



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 3, September 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

Welcome to the cooler days of fall.

With the change in seasons comes the launch of our Let's Get Flu-less campaign. In the coming months, we'll be sharing more information about the availability of influenza vaccinations for residents and staff.

Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to take a few moments to complete the survey and to share your feedback – both on what we're doing well and where we can improve.

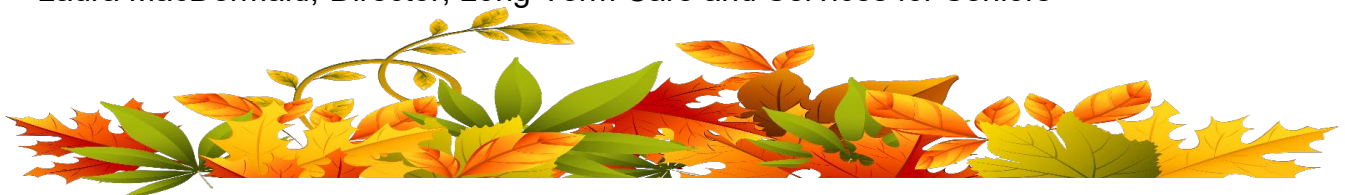
On September 30, the Region of Durham and our long-term care homes will observe the National Day for Truth and Reconciliation. We invite you to join us in remembering and honouring the survivors of residential schools, along with their families and communities.

I'm also pleased to share that the construction of Seaton Village, the 200-bed long-term care home in North Pickering, remains on schedule. We anticipate substantial completion in 2026.

If you are new to one of our homes as a resident, family member, staff or volunteer – welcome! Should you have any questions or concerns, don't hesitate to reach out to any member of our leadership team.

We hope you enjoy this edition of the newsletter.

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



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

Policy and practice update

Preceptor Appreciation Week — September 22 to 28, 2025

We're recognizing the essential contributions of preceptors who support student placements and help grow the next generation of healthcare professionals.

Are you passionate about sharing your knowledge and helping others grow? You may be interested in our LTC Preceptor Program. Your experience is invaluable in shaping the future of care at our Long-Term Care homes.

As a Preceptor, you'll play a vital role in shaping the next generation of healthcare professionals while enhancing your own leadership and teaching skills. You'll build meaningful relationships, reinforce professional standards, and develop your expertise—all while contributing to a collaborative and supportive workplace where every team member is celebrated.

We've made applying simple! Just enroll in the **Preceptor Application** course through Learnici's course catalogue and find out if you qualify!

Join us in empowering future caregivers. Your experience can change lives!

For more details, contact your supervisor or Manager of Nursing Practice. Together, we nurture excellence in long-term care. For further information, simply scan the QR code below to visit the Preceptor Hub.



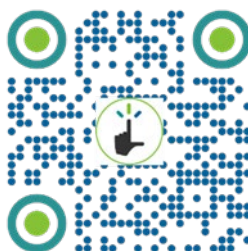
Training

Thank you to all staff who completed mandatory training early – your commitment supports high-quality resident care.

Optional learning is available in the library for LTC staff. Log in to Learnici to explore!

New! Footrest Training optional micro-course: <https://learnici.durham.ca/catalog/info/id:308>

Ready to learn? For tips on logging in and navigating the platform, simply scan the QR code below. Let's keep the momentum going!



Wound Healing Month (June)



Our Skin/Wound teams led education sessions and celebrations across the homes. We have the Seymour Wound Care Model to train staff on different pressure injuries. Interested in targeted training? Please connect with your Skin and Wound Clinical Lead or MNP.

Palliative Care Program Enhancement

The Region of Durham's Palliative Care Program Enhancement Project is underway across all four LTC homes.

Hillsdale Estates and Fairview Lodge have successfully completed Collaborative Palliative Care sessions with the Ontario CLRI (Centres for Learning, Research & Innovation in LTC).

To date, we have trained 20 Champions (Palliative Approach to Care Champions and Grief & Bereavement Support Champions).

Clinical Leads and MNPs continue to provide the palliative approach to care training for the interdisciplinary teams.

Want to learn more? Click this link to a short video, https://youtu.be/HvguLSL-AJU?si=1JhKZ0Q_khV-Z-Ko or contact your Pain & Palliative Care Lead, your MNP, or a member of your home's Palliative Care Committee.

Research Collaboration: Virtual Reality Reminiscence Therapy (VRRT)

In partnership with Ontario Tech University, we are collaborating on the development of VRRT to pair personal photos, music, and videos with immersive environments – supporting memory, calmness, and connection for people living with dementia.

In Phase 1, Recreation and ADP people leaders identified strong potential for cognitive stimulation and emotional connection and provided essential feedback.

What's next: Broader consultation with frontline staff and support teams across LTC and ADPs, plus testing a conversational AI guide to make VR easier to navigate. This person-centred, non-pharmacological approach aims to enhance well-being for residents while supporting caregivers and care teams.



Infection Prevention and Control

We hope you had a wonderful summer season! Spending time outside during these warm summer months helps to decrease the presence of infections that we often see in the cooler months. Our homes encourage residents to get fresh air with loved ones and enjoy the sunshine. We use this time to prepare for the upcoming respiratory illness season, review and refine policies and procedures, and provide education and audits on IPAC best practice. In the coming months communication will be shared from each home regarding the upcoming influenza, RSV, and COVID-19 immunization campaign. Please keep an eye out for future communication and if there are any questions, please reach out to the IPAC Practitioner in your home.

Measles

As measles cases continue to rise in the community and province, we want to remind you of the importance to protect yourself and those around you. The risk of measles to long-term care residents is currently low as most people born before 1970 have natural immunity from widespread circulation of measles. However, the current risk is to unimmunized staff, family members, visitors, and residents born after 1970.

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- Adults who have 2 doses of MMR vaccine are considered up to date
- **Health care workers** who have only received 1 dose of MMR are eligible and encouraged to receive a 2nd dose

Please ensure you are up to date with your vaccinations!



To find out how you can find out your immunization record, please visit the Durham Region Health and Wellness page at

IPAC Canada week

IPAC Canada week will be October 20 to 24 where homes will share and promote IPAC practices.

Visiting LTC

A gentle reminder that should you develop symptoms, please refrain from visiting until symptoms have resolved or are greatly improved for 24 hours. We then ask that a surgical mask is worn when visiting for the remaining 10 days from the onset of symptoms. Please reach out to your IPAC practitioner with any questions.



Quality

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 family provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and to guide operational plans.

Residents who are capable will be approached to complete the survey and will be assisted by third party volunteers to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.

Annual Influenza Campaign

In October, we will be kicking off our annual influenza campaign for residents, staff and visitors. We encourage everyone to get vaccinated against the flu. Living in a long-term care home, along with advanced age and chronic conditions, puts most of our residents at a very high risk for developing complications from the flu. Flu shot clinics will be available in the homes for residents, staff and volunteers.

Family and visitors are requested to stay home and postpone their visits if unwell. Symptoms might include fever, feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, unusual tiredness, nausea, vomiting or diarrhea. Please also ensure that you wash your hands or use an alcohol-based hand sanitizer when entering and leaving any of our homes.

Staff Health and Wellness Fairs

The health and wellness of our staff is very important, and we will once again be holding our annual health and wellness fairs for staff in November. This year's theme is **Holistic Approach to Well-being: Discover Wellness in Every Opportunity**. This fall, all four of our LTC homes are having a Health Fair at their location. The goal of the Health Fair is to promote a holistic approach to health by educating our staff on healthy living, promoting a healthy lifestyle, and providing beneficial resources. All health fairs will run between 9 a.m. to 5 p.m. Please stay tuned for more information on the dates for each location this fall.



Lakeview Manor news

Family Council

The Family Council at Lakeview Manor is focused on helping to make the lived experience of all residents as rich as it can be. The Council meets monthly with the intent to foster and support a positive, collaborative working relationship with the staff of Lakeview Manor.

We focus on promoting communication and information sharing by learning more about the complicated operations of the Manor, and by sharing the patient and family perspective.

The newly implemented Emotional Model of Care (Caring Connections Durham) promotes the development of a caring and supportive community which includes all involved in the lives of our residents. We are stronger together!

Contact Social Worker, Samantha Persaud via email at Samantha.Persaud@durham.ca to join the Family Council and offer your voice and insights.

Volunteer Corner

It has been a hot summer, but we did not let that slow us down.

Thank you to our wonderful volunteers who helped out at our three annual floor barbecues, our Family Fun Day, our visit from “Elvis”, our trip to the beach and farm, as well as the day-to-day joy they bring into the building and our residents hearts. A big shout out to our young volunteers who spent their summer break helping us out: Mudassir, Alpha and Kellou.

We are pleased to welcome our new Therapy Dog Team, Carol and Luca.

We will see everyone at the Beaverton Fall Fair, September 12 to 13.

If you are interested in joining our team, please contact sharon.vance@durham.ca.

Recreation and Therapy

As we say goodbye to another summer, we begin looking ahead to the fall and winter months. The cooler evenings, vibrant colours, and time spent with family and friends during the upcoming holidays give us much to look forward to.

Over the past few months, the Recreation Team has provided many opportunities to enjoy the great outdoors—duet bike rides, outdoor strolls, patio socials, barbecues, and outings. With fall on the horizon, the fun continues! We’re especially excited about our upcoming excursion to Windreach Farms in Ashburn, where residents will have the chance to meet and greet the animals.

The Recreation Team is a fabulous group of individuals who thoughtfully support each person’s leisure pursuits—whether in group settings, one-on-one, or by enabling independent participation. A heartfelt thank you to our summer students, Alex and Emma, for your dedication and the positive energy you brought to Lakeview.

Therapy team

We are also fortunate to have such a capable Therapy Team at Lakeview Manor. Each home area is supported by an Adjuvant, as well as our Occupational Therapist and Physiotherapist. This team works diligently behind the scenes to help residents maintain—and in many cases, improve—their independence and quality of life through daily functional tasks. Thank you for all that you do! A special thank you to Keira, our summer student supporting the Therapy Team—you've made a meaningful impact, and we wish you all the best in your bright future.

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.

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.

A reminder for 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've already submitted a form, please continue to provide vaccination updates. While visiting, pets must be supervised at all times and are not permitted in community spaces. Thank you for helping us keep Lakeview safe and welcoming for everyone.

I look forward to seeing many of you in the hallways of Lakeview and wish everyone a joyful and cozy season ahead.

Warm regards,

Kate Pelton, Manager of Recreation & Therapy Services

Nursing

Welcoming New Faces to Our Nursing Department

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

- **Personal Support Workers (PSWs):** Omolara, Winnie, Shirley, Michelle, Kiona, Stephanie, Elizabeth, Felix, Ashia, and Confidence
- **Summer Student PSWs:** Celestine, Jennifer, and Benjamin, who have now returned to their studies for the fall semester
- **Registered Practical Nurses (RPNs):** Cheralee, Madison, Kortni, and Siji

- **Resident Care Coordinator:** Vanessa Fish, who has joined the 3rd floor, supporting Blue Heron Lane and Hummingbird Circle

We're also excited to announce that Kim McGinn and Kristen Elliot have stepped into the role of **Clinical Lead RPNs**:

- Kim now oversees Skin & Wounds, Minimizing Restraints, and Continence Care & Bowel Management.
- Kristen leads Palliative & End of Life Care, Falls Prevention, Pain Management, Hydration, and Personal Care.

With extensive experience and a deep commitment to clinical excellence, Kim and Kristen are poised to make a meaningful impact in their new roles. Additionally, we're delighted to welcome back Krista Grant and Brett Chiasson to the RPN team and are incredibly thankful for their leadership and dedication while serving as Clinical Lead RPNs.

Exciting Team Developments and Resident Care Enhancements

As we welcomed a wave of new faces to our team, we also prepared for a major milestone, the launch of a new standardized resident assessment. On July 1, 2025, **International Resident Assessment Instrument (InterRAI) Long-Term Care Facilities (LTCF)** officially went live, marking a meaningful step forward in our commitment to resident-centered care. A big thank you to Lisa Alloway, Donna Patterson, and Michelle MacDougall, who led the way by providing comprehensive training and guidance to our PSWs and registered staff. This new assessment tool places residents at the heart of care planning, enabling a more holistic and personalized approach.

Environmental Services

Lakeview has seen a lot of growth over the past few years, this is evident when trying to find a parking space in the afternoon on a weekday. I would like to address this and share what we are doing to correct this congestion.

The biggest impact of our parking lot congestion is experienced during shift change in the afternoon between the hours of 2 and 3:30 p.m. Lakeview does have a plan in our forecast to resurface and expand our parking lot. Preliminary work has already started on soil testing and drawings of the expansion which include the addition of new parking at the back where the field is located. This will also include additional lighting for the safety of staff and visitors. The implementation of this project is still one to two years away.

In the meantime, we would like to address a few concerns that have arisen because of parking congestion. We understand during the midafternoon crunch; some vehicles may have to park along the side of the laneways or on the grass at the back of the lot. We would like to ask everyone who is not parked in a designated spot to relocate their vehicle to a parking spot once space becomes available.

Only vehicles with a valid permit may park in an accessibility space. The four spaces with the EV charging units are designated for vehicles requiring a charge. These spaces are for

anyone at Lakeview or the community requiring a charge for their vehicle. The spaces at the main entrance of the building are designated for visitors or anyone dropping or picking up.

We understand the frustration on certain days and appreciate everyone being patient. We are working to correct the situation to ensure the convenience and safety for all who come to Lakeview with a vehicle. If you have any feedback, please contact Anthony Stocks, Environmental Services Manager, ext. 5340.

Food Services

Please join us in saying Farewell to our summer student Lilian Keeler who is returning to fulltime studies.

2025/26 fall/winter menu

The fall/winter menu for Lakeview Manor residents is scheduled to commence in October with a fall and winter theme.

Residents' family and friends

Meals and Holiday Season

Family celebrations are an integral part of people's lives. These celebrations continue to play an important role, especially for the residents living in long-term care. For this reason, Lakeview Manor wishes to support and accommodate as much as possible the requests of our residents' family members and friends every day and when celebrating special holidays.

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.

In advance, families may reserve, our Family Dining Room. You may bring in your own food and enjoy a meal together with your resident. 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.

Families may reserve the Main Hall. You may bring in your own food and enjoy a meal together with your resident. This room can be booked based on availability through Kate Pelton, Manager, Recreation and Therapy Services at ext. 5320.

Please be advised that again we will be offering a traditional holiday menu for our 2025 Holiday Celebration Dinner in the Main Hall.

December 25

On December 25, coffee/tea and treats will be available for residents and their families to enjoy together starting at 2 p.m. in the Main Hall.

As always, a traditional holiday dinner will be served to the residents at the supper meal.

No guest meals can be accommodated on December 25.

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

Tanya Grela, Food Services Manager, ext. 5331.

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

Ester Jarosz, Temporary Clinical Dietician, ext. 5332.

Administration

I hope you have enjoyed the summer months and look forward, as I do, to fall with more seasonal temperatures and beautiful fall colours.

A huge thank you, best wishes and fond farewell to all our students as they head back to their respective academic programs. We wish them all the best for a successful year!

Over the past few months, the front office has been fortunate to have summer student, Heidi Bagshaw with us. Heidi assisted in many aspects of day-to-day operations, including admissions and care conference booking. We wish her well as she returns to university for the fall semester.

A reminder that as fall approaches, it brings with it a heightened 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 your and your loved one's vaccinations. It is everyone's responsibility to remain diligent in self-screening and postpone visiting the home if you are ill.

~Barbara~

Dates to Remember

September

1 Labour Day

22 First day of fall

30 National Day for Truth and Reconciliation

October

13 Thanksgiving Day

31 Halloween

November

2 Daylight Savings ends and return to standard time

11 Remembrance Day

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

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