



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 2, June 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



This spring has been a season of celebration and recognition. During National Volunteer Appreciation Week in April, our homes honoured the many dedicated volunteers who give their time and energy so generously. I had the pleasure of attending three of our four celebration events and was grateful for the chance to personally thank many of our amazing volunteers. In May, we marked National Nurses Week and Personal Support Worker Day, celebrating the skill, compassion and hard work of our incredible nursing teams across all homes.

June is Seniors Month, a time to recognize and celebrate the incredible contributions of older adults in our homes and communities. We hope you are able to join in on the wonderful events our homes have planned for the month.

As we head into summer, we've welcomed several summer students to help support our teams while regular staff enjoy some well-deserved time off. Meanwhile, construction continues on our new 200-bed long-term care home, Seaton Village, in north Pickering. As of now, we are still on track for completion by the end of September 2026 and the planning for its opening is well underway.

To all new residents, families, staff and volunteers – welcome! We're glad to have you with us. If you have any questions or concerns, please don't hesitate to reach out to any member of our leadership team. We're here to support you and ensure you have the best possible experience in our homes. I also encourage you to get involved in your local Resident Council or Family Council – your voice matters and we value your input.

Enjoy this edition of the newsletter and have a wonderful summer!

~ 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

Staff workforce survey

We have heard from our residents and families in a recent survey, and now it is time to hear from our staff members.

It's that time again to complete the **Health Standards Organization (HSO) Global Workforce Survey™** for our 2027 Accreditation.

The **HSO Global Workforce Survey™** for staff is an online survey that asks for your opinions on various aspects of your work environment. It covers the conditions and atmosphere at work, your overall well-being, resident safety and the quality of care provided. Your feedback will help us identify strengths and areas for improvement. We will present key findings, trends and proposed action plans to address any areas of concern or improvement. Responses are completely confidential. Like our last Accreditation, there will be a challenge between the four Region of Durham long-term care homes for the highest percentage of survey responses.

The staff survey is open until **June 30**. We strongly encourage you to complete it as soon as possible. Widespread staff participation will make our results much more useful. Please see your staff email or posters at the Terraces for the link to the survey; or if you are more comfortable with paper, you can pick up a paper copy at the reception desk or ask your manager for a copy. These surveys are completely anonymous.

Both divisional and home-level reports will be available at the end of the survey period. Action plans will be created based on any gaps or areas of opportunity for improvement that are identified in the survey.



Quality improvement plans

Every year our long-term care homes complete a formal Quality Improvement Plan for the year. This plan outlines the areas of focus of quality improvement initiatives for the year. The plan is created from multiple areas of feedback, including our resident and family satisfaction surveys, clinical data, inspections, audits and new best practice guidelines. This plan, known as the “QIP,” will be posted in the home and can be made available (please ask any member of the leadership team).



Policy and practice update

Nursing Week

National Nursing Week took place from May 12 to 18, under the inspiring theme: The Power of Nurses to Transform Health. This theme celebrates the essential role nurses play in shaping health care and championing patient-centred care. This week is a powerful reminder to recognize and celebrate the unwavering commitment of nurses at our long-term care homes.

Throughout the week, our long-term care homes hosted various activities to honour the incredible dedication of our nursing teams.



Personal Support Worker (PSW) Day

Personal Support Worker (PSW) Day is celebrated annually on May 19 to honour the vital contributions of PSWs in uplifting the lives of residents, caregivers and the health care system. This day in Ontario serves as a powerful reminder to appreciate the hard work and immense compassion of PSWs. We are deeply grateful for the dedicated service of the PSWs at our homes.

Preceptor Appreciation Week 2025

Preceptor Appreciation Week will be celebrated during the week of September 22, to recognize and honour the essential contributions of preceptors who support student placements. Their guidance is crucial in fostering the development of future generations of health care professionals.

Are you interested in becoming a preceptor? Please contact the Manager of Nursing Practice (MNP) at your home or reach out to your supervisor.

Research collaborations

Recent publications related to the Staffing Stability in Long-term Care study and the Workplace Retention Framework study are available here:

[Staffing Stability In Long-Term Care - CityStudio Durham.](#)

[Workplace Retention Framework - CityStudio Durham.](#)



The City Studio and Ontario Tech HUBBUB 2025 featured the research studies from the Long-Term Care and Services for Seniors and Ontario Tech partnerships, such as Virtual Reality Reminiscence Therapy in Dementia care, Workplace Retention Framework, and the Importance of Education.



Training

Thank you to all staff who have completed their mandatory training early— your dedication helps ensure the highest quality of care for our residents!

Don't forget, there are also optional courses available in the library for Long-Term Care staff who want to expand their skills and knowledge. Log in to Learnici to explore! Recent course additions include:

- Pneumonia.
- Subcutaneous Lock.
- Emergency Medications.
- Supporting the Sexual Health of People with Dementia – BSO.
- Communicating About Hospice Palliative Care - Ontario CLRI.
- Practicing Cultural Humility in Palliative Care - Ontario CLRI.
- Palliative Approach to Care.
- Pain Management.

Ready to learn? For tips on logging in and navigating the platform please find the user guide here: <https://learnici.durham.ca/>. Let's keep the momentum going!



Infection Prevention and Control

The Infection Prevention and Control (IPAC) programs are welcoming a decrease in seasonal respiratory viruses in the local community and within our homes.

Despite being past the traditional respiratory virus season, public health officials remain concerned about a spring wave of COVID cases because they have been observed in recent years. For this reason, they are continuing to recommend a spring COVID booster vaccination for our residents. Direction from the Ministry of Health is to aim to have these vaccines administered prior to June 30. It is expected that COVID will eventually conform to the seasonal trends observed with other endemic respiratory viruses.

The IPAC programs have begun audits of IPAC skills in action for all staff within the homes. This will require ongoing collaboration with the leadership team and others within the homes to coordinate observations of all staff. These audits are expected to increase confidence in IPAC practices and inform IPAC education efforts among various departments.



Seaton Village – Construction update

As many of you may know, the Region of Durham is building a brand-new long-term care home in the northern part of Pickering—right in the heart of Seaton. This welcoming new home will accommodate 200 residents, offering a warm and intimate environment specially designed to support those with dementia.

The home is thoughtfully planned with resident home areas (RHAs) that create cozy, neighborhood-style living. Four of these RHAs will house 32 residents each but will function as two smaller, 16-bed neighborhoods during the day and evening, helping foster closer connections among residents. Additionally, there will be two 20-bed RHAs—one dedicated to residents with more complex medical needs, and another designed to support those with challenging behaviors.

The heart (core) of the building is designed to feel like a lively main street—a welcoming space where residents can gather, socialize, and enjoy daily activities together. On the main floor, residents and visitors will find a spacious great room for entertainment, a charming café and store, a resident bank, hair salon, dental and clinic space, and a gym. The two upper floors will feature cozy lounge areas and quiet spaces for visiting or reflection, including a serene worship room.

Construction began in September 2023, and we're excited to share that everything is on track for an opening in fall 2026. The building is really starting to take shape—the concrete structure and roof are complete, windows are mostly installed, and the individual neighborhoods are beginning to come to life. Inside, mechanical and electrical work is underway, with drywall and finishing touches to follow soon. Essential service areas like the kitchen and laundry are progressing right on schedule.

We've also started choosing the finishes and furnishings that will truly transform this building from just a place to live into a warm, inviting home. The goal is to create a space that feels comfortable and personal—not institutional—where residents can thrive every day.

Below, you'll find some photos showcasing the exciting progress so far. We can't wait to share more updates with you as this wonderful new home continues to grow!



North side of the building



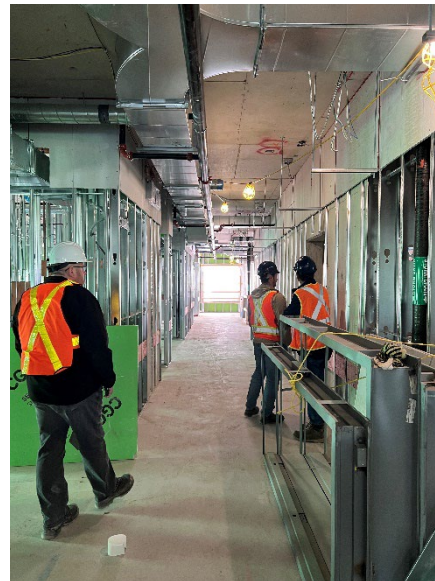
View of courtyard from dining room area



Second floor terraces



Resident Rooms



RHA hallway with lots of natural light

Views from Resident rooms



North West view



North East View



South View

Lakeview Manor news

Family Council

Spring is a wonderful time for new beginnings! The Lakeview Manor Family Council meets once monthly, providing a great opportunity for family and friends of our residents to come together to support the community here at the Manor. For those interested in learning more about what makes this home one of the best in Ontario, and ways to support the ongoing growth and improvement of the services and supports offered, join us! You are an essential partner in ensuring that the daily lives of your loved ones are as rich as possible. Contact Samantha.Persaud@durham.ca for more information.

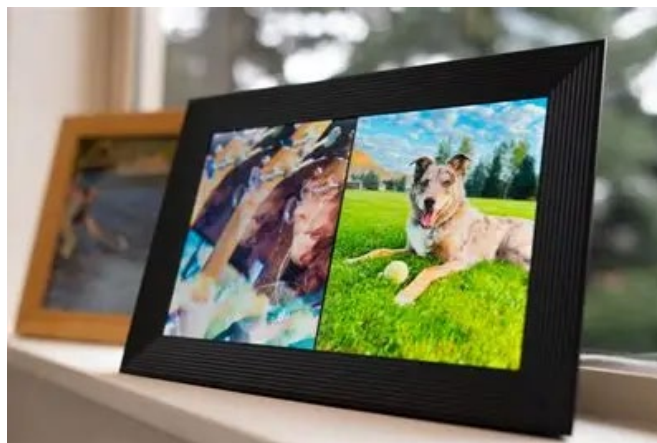
A golden nugget of information from this year's resident and family surveys: the number one factor in making a good day for our residents is "a visit from family or friends." Never forget how important you are.



A tidbit from Family Council

Did you know.....

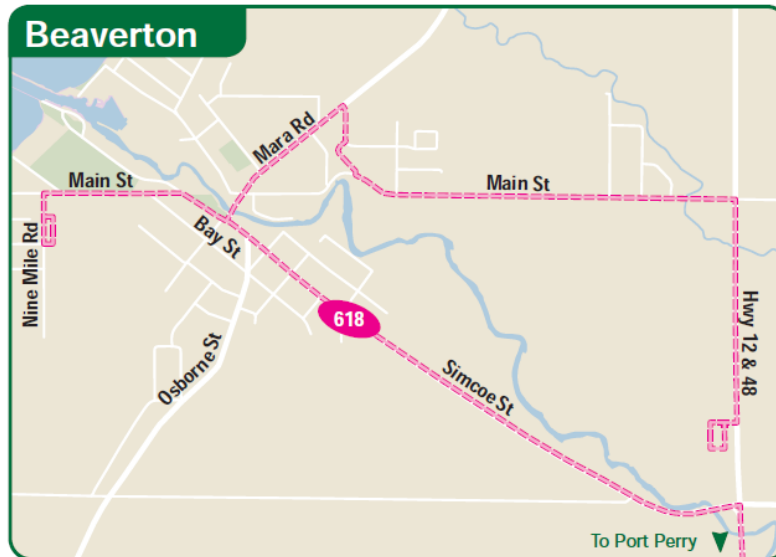
A digital photo frame is a way to keep wonderful memories front and centre in the life of your loved one. This device allows family and friends to upload photos digitally, so that old memories, recent birthday or occasion celebrations can be displayed all day to evoke pleasant memories and influence a positive mood. It also provides caregivers and staff opportunities to begin meaningful conversations with residents! These frames are available at photo stores, Costco, Amazon and other retailers and range in price to suit your budget. A perfect gift for your loved one at Lakeview Manor.



Residents' Council

A new route has come to town.

Starting May 5, Durham Region Transit (DRT) is pleased to introduce Route 618. This new route will be piloted through weekday daytime service between Port Perry, Sunderland, Cannington and Beaverton.



Route 618 is one of many DRT service enhancements, reflecting the 2025 Durham Region Budget's commitment to adding 69,625 transit service hours, and providing more streamline and efficient service to boost capacity and improve reliability.

Key benefits of Route 618:

- Consistent schedule: Regular weekday daytime schedule.
- Enhanced connectivity: Seamless travel between and within key communities in north Durham.
- Convenience: No need to book in advance – just hop on and go.

Monday to Friday

- New Route 618 operates between Port Perry and Beaverton via Sunderland and Cannington, replacing On Demand service.
- Service operates about every 90 minutes from 6 a.m. and 7 p.m.
- On Demand service will continue to operate when Route 618 is not running.

Schedules for Route 618 are available at the Business Office. If you are interested in a Town Hall meeting to learn more information, please contact Cathy Cole at extension 5304.



Caring Connections Durham pilot project

Implementation progress update

We are excited to share the latest developments in the ongoing implementation of the Caring Connections Durham pilot project, an innovative emotional model of care designed to create a more meaningful, person-centred experience for our residents and their families, as well as our staff.

The implementation phase officially began in February in the Beaver River home area, marking the first step in transforming our approach to care. We are pleased to announce that the initiative is now actively expanding into our second home area, Old Mill.

What's changing?

Our emotional model of care focuses on building stronger, more compassionate relationships and nurturing a true sense of home for residents. Some of the enhancements already introduced include:

- **Personalized resident spaces:** We have initiated personalized paint colours in resident rooms, installation of picture frames to enhance the “All About Me” posters and their information, and have completed our unique resident door selection to prepare for vinyl door wrap installation.
- **Improved dining experience:** Enhancing the dining experience with reducing noise in the dining room; offering activity placemats for conversation and engagement; and are now offering early access to coffee, tea and light continental breakfast items starting at 7 a.m. in the resident café in the library.
- **Life enrichment programming:** Expanding meaningful activities that engage residents in ways that resonate with their interests and histories while enhancing personal connection. Resident “All About Me” forms have been revised to provide a better insight in to each resident and their history and interests. Resident job opportunities are being offered to all residents to support connection and purpose in their day.
- **Community connection and engagement:** Increasing opportunities for residents to connect with local organizations, volunteers and events are being implemented based on resident input. Residents have had visits from students from the local elementary school, a presentation from the local fire department and will attend a virtual Regional Council meeting.
- **Enriched welcome experience:** Ensuring every new resident and their family feels informed, supported and warmly welcomed. We have a resident orientation program that is offered after each welcome lunch. Families are also being offered a pre-admission meeting to answer any questions or concerns families or residents may have prior to admission.
- **Resident and family support:** Offering workshops and support groups for families to better understand caring for a loved one in long-term care and any other topics that families would find useful, including understanding dementia, palliative care, etc.

Family engagement: Recent workshop

Families are essential partners in this model of care. A recent workshop with families created a space for:

- Learning about the Caring Connections Durham approach.
- Sharing stories about their loved ones and co-creating meaningful moments of care.
- Offering feedback and ideas to strengthen the pilot.

The workshop was well-received, with families expressing appreciation for the opportunity to be involved in the change process and to see a care model that prioritizes emotional connection.

Staff training: A foundation of success

An essential component of the project is our extensive staff training program, which is key to sustaining and embedding this emotional model of care. Each member of our team is participating in a comprehensive two-day, in-person training session. To date, more than 100 staff members have completed this training, with more scheduled in the coming weeks. Staff feedback has been overwhelmingly positive, and the impact is already visible in the daily interactions and atmosphere across the home.

What's next?

As we continue to roll out Caring Connections Durham across the remaining home areas, we remain committed to collaboration, transparency and continuous improvement. We encourage families and staff to share feedback and ideas as we work together to enhance the quality of life for every resident in our care.

Thank you to everyone – staff, residents and families – for your ongoing support and dedication as we bring this compassionate vision to life.

Together, we are creating a home where care is not only provided, but truly felt.

If you have any questions, please feel free to contact Sheryl Thorpe, Project Manager, at Sheryl.Thorpe@durham.ca or Claire Doble, Project Lead for the home, at Claire.Doble@durham.ca.



Recreation and Therapy

The warm summer sun is a welcomed return after some of the weather we experienced this past winter. We look forward to being outdoors and offering programming such as rides on the duet bikes and strolls by the lake. We encourage everyone to take advantage of the patios during the warm months, it is an easy way to access the outdoors.

In June we will be engaging in many Seniors' Month activities. It is a wonderful opportunity to honour and celebrate the older adults who reside with us at Lakeview Manor. To kick off the celebration on June 7, there will be a rummage sale to raise funds for Residents' Council and there will be entertainment, hopefully outdoors, by MT Pockets in the afternoon. We encourage families and friends to join in the fun!

We will be welcoming back two students in the Recreation department this summer, Alex and Emma. We will also have a student supporting the Therapy team; we would like to welcome Keira, and we hope it will be a great experience for Keira and will be some wonderful support for our residents.

Donations

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.

Common area bookings

We regularly have people inquire on how 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, providing 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.

Pet visits

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 your furry friend, please always stay with them; please do not leave your pet unattended or have them visiting community spaces. Thank you!

I hope that everyone has an opportunity to rest, relax and enjoy everything that summer has to offer.



Nursing

Meet your new social worker!

I'm excited to introduce myself as the new social worker here at Lakeview Manor! My office is located on Hummingbird Circle (third floor), right next to the lounge— please feel free to stop by and say hello.

I'm truly thrilled to be part of this warm and welcoming community. As your social worker, my role is to support our residents emotionally, connect them with helpful resources both inside and outside of our facility, and actively participate in care conferences and planning to ensure residents' needs are met.

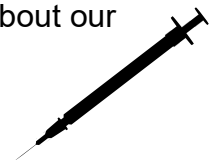
With spring and summer upon us, it's a perfect time to step outside and enjoy the sunshine! Did you know that sunlight can lift your mood, improve sleep and reduce stress? Let's make the most of this beautiful season together!

Samantha Persaud
(705) 426-7388 extension 5360
samantha.persaud@durham.ca



Infection Prevention and Control

In the coming months, we will begin our spring vaccine campaign. We will be offering vaccines against COVID-19 and Respiratory Syncytial Virus (RSV) to eligible residents. Please note this will be the final spring campaign, as new directives state these vaccines are to be given annually, in-line with the flu shot. An email with more information about our upcoming campaign has been sent; please check your email.



Volunteer Services

The birds are chirping and the flowers budding, which means Lakeview Manor's Family Fun Day is just around the corner on June 7! We are hosting a Rummage Sale with proceeds going to the Residents' Council, who pay for Netflix, Fair entries, Child Fund Canada, etc. There will also be an outdoor concert with Dig the Moon from 1 to 3 p.m., with a face painter, games, silent auction, treats and, of course, friends and family. We hope to see everyone there, rain or shine.



Food Services

We are all anticipating the hot, hazy, humid days of summer. We would like to remind everyone to take precaution in the sun. Don't forget to wear your hat and sunscreen. Replenish often with a cool drink of water or other fluids that are low in sugar, and eat lots of fresh fruit (e.g., berries and melon). There is a water/ice cooler on the main floor in the vending room and water/ice coolers are available in dining rooms on the second and third floors. Please help yourself to a nice cool cup of ice water.

Spring and Summer Menu

The Spring and Summer Menu for Lakeview Manor residents commenced May 12, with an emphasis on homemade menu items and a spring/summer theme.

Purchasing meal tickets

The Lakeview Manor team welcomes family/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 table(s) appropriately. Cost of 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, and by signing a reservation agreement at main floor reception. 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:

Tanya Grela, Food Services Manager, extension 5331.

Nittu Sainu Punnoose, Temporary Food Services Supervisor, extension 5330.

Ester Jarosz, Temporary Clinical Dietician, extension 5332.

Environmental Services



Environmental Services is looking forward to the gardens and green grass, after enduring a tough winter. We encourage everyone to take a moment to enjoy the outdoor space on nice weather days.

Damage from the ice storm and heavy snow this past winter has taken a toll on some of our tree canopy. We will be working with our contractors to make enhancements and repairs to the property throughout the season.

A friendly reminder to everyone to help protect the environment. Please ensure when you are enjoying the outdoor space not to leave any litter behind. We all need to do our part to keep Lakeview and the surrounding property clean and safe. Seasonal flowers will be planted at Lakeview during the first week of June. If anyone has ideas or suggestions on what they would like to see planted, please forward your ideas to Anthony Stocks, ES Manager, or Bruce Allison, ES Supervisor.

Administration

The Region of Durham and Lakeview Manor is committed to health and wellness promotion. Sensitivity to fragrances and scented products is a common health issue; we request all employees and visitors refrain from wearing or using scented products. Scented products contain chemicals that can cause serious problems for many people, especially those with asthma, allergies and environmental illnesses. Thank you for your attention and cooperation to this matter. Let's keep everyone safe.

Welcome to our summer students, who join us from May 1 to Labour Day each year. This is an excellent opportunity for students to work and develop their skills and assist the home with coverage over prime vacation period.

A potential Canada Post strike may occur as early as May 22. As a reminder, family and friends can send electronic greetings to their loved ones.

Go to the **Long-Term Care** page on the Region of Durham's website at durham.ca.

- Click "Greeting Cards."
- Fill out the resident information.
- Select the type of greeting.
- Send the message.

Messages will be printed and delivered to residents during weekdays. Senders should consider these greetings like electronic postcards; the contents of the greeting will not be private.

The Business Office will be closed on the following stat holidays:

- Canada Day - July 1.
- Civic Holiday –August 4.
- Labour Day - September 1
- National Day for Truth and Reconciliation – September 30.

If you require funds from your trust account, please see the Business Office on the Friday before the holiday. Thank you.

I hope that you take some time to get outdoors and enjoy Lakeview's beautiful grounds. Have a great summer everyone.

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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 www.facebook.com/regionofdurham

