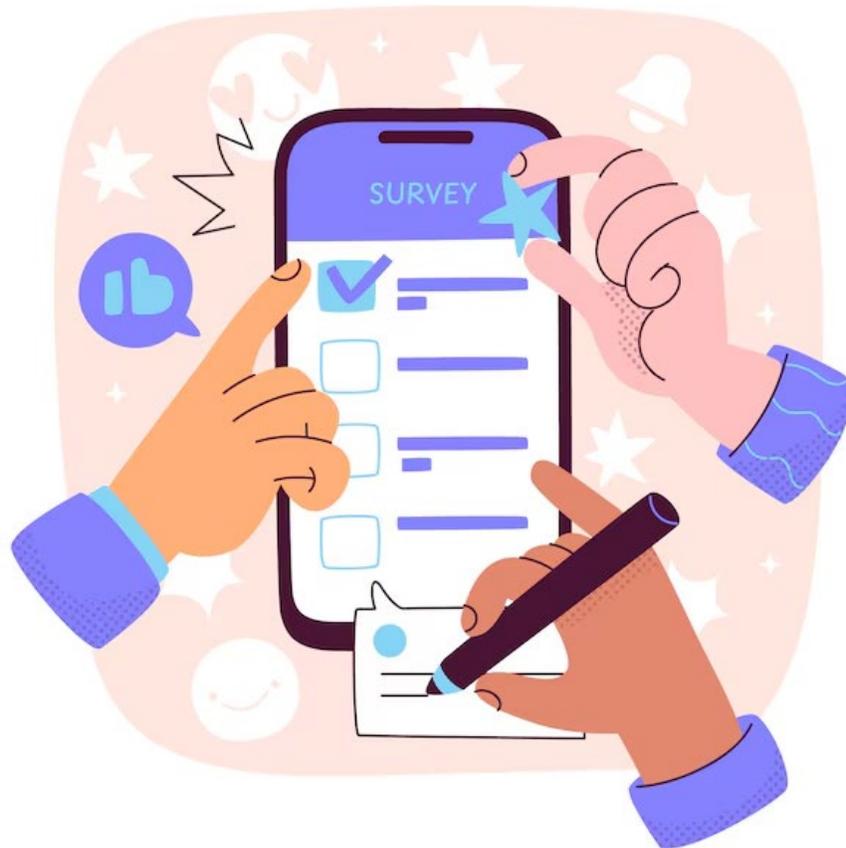
Caring Connections Durham

Building meaningful connections in everyday care

Caring Connections Durham (CCD) continues to make strong progress at Lakeview Manor. Over the past year, residents, families, staff and leaders have worked together to create and embed an emotional-based model of care focused on connection, dignity and relationships. Key milestones include extensive engagement sessions, the launch of resident and family-centred change ideas, and comprehensive training for frontline staff and leaders. Early wins are already visible: staff report increased confidence in relational care, families are more engaged as partners in care, and meaningful everyday moments are being intentionally built into routines, dining and activities.

As we move forward, CCD is entering an important next phase. Ontario Tech University is currently conducting post-testing at Lakeview Manor to evaluate the impact of the model on residents, families and staff. In addition, readiness assessments have now been completed across long-term care homes in the division. These findings are helping shape a staggered and tiered rollout of CCD across homes in 2026, beginning with Hillsdale Terraces.

Thank you to everyone who continues to contribute to this shared work. Your commitment is helping to build a more connected, compassionate care environment for all.



Seaton Village

Occupancy timeline update

The projected occupancy readiness date for our new long-term care home, Seaton Village in north Pickering, is currently planned for October 2026 but is subject to change. Admissions will then continue over an 85-day period, in accordance with the Ministry of Long-Term Care Fill Rate guidelines. This will be a very busy and important period for everyone involved.

Construction update

The building is approximately 68 per cent complete. Most mechanical and electrical systems are nearing completion and interior finishing components – such as, drywall, flooring, kitchen and laundry installations – are underway. These developments are helping to bring a clearer vision of the final building to life. Installation of the exterior façade is scheduled to begin in March, once insulation is fully completed.



The construction team continues to work diligently to mitigate any further delays and remains focused on achieving the October timeline. While there are still some challenges to work through, steady progress is being made. There is a significant amount of work to be completed over the next nine months in preparation for the Ministry of Long-Term Care occupancy inspection.

Regular updates will be provided as we continue toward occupancy. A Seaton Village email address has been set up to answer questions related to our new LTC home. Please send to SeatonVillageInfo@durham.ca.

Lakeview Manor news

Family Council

The Family Council is currently welcoming new members.



This family-led group works in partnership with Lakeview Manor to enhance the quality of life for all residents. It provides a positive, constructive space where families, friends and caregivers can collaborate with leadership and staff, share feedback, identify priorities, co-design improvements and celebrate successes within our home.

The Family Council is also seeking a new **Family Council Chair**. The Chair is responsible for leading the work of the Council, including setting meeting agendas, completing and distributing meeting minutes and representing the Family Council by attending the Divisional Advisory Council. This role plays an important part in ensuring that family perspectives are shared and reflected at both the home and divisional levels.

To learn more about membership and responsibilities, please visit the Family Council bulletin board located in front of reception.

The Family Council meets on the last Wednesday of each month from **4:30 to 5:30 p.m.** in the boardroom or virtually (excluding December, July and August).

We'd love to have you join us!

Samantha Persaud
Social Worker

Residents' Council

The Residents' Council is excited about all the amazing events that will be happening in 2026. We sponsored a visit from the Sunderland Line Dancers in February. We will also be sponsoring the Tim Hortons donut party for the winning Olympic team in this year's Lakeview Olympic Challenge.

As always, we will be running a rummage sale and Family Fun Day on Saturday June 6 with live entertainment by Elvis.



2026 is an election year for the Residents' Council, and nominations took place in February. Meetings are held on the fourth Tuesday of the month at 2 p.m. in the Main Hall. All residents of Lakeview Manor are encouraged to attend and are welcome.

We look forward to meeting our new residents at the first welcome lunch of 2026 on Wednesday March 25, at noon.

I would also like to take this opportunity to officially welcome Mina to the therapy team. Mina joined Lakeview in December as one of the adjuvants for Hummingbird Circle, and we are thrilled to have her on board.

Booking common areas for celebrations

We often receive questions about booking common areas for celebrations.

Here is a quick reminder:



Family Room: Maximum of six people (including the resident). To reserve, please contact the main office.

Main Hall: Maximum of 20 people (including the resident). This space can be reserved if it does not conflict with scheduled recreation events. Please complete a request form at the main office for review.

Donations

Please note that we do not accept donations unless previously discussed and approved by a team member. This includes wheelchairs and walkers, which must be taken home by families when no longer in use, as we do not have additional storage. A list of donation locations is available in each home area and at reception.

Reminder pet visitors

All pets must have a completed Pet Visiting Form, including up-to-date vaccination records. Forms are available at the main office. If you have already submitted a form, please continue to provide updated vaccination information.

While visiting, pets must be supervised at all times, are not permitted in community spaces and must be appropriately restrained, confined or on a short leash. Please note that pets are not permitted in a resident home area that is in outbreak, and pets may not visit the home if the entire home is under a declared outbreak. Thank you for helping us keep Lakeview safe and welcoming for everyone.



Wishing you a bright and blooming spring.

Kate Pelton
Manager of Recreation & Therapy Services

Nursing

This winter, we were thrilled to welcome some new members to our nursing department, each bringing compassion, skill and dedication to our home:

- **Personal Support Worker (PSW):** Jessica
- **Registered Nurse (RN):** Sanaz



National Nurses Week—May 11 to 17

Please join us in celebrating National Nurses Week from May 11 to 17! It is an annual celebration of the nursing 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 experienced an early onset of snow and frigid temperatures within the winter season throughout the region. As temperatures begin to rise, it is a perfect time to reflect, plan and look forward to spending time outdoors. Our department will again be focusing this year on expanding our annuals and perennials within our gardens and improving exterior spaces.



We always welcome any feedback from our staff, residents and families on the types of flowers they would like to see in our garden spaces.

Given the heavy snow and the 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 labelled before it is worn.

John Petropoulos
Environmental Services Manager

Parking- Electric Vehicle (EV) Charging Spaces

This is a reminder that the EV charging spaces are reserved exclusively for vehicles that are actively charging. These spaces are not meant as regular parking spaces for any vehicle that is not actively charging.

Vehicles found parked in an EV charging space without being connected to a charging station will be required to move to a regular parking space.

EV charging at Lakeview is provided to support the broader community including staff, family, visitors and community members at large who rely on these stations to charge their vehicles. As the number of EV charging spaces is limited, it is essential that they remain available and accessible 24/7 for their intended use.

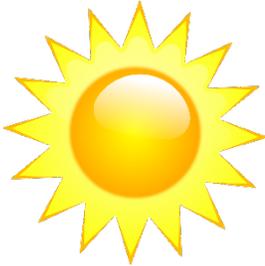
Please note that these parking spaces will be monitored to ensure proper usage. Please send any questions to Barb Surge, Administrator.



Food Services

We are very pleased to introduce Victoria as the new permanent Food Services Supervisor at Lakeview Manor. Victoria brings more than six years of leadership experience in long-term care, is a proud member of the Canadian Society of Nutrition Management (CSNM) and holds a Bachelor of Applied Science in Applied Human Nutrition from the University of Guelph. Most recently, Victoria served as Food Services and Support Manager at Cambridge Country Manor, where she demonstrated a strong commitment to quality care and team collaboration.

Spring and summer menu



The spring-summer menu for Lakeview Manor residents will commence in May 2026, with an emphasis on homemade menu items and a spring-summer theme.

Purchasing meal tickets

The Lakeview Manor team welcomes family and guests to join their loved one for meals.

Meal tickets are available for purchase during business hours, Monday to Friday, at the main-floor reception. We can accommodate a maximum of two guests per resident per dining room. Please purchase guest meal tickets 72 hours in advance of the requested mealtime. This allows time for staff on the units to be informed of the number of guests and set up the tables appropriately. Cost of a meal ticket is \$10 per ticket.



The Family Dining Room, located on the second floor, can be reserved on a first-come, first-served basis by signing a reservation agreement at main-floor reception. The maximum capacity of this space is six people.

If you have questions, concerns or comments regarding Food Services, please feel free to contact the Food Services team:

Victoria Etherington-Forrest, Food Service Supervisor, extension 5330

Tanya Grela, Food Services Manager, extension 5331

Claire Doble, Clinical Dietician, extension 5332.

Administration

Daylight is getting a little longer each day, reminding us that we will soon see the first signs of spring.

I want to thank all residents and families who participated in our 2025 Resident Satisfaction Survey. 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 2026 action plan in response to the suggested opportunities for improvement.



A reminder to all visitors and family: please sign in on arrival at the home. The check-in point is located across from the business office. Stop, self-screen for illness (if you are ill, please postpone your visit), check for any current home memos or notices, and sign the visitor logbook prior to going to the resident home area. Thank you for your cooperation.

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

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