



# Long-Term Care & Services for Seniors Division

## Lakeview Manor Newsletter

### Issue 3, September 2023



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#### 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, Excellence

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## LTC and Services for Seniors Division news

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#### Director's message



I hope you have enjoyed our lovely summer and look forward, as I do, to the cooler days and the beautiful fall colours ahead.

With fall comes the start of our "Let's Get Flu-less" campaign. More information will come over the next couple of months on the availability of resident influenza vaccinations. Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to complete the survey and to provide your comments on our areas of strength, as well as opportunities for improvement.

I am excited to share that our Long-Term Care Division will be undertaking a multi-year project to develop and implement an emotional model of care for our homes to improve the quality of care. This new multi-dimensional model of care will:

- build stronger relationships with residents, families, staff, volunteers and community partners.
- improve residents' quality of care and resident clinical outcomes.
- improve residents' and family satisfaction.
- increase staff satisfaction by engaging, empowering and promoting staff autonomy.
- create a home-like environment for residents and a positive work environment for staff.

We will be reaching out to you for your thoughts and ideas, and will provide regular updates as we progress through this important work.

To our new residents, care partners and staff, I hope you have felt welcomed into the home and have met some new friends. If you have any questions, comments or concerns, don't hesitate to reach out to any member of the leadership team. Please enjoy this edition of the newsletter.

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

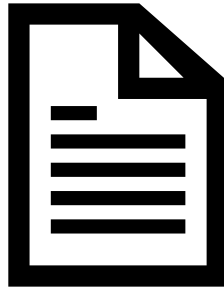
**If you require this information in an accessible format, please contact Cortney Kay, Supervisor, Business Services at 705-426-7388 ext # 5303.**

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## Quality

### Quality Improvement Plan (QIP)

Each home has developed their annual Quality Improvement Plan (QIP), which was submitted to Ontario Health. The QIP includes accomplishments from last year and improvement topics for this year, and can be found on the Regional website under each home: [durham.ca/ltchomes](http://durham.ca/ltchomes).



### Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and families provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete, if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. More details on the Resident and Family Satisfaction Survey will be shared soon.



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## Infection Prevention and Control

Hopefully everyone has enjoyed the summer months! It is a wonderful time to get outside and enjoy the sunshine. Please remember to stay hydrated and wear sunblock when outdoors. If you begin to experience signs of dehydration (extreme thirst) or heat exhaustion (dizzy, overheating, concentrated urine, nausea), move to a cool dark area and drink plenty of fluids. If you continue to experience worsening of symptoms, seek medical attention.





## Summer infection control updates

This past summer, we have gone through various changes related to infection control. On June 28, masks were no longer required in and around the home unless in the series of precautions:

- A resident is in isolation.
- Staff members are being followed by Return to Work and required to wear a mask while at the long-term care home before clearance.
- Following a point-of-care risk assessment.
- Resident Home Area and/or home is in an outbreak.

In addition, although the home is no longer rapid testing staff, rapid tests are available in the main lobby for personal use. If you require assistance with testing, please speak with Infection Prevention and Control (IPAC) in the home.

## Fall infection control updates



With the end of summer quickly approaching, we are preparing for the winter months ahead regarding infection control. The yearly flu campaign clinic will take place for both residents and staff. Additional details regarding this will be provided in the fall. Staying up to date with your COVID-19 vaccine continues to be the best layer of protection! Additional COVID-19 vaccines are recommended every six months for eligible residents in long-term care. A fall booster campaign is also in the works and will be available to residents and staff if interested. Please speak with IPAC in the home to sign up for a dose. IPAC Week is celebrated in the fall and opportunities for additional staff education will be provided.

## Hand hygiene road show

A hand hygiene education roadshow will occur in September. Staff from each department can participate in a hand hygiene activity.



Fairview Lodge has been fortunate to have a Master of Public Health Student, Areej Obaid, completing a practicum on-site this summer. She has been instrumental in increasing the amount of hand hygiene audits, establishing auditing protocols for environmental cleaning and tailoring educational material to suit needs identified by the audits.



## IPAC reminders

- If you are sick, please stay home.
- Ensure to perform your four moments of hand hygiene – including when providing meals, snack cart, medications and activity programs. Proper hand hygiene techniques can eliminate 80 per cent of infections.
- Ensure that all resident shower/tub room personal items are labelled. Residents should not be sharing these items.

Thank you for everything you do to keep the homes safe!

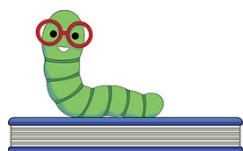
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## Nursing

### Education and training

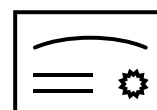
The nursing and training departments have been busy developing and delivering education and training to staff based on the learning needs assessment from last year. The following are some training opportunities that have taken place over the past couple of months.

- Three staff have received their Gentle Persuasive Approaches (GPA) coach certification.
- GPA training has been provided for staff at Hillsdale Terraces and Lakeview Manor, with sessions planned for Fairview Lodge and Hillsdale Estates this fall.
- The Clinical Leads and Managers of Nursing Practice attended quality improvement training.
- The Palliative Clinical Leads attended the LEAP Palliative Education and Falls certification training, which is now in progress for the Falls Clinical Leads.
- Wound care education has been planned for the homes with the rollout of the updated skin/wound policy, and the division has purchased a real-life wound care model for staff to practice and update their wound care skills. The wound care model will be making its rounds in the homes in the coming months. We hope you will have fun practicing and polishing your wound care skills!



### Student placements

We are continuing student placements in all four homes and have started using the HSPnet system to streamline and improve student placements. We are always looking for staff to preceptor and mentor students, and we are planning a Preceptor Appreciation Week between October 23 to 27 in the four homes. Stay tuned for more info!



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# Lakeview Manor news

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## Family Council

Family Council meets monthly, except for July and August, and we discuss various topics related to Lakeview Manor and the impact on family members. If anyone is interested in joining the Family Council, they can e-mail Amy Riddell at [amyrpersonal@gmail.com](mailto:amyrpersonal@gmail.com).



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## Residents' Council

Hello everyone! Well, another fall season is upon us— a little too soon though! We are looking forward to enjoying all the beautiful colours and, of course, the Fall Fair. We are very happy to welcome several new staff to Lakeview Manor. The Residents' Council will resume meetings beginning September 12. We also have our Satisfaction Survey on September 20, with volunteers to assist residents. Our summer weather was not the best, but we are ready to enjoy some fall trips and activities. The bike rides were enjoyed by all. Soak up the fall colours and enjoy!

### Beaverton Fall Fair

The residents and staff are looking forward to the Beaverton Fall Fair on September 15 and 16. The Residents' Council will be paying a flat rate so that all Lakeview Manor residents can come and go to the fair without the worry of entry fee. All staff, volunteers and families will be required to pay the entry fee. We hope to see you all at the fair!



### Annual Residents' Council Holiday Bazaar

We are so happy to announce that our Annual Residents' Council Holiday Bazaar is coming back! It will be on Tuesday, November 14 from 11 a.m. to 3 p.m. in the main hall of Lakeview Manor. We are currently looking for new vendors, as well as inviting our old favorites back. Tables will be \$15 each and all proceeds will go towards the Stocking Stuffer Campaign.

## Stocking Stuffer Campaign

Christmas is around the corner and we will be holding our Stocking Stuffer Campaign again this year. With the help of Santa and the generosity of donations, we are able to give a stocking to every resident of Lakeview Manor on Christmas morning. If you wish to assist with this campaign, please contact [sharon.vance@durham.ca](mailto:sharon.vance@durham.ca). The following are wonderful items to donate:

- Crayons, markers, pencil crayons, colouring books, etc.
- Name brand hygiene products, such as deodorant, soap, lotion, toothpaste, toothbrush, etc.
- Playing cards.
- Socks.
- Stuffed toys.
- Wall calendars.
- Small decorations.

Thank you for your continued support and we hope you have a wonderful autumn.

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## Volunteer Corner

What a beautiful summer we have had, and everyone is looking forward to what fall will bring. For Volunteer Services, we are hoping fall will bring us new co-operative education students, the restarting of our intergenerational programs and, of course, visits to the Beaverton Fall Fair.

I am pleased to say that over the summer we gained three new young volunteers to our team. They are helping with Wednesday night Bingo, large events and decoration preparation.

Ontario Secondary School students require 40 hours of volunteer service to graduate, so if you know of a student looking for a rewarding volunteer experience, please send them our way. We are always looking to add to our volunteer team; each individual has a special gift to give and we would love to find the right fit for them. If you are interested in volunteering, please contact [sharon.vance@durham.ca](mailto:sharon.vance@durham.ca) or (705)-426-7388 ext. 5325.

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"THE GIFT OF SERVICE  
LEADS TO A LIFE  
OF LOVE."

~MARY WHITE.

THANK-YOU.NOTES.COM

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## **Recreation and Therapy**

As we say goodbye to another summer, we start planning for the fall and winter months. The cooler evenings, beautiful colours, and time spent with family and friends over the holidays are things we have to look forward to.

There have been a lot of changes in the Recreation and Therapy departments. We said goodbye to Jay and Cecile; and both Jess and Katie welcomed new bundles of joy into the world. With saying goodbye, we also get to welcome some new additions; Surabhita has joined us as our new Physiotherapist, Renee has joined the Recreation team and Madison has joined the Therapy team.

We were fortunate to have had two students join us over the summer, Nora and Gabby. Both provided excellent support to our residents, and ensured they were treated with care and respect. We want to thank Nora and Gabby for all of their efforts— they have been valued members of our team.

A reminder that all pets visiting Lakeview are required to complete the pet visiting form, which can be found at reception, and to also provide up-to-date vaccination information. For those who have already submitted their pet visiting form, please ensure that you continue to provide vaccination updates as they occur. Thank you!

All the best,

Kate

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## **Infection Prevention and Control**

Respiratory virus season is coming!

The province is predicting an early start to the 2023 to 2024 fall respiratory illness season. Staying up-to-date with the recommended vaccines for influenza and COVID-19 remains our best protection. Vaccines are crucial for protecting those who are at high risk of severe complications from the virus, such as the elderly or immunocompromised. It is just as important for those capable of spreading the virus to those who are at high risk to also get vaccinated.

Although vaccines may not completely prevent illness from the virus, there is concrete evidence that vaccines can decrease the severity of the illness and your ability to spread the virus to others. This is why all staff and residents are strongly encouraged to get vaccinated. Lakeview Manor will have the annual flu vaccine available for all staff and residents, as well as COVID-19 boosters based on the anticipated updated fall guidance.

Staff: Stay tuned for a change in the Return to Work process, as new guidance will be shared in the coming weeks. As always, please continue to stay home if you are not feeling well.

Wishing everyone a healthy and safe fall and winter season!



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## Environmental Services

Environmental Services, along with our service providers, have been busy the past few months with property improvements and enhancements. We've had some tree removal and pruning conducted around the property, and plan to add new trees at the front entrance on either side of the doors. We had a company on site to raise and level some of the concrete slabs around the walkways and patios, which will improve safety for residents, visitors and staff.

Earlier in the season we had power washing and cleaning conducted around the exterior of the building, gazebos and fencing. All the fencing, gazebo and entranceway pillars have been painted and stained, giving the property a new and fresh look.

We have continued to replace some of our outside benching and chairs with composite seating, which withstand the weather elements better.

As the summer months continue and give way to fall, we will continue to focus on some exciting exterior projects and improvements.

We would like to thank everyone for their patience, as some of this work has been disruptive, but we are pleased with the successful outcome.

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## 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 reception, located on the main floor; the cost is \$10 per ticket. We can accommodate a maximum of two guests per resident. Please purchase guest meal tickets 72 hours in advance of the requested meal time; this allows time for staff on the units to be informed of the number of guests and set up the table(s) appropriately.

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 reception on the main floor. Maximum capacity of this space is six people.

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, ext. 5331.

Nittu Sainu Punnoose, Food Services Supervisor, ext. 5330.

Claire Doble, Clinical Dietitian, ext. 5332.



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## Administration

It is hard to believe that summer will soon be over. I hope that everyone had a wonderful summer and took some vacation time to unwind. The fall season will soon be arriving; the leaves are already changing to the seasonal colours.

Now that the masking mandates have been lifted in long-term care throughout the province, it is nice to see many familiar and new faces throughout the home.

The team has been busy over the summer working on various indoor and outdoor improvement projects. Residents, family and staff are encouraged to enjoy both the indoor space and the beautiful grounds while the weather is still nice.

Although we are fortunate to be back to a mask-free environment, Public Health has advised us of an upcoming active fall and winter respiratory season. Prevention of disease is still the focus. You can help prevent and limit the spread of COVID-19 and other respiratory viruses by doing your part to ensure that you follow general infection, prevention and control practices, as well as keeping up to date with vaccinations.

Please remain diligent in self-screening and postponing a visit to the home if you are ill and/or symptomatic. Thanks for doing your part to keep everyone safe.

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

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