



Long-Term Care & Services for Seniors Division
Lakeview Manor Newsletter
Issue 2, June 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** 

This time of year offers a chance to recognize the people who support resident care and to celebrate the community we share across our homes. During National Nurses' Week and Personal Support Worker (PSW) Day, both in May, we recognized the dedication and compassion of our nurses and PSWs, who play such an important role in the delivery of care. Of course, they can't do it alone and I would also like to acknowledge the many other team members who work together to create a safe, comfortable, and welcoming environment for residents and families.

June is also Seniors' Month with a focus on fostering wellness, social connection and community engagement. There will be a variety of activities and events across our homes, celebrating the lifelong contributions of older adults who have shaped, and continue to shape, our communities.

We also recognize World Elder Abuse Awareness Day on June 15. This is an important reminder of our shared commitment to ensuring every resident feels safe, respected and supported at all times. We encourage you to wear purple that day to show your support.

Construction of Seaton Village continues to move forward. While there has been a slight delay, we are now anticipating an opening in early 2027. Progress is being made, and we look forward to sharing further updates as the project advances.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

~ 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

Privacy changes by Ontario Health

Ontario's Electronic Health Record (EHR) contains a secure digital record of individuals' personal health information and is made available electronically for health care providers, to care for their patients, as permitted by law. Ontario Health is updating its consent model — the rules governing how patients can block or allow access to their health information — for the provincial EHR.

If you, or your substitute decision maker, do not want your health information shared with members of your health care team through the EHR, you can restrict access by contacting Ontario Health at 1-888-411-7742. You would request a “consent directive” be applied to your health information.

If you have any questions about consent directives, or how your personal health information is managed in the EHR, please visit <https://ehealthontario.on.ca/en/patients-and-families/managing-access-to-your-ehr> or contact:

Ontario Health Privacy Office

Phone: 416-946-4767 or 1-888-411-7742

Email: OH-DS_privacy@ontariohealth.ca



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.

- **Emergency policies** – all 12 emergency policies have been updated. They can be found on our website www.durham.ca/LTCHomes.
- **Pet Policy** – this policy was revised to indicate that no pet ownership is permitted other than birds and fish.
- **Disclosure of Harm** - this policy had been updated to provide clear guidance to homes on how to disclose adverse and or sentinel events based on best practice from the Institute of Healthcare Improvement and the Canadian Disclosure Guidelines.

Quality plans for 2026

This year, the homes will continue to focus on our emotional model of care program, “Caring Connections Durham.” This was a large-scale initiative that was piloted at Lakeview Manor in 2026 and is now ready for spread. Homes will also continue to work on falls reduction, ER avoidance when possible, deprescribing of antipsychotic medications where possible and accreditation readiness.

The homes have now completed their 2026 Annual Quality Improvement Reports that highlight their successes from last year and their plans for 2026. The homes annual plans can be found on our website under each specific home: www.durham.ca/LTCHomes

Practice and innovation

To support consistent care delivery, staff education, and resident and family communication, several practice and program initiatives were recently implemented across the division.



Nursing Week 2026

National Nursing Week took place from May 11 to 17, 2026. The Canadian Nurses Association (CNA) theme for 2026 was "The Power of Nurses to Transform Health."

This theme highlights the critical role nurses play in shaping health care, driving innovation and advocating for patient-centred care. Nursing Week continues to serve as an important opportunity to celebrate and acknowledge the contributions of nursing staff in delivering safe, high-quality care.

Personal Support Worker (PSW) Day 2026

PSW Day is celebrated annually on May 19 in Ontario to recognize the essential contributions of PSWs across the health-care system.

PSWs in long-term care play a vital role in supporting residents' comfort, safety, dignity and independence. This day provides an opportunity to acknowledge their compassion, dedication and impact on the lives of residents, families and care teams.

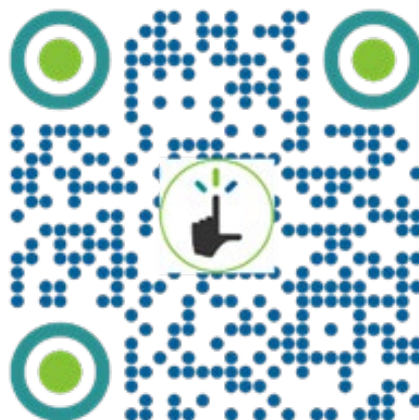
Staff education and training

Thank you to all staff who have completed their mandatory training early. Your commitment supports the delivery of safe, high-quality care for residents.

Annual cybersecurity training is available to all staff, reinforcing awareness and shared responsibility in protecting residents, staff and organizational information.

In addition to mandatory education, optional courses remain available in Learnici to support ongoing professional development and competency across clinical areas.

Log in to Learnici to explore available learning opportunities. For tips on logging in and navigating the platform, use the Learnici login and navigation guide link, scan the QR code below or visit https://qr.scanned.page/uploads/pdf/ts3RmH_a79f8b6bc50b8c08.pdf.



Clinical programs (resident and family information)

Clinical program information is provided to residents and families through standardized admission binder materials. These resources outline key programs and what residents and families can expect in care delivery.

Medication management program



The Medication Management Program supports safe and consistent medication practices, including standardized processes for ordering, storage, administration, monitoring and documentation. Monitoring for effectiveness and potential side effects occurs as appropriate, with interdisciplinary collaboration supporting quality and safety.

Skin, wound and continence programs

These programs support the prevention, early identification, and management of skin integrity concerns and continence needs. Residents receive regular assessments, ongoing monitoring as part of daily care, and individualized care plans to support comfort, healing and risk reduction.

Falls Prevention Program

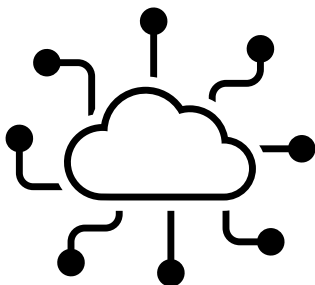
The Falls Prevention Program focuses on reducing falls and related injuries through assessment, individualized care planning, environmental safety measures, and ongoing monitoring to support resident safety and mobility.

Pain and palliative care programs

Pain and palliative care approaches support comfort, symptom management and quality of life. Care is individualized and developed in collaboration with residents, families and the interdisciplinary team, with a focus on dignity and person-centred care.

Clinical program brochures are included in standardized admission binder materials and are available in homes. Copies of the brochures and additional information about these programs can be requested through home leadership teams or program leads.

Research and innovation



Research activities continue in collaboration with academic and community partners, including Ontario Tech University, the University of Toronto and CityStudio Durham. Current or emerging areas of work include exploring exergaming in staff training, participation in University of Toronto initiatives examining how infection prevention and control measures can be balanced with person-centred care in long-term care, and involvement with the PREVENT trial in collaboration with the Geras Centre for Aging Research, focused on falls and fracture prevention.

Infection Prevention and Control (IPAC)

Spring is a time of renewal, and a perfect opportunity to refresh not only our routines, but also our workspaces. Our desk spaces, shared offices, and personal belongings play an important role in maintaining a safe and healthy work environment.

Why desk spaces matter from an IPAC perspective

Desks, offices and home area workstations are frequently touched but often overlooked when it comes to routine cleaning. Keyboards, mice, phones, iPads, pens and desktops can become reservoirs for microorganisms, especially in environments where staff move between work areas or share equipment. Clutter can make it difficult to clean effectively, increasing the risk of contamination and cross-transmission.



A clean, well-organized workspace supports:

- Effective environmental cleaning and disinfection.
- Reduced risk of indirect contact transmission.
- Improved workflow and staff well-being.

Spring cleaning tips for an IPAC-safe workspace

1. Declutter before you disinfect

Remove unnecessary items from your desk. Fewer personal items mean fewer surfaces to clean and fewer places for dust and germs to accumulate. Keep only what you need for daily work.

2. Clean and disinfect high-touch items

Pay special attention to frequently touched items such as:

- Keyboards and computer mice.
- Desk phones and headsets.
- Mobile devices and chargers.
- Desk surfaces, drawer handles and chair armrests.



Use approved disinfectant wipes or solutions according to manufacturer's instructions, ensuring appropriate contact time.

3. Rethink personal belongings

Items like handbags, reusable mugs, water bottles and sweaters can bring contaminants from outside into the workplace. Store personal items in designated areas and clean reusable items regularly—especially before placing them on desk surfaces.

4. Be mindful of shared equipment

If desks, printers or phones are shared between staff, clean and disinfect before and after use. Hand hygiene before returning to your personal workstation remains a key IPAC measure.

5. Maintain good hand hygiene

Spring cleaning is a great reminder that **hand hygiene remains one of the most effective IPAC practices**. Perform hand hygiene after cleaning, handling waste or touching shared items.

Make it a habit, not a once-a-year task.

While spring cleaning provides a seasonal reset, maintaining an IPAC-safe workspace is an ongoing responsibility. Setting aside a few minutes each week to tidy and disinfect your desk can make a meaningful difference in maintaining a safe environment for everyone.



Spring COVID-19 vaccines

Like the last few springs, the Ministry of Health and National Advisory Committee on Immunizations has announced a recommendation for all eligible long-term care residents to receive a spring COVID-19 vaccine.

Communication was sent to all Power of Attorney (POA) contacts in April to contact the home area nurse to provide consent if they would like their resident to receive this vaccine. The home area nurse will also follow-up with residents who are capable of providing their own consent.

The spring COVID-19 vaccine will be offered in May and June. If you would still like your resident to receive this vaccine, please contact the home area nurse.

New Social Services online hub!



Durham Region Social Services provides a wide range of high-quality supports in our community—including:

- Child Care and Early Years
- Emergency Social Services
- Community and Counselling Services
- Housing Services
- Income, Employment and Homelessness Support
- Long-Term Care and Seniors' Services

No matter where life takes you, Social Services is here to help. Our team offers professional, compassionate support that many people rely on at some point in their lives.

To make it easier for residents to learn about helpful programs and services, Social Services launched an online central hub! Explore the hub and discover all that Social Services has to offer at durham.ca/SocialServices.

Lakeview Manor news

Family Council

The Family Council welcomes new members! This family-led group works in partnership with Lakeview Manor to support and enhance residents' quality of life.

It's a collaborative space where families, friends, and caregivers connect with staff and leadership to share feedback, identify priorities and co-create improvements together.

Chair Opportunity Available!



We are seeking a Family Council Chair to:

- Lead meetings and set agendas.
- Prepare and share meeting minutes.
- Represent the Council at the Divisional Advisory Council.

Learn more at the Family Council bulletin board near reception.

Meetings: Last Wednesday of each month, 4:30 to 5:30 p.m. (in person or virtual, excluding July and August, and December).

We'd love for you to join us!

Residents' Council

We are so pleased to see the sun shining and the tulips blooming. With the beautiful weather coming, this is a reminder that Residents' Council will be taking the months of July and August off from meetings.

Please remember that you can always bring your concerns forward at any time and you do not need to wait for a meeting to discuss a concern or question. Residents' Council meets on Tuesday, May 26 and Tuesday, June 23 at 2 p.m. in the Main Hall. All residents of Lakeview Manor are welcome to attend.

The Food Committee Meeting is on Tuesday, June 9 at 2 p.m. in the Main Hall. If you have a concern or comment regarding the food that you are served at Lakeview Manor, there are concern forms located in every dining room. The forms are also available by request. The best way to address a food concern is to fill out the form on the day that the food was served, and hand it in to your server. Assistance is also available to fill out the forms.



Your Lakeview Manor Residents' Council are:

- Judy M – President.
- Beth C – Vice-President.
- Laureen M – Beaver River Rep.
- Johanne W – Old Mill Rep.
- Vi W – Hummingbird Circle Rep.
- Connie P – Blue Heron Lane Rep.
- Howard G – Social Rep.
- Staff Liaison – Sharon Vance;
sharon.vance@durham.ca.

Volunteer Corner

We had a wonderful evening on Wednesday, April 22, celebrating the amazing volunteers at Lakeview Manor. They all enjoyed a spectacular dinner provided by the Lakeview Manor Food Services Team and a night of laughter, games and appreciation.

We were also able to wish Bill Black a happy retirement from volunteering. Bill has been a faithful volunteer for over 33 years. Bill helped with the gardens in the “old” Lakeview, was a pastoral care volunteer, palliative care volunteer, friendly visitor, bus trip escort and ringleader of the annual “Bill and Friends Variety Show.” If you see Bill, ask him about his years of experience as a volunteer and how much he gained as well as Lakeview Manor from his volunteer journey.

“In a world where you can be anything, be a volunteer.”

THANK YOU
Volunteers!
We couldn't do it without you

Recreation and Therapy

We are excited to welcome the summer months, which bring longer days and the warmth of the sun. At Lakeview, we look forward to offering a variety of outdoor programming, including rides on the duet bikes and leisurely strolls by the lake or across the road at the park. We encourage everyone to take advantage of the beautiful outdoor spaces available at Lakeview during the warmer months—it’s an easy and enjoyable way to get outside and embrace the season.

Seniors' Month

In June, we will be engaging in many Seniors' Month activities. This is a wonderful opportunity to honour and celebrate the older adults who reside with us at Lakeview Manor. Families and friends are welcome and encouraged to attend any and all programs at Lakeview—we understand the importance of connection 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 help start everyday conversations.

I'd also like to take this opportunity to welcome our summer students in Recreation and Therapy. Alex will be supporting our Therapy team, and Mia and Anna will be assisting in Recreation. We are thrilled to have them on board.

We often receive questions about booking common areas for celebrations. Here's 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 the main office.

A reminder for pet visitors

All pets must have a completed Pet Visiting Form, including up-to-date vaccination records for each visiting pet. Forms are available at the main office. If you've 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.



All the best,

Kate Pelton
Manager, Recreation & Therapy

Nursing

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

- Personal Support Workers (PSWs): Cheyanne, Stacey, Leora and Paulina.

We welcome the following changes to our program lead roles:

- Kristen Elliot, Registered Practical Nurse (RPN) will start in the Behavioural Support Ontario (BSO) RPN role.
- Krista Grant, RPN will return to the clinical lead RPN role for Palliative and End of Life Care, Falls Prevention, Pain Management, Hydration and Personal Care.
- Stephanie Blain, RPN will be covering the clinical lead RPN role for Skin and Wounds, Minimizing Restraints, and Continence Care and Bowel Management.

We also said farewell and happy retirement to:

- Charlene W., PSW.
- Donna N., PSW.
- Bea C., PSW.
- Donna P., RPN.
- Teresa M., RPN.
- Pauline W., Clerk.

Environmental Services

The Environmental Services Department is looking forward to enjoying the great outdoors, gardens and lush grass on our property. We encourage everyone to take a moment to enjoy the outdoor spaces and surrounding areas here at Lakeview Manor. We will be working with our contractors to make enhancements and repairs to the property throughout the season. We encourage everyone to help protect the environment and ensure when we are enjoying the outdoor spaces that we are also not leaving any litter behind. We all need to do our part to keep Lakeview Manor and the surrounding areas clean and safe. Flowers will be planted during the first week of June. Suggestions are welcome regarding what you may want to see for plant types and arrangements. Ideas can be shared with John Petropoulos (john.petropoulos@durham.ca), ES Manager, and Bruce Allison (bruce.allison@durham.ca), ES Supervisor.



Thank you,

John Petropoulos
Manager, Environmental Services

Food Services and Nutrition

We are all anticipating the hot, hazy, humid days of summer. We would like to remind everyone to take precautions 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 melons). 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 floor. Please help yourself to a nice, cool cup of ice water.



Spring and summer menu

2026 Spring and Summer Menu for Lakeview Manor residents commenced May 18, with an emphasis on homemade menu items and a spring/summer theme.

Meal tickets

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 reception, located on the main floor. 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-serve basis, and by signing a reservation agreement at the main office. Maximum capacity of this space is six people.



Food Services initiatives underway



The Spring and Summer Menu launched on May 18, and we hope you are enjoying the menu offerings. Seasonal flavours, resident feedback and fresh ingredients continue to guide our planning whenever possible. Like many households and organizations, we are seeing increases in food prices. While this may influence how we source certain products, our commitment to quality, nutrition and resident

choice remains the same. Any adjustments we make will be thoughtful and focused on maintaining a positive dining experience wherever possible.

We will continue to share our improvement initiatives at the Resident Council and Food Committee meetings in the coming months. Residents and families are encouraged to participate or share feedback with the Food Services team.

If you have questions, concerns, or comments regarding Food Services, please feel free to contact us.

Food Services Management Team:

Tanya Grela, Food Services Manager, extension 5331.

Victoria Etherington-Forrest, Food Services Supervisor, extension 5330.

Claire Doble, Therapeutic Dietitian, extension 5332.

Administration

We are excited to welcome summer just around the corner. I hope that you take the opportunity to enjoy the warmer weather and Lakeview's beautiful outside grounds. Remember your hat and sunscreen to offer protection from the sun and keep hydrated to prevent hot weather illness.

We welcome 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 the prime vacation period.

Senior Accounting Clerks will not be available on the following stat holidays:

- Canada Day –July 1
- Civic Holiday –August 3
- Labour Day - September 7
- National Day for Truth and Reconciliation –September 30

If you require any monies from your trust account, please see the Business Office on the day before the holiday.

Rate reduction applications

The annual application for rate reduction is due on July 1. If your loved one is currently residing in a basic room and is currently rate reduced or is wanting to apply for a rate reduction, please provide their 2025 Notice of Assessment to Lesa Boyd, Senior Accounting Clerk, as soon as possible. The application form must also be completed but is often not available from the Ministry until late June. Cortney Kay, Supervisor, Business Services, will notify families when the applications are available. Failing to apply will result in a potential increase in monthly rent. If you have questions about the rate reduction process, please reach out to Cortney at cortney.kay@durham.ca or 705-426-7388 extension 5303.



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

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