



**Long-Term Care & Services for Seniors Division**

# **Lakeview Manor Newsletter**

## **Issue 4, December 2023**

Supported by  
**Ontario**  
HOME AND COMMUNITY CARE  
SUPPORT SERVICES  
Central East

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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**

Welcome to winter!

As the colder weather approaches, we tend to spend more time indoors and viruses thrive. In our community, we are experiencing an upsurge of respiratory infections. Last month, the Ministry of Long-Term Care reinstated the mask mandate for all staff in resident areas and strongly encourages visitors to wear masks as well. While I realize this is inconvenient for everyone, it is necessary. It is important to protect yourself by staying up-to-date with your vaccinations, keeping to yourself when ill, using appropriate personal protective equipment and washing your hands.

As the year ends, I want to recognize that we cannot be successful without the hard work of our dedicated employees every day in all our homes. It is important to us to see our residents experience quality of life and quality of care. If you have any concerns, questions or suggestions, please reach out to any member of the leadership team.

For those who celebrate, Merry Christmas, Happy Hannukah and Happy Kwanzaa. We have many events planned to help make this month a special one. I hope you have a wonderful holiday season, and a safe and happy New Year!

~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.**

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## Quality

### Annual Resident/Family Satisfaction Survey

Part of our quality management program is to regularly hear feedback from residents and families. This year we are using the InterRAI Resident and Family Quality of Life Survey. This is a best practice tool widely recognized across Canada and utilized by Ontario Health in the development of their quality performance measures for long-term care.

Surveys have been sent to families and we have just finished administering the surveys to capable residents. A survey report will be available in each home and to Residents' and Family Councils in December. Results from the survey will help us to determine priorities for improvement.



### Accreditation

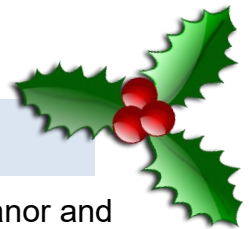
The Long-Term Care homes and Adult Day Programs are beginning work on the next Accreditation. Accreditation is a review of our processes related to care and services and compares them against national standards. This helps us to identify areas where improvements can be made. Accreditation demonstrates our commitment to quality improvement. We are enrolled in a new program through Accreditation Canada. In this program, we must complete outlined milestones before we can move on to the next phase. We are currently doing a self-assessment of our processes/practices to identify gaps and develop a Quality Improvement Action Plan. We look forward to involving staff, residents and families in this process.

### Program evaluation

This is the time of year where all the programs are evaluated to ensure we are meeting identified goals. The evaluation of programs is another way for homes to determine priorities for improvement for the next year.

### Adult Day Programs

Our Adult Day Programs (ADP) are open at Hillsdale Estates, Lakeview Manor and Lakeridge Health Port Perry. The ADPs provide structured programs to clients, with the goal of assisting clients to achieve and maintain their maximum level of functioning within the community. The ADPs also provide support and information to caregivers. The ADPs are open weekdays and provide client care from 9 a.m. to 3 p.m. Infection Prevention and Control



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## Infection Prevention and Control

### Flu season



Flu season is here! Over the last few months, the homes have completed resident and staff immunizations for the flu and COVID-19. If you have missed the vaccine clinics, speak with your home Infection Prevention and Control (IPAC) for information about immunizations. Immunizations are our best defense and protection against a variety of viruses. Thank you to all who participated!

### Hand hygiene focus

This season, we are focused on increasing hand hygiene in the homes. Staff will complete hand hygiene based on the five moments of care and when donning/doffing a medical or respiratory mask. All residents are to have their hands cleaned either with soap/water, alcohol-based hand rub, or sanitizing hand wipes prior to meals and snacks. Hand hygiene helps eliminate 80 per cent of bacteria and viruses.



### Students

With the start of a new school year, Hillsdale Terraces and Hillsdale Estates welcomed third year nursing students from Ontario Tech University, Sumaitah and Daniella. Both are working on a variety of projects, including audits and immunizations.



## Conferences

In September, the divisional IPAC team met with Durham's IPAC Hub for the return of the in-person education day. This event was the kickoff campaign for flu immunization and education. In addition, the team also participated in the IPAC Greater Toronto Area Annual Education Day. The focus of this conference was to acknowledge both resident and staff mental health during the pandemic.



## IPAC Week

All four homes celebrated IPAC Week from October 16 to 20, and Health Fairs were also organized during the months of September and October.



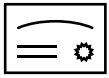
Happy holidays from the divisional IPAC team!





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## Practice and Training Team



### Preceptor Appreciation Week



Preceptor Appreciation Week was celebrated in the Region of Durham's long-term care homes from October 23 to 27. The week recognized the significant role that preceptors have with providing long-term care and services for seniors.

Preceptors are responsible for supervising students during their practicum placements. They act as teachers and help students apply their theoretical learning to practical situations. Also, preceptors foster clinical skills, communication and leadership skills, and critical thinking amongst students.

The Region of Durham's Long-Term Care and Services for Seniors (LTCSS) division is fortunate to have an exceptional group of preceptors committed to providing guidance and support to learners. They play a crucial role in creating and sustaining a positive clinical environment that is safe and supportive.

During Preceptor Appreciation Week, LTCSS recognized and celebrated the valuable contributions of their preceptors. The Practice and Training team arranged various activities for the homes during this period and created a [Preceptor Appreciation video](#) to thank the preceptors for their exceptional work. If you are interested in becoming a preceptor or learning more about it, please get in touch with the Manager of Nursing Practice in your home, or your supervisor/manager.

Thank you to all the preceptors for their invaluable contribution to LTCSS!



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## Emotional Model of Care

### Project introduction

We are excited to share with you that the division has decided to implement an Emotional Model of Care, which is a resident-centred approach that prioritizes emotional health and well-being, alongside physical health.



We recognize that a resident's emotional state can have a significant impact on their overall health and well-being. By taking a more holistic approach to care, we can create a more supportive environment for our residents.

The Emotional Model of Care project aims to develop a comprehensive framework for our Long-Term Care homes to deliver more compassionate and empathetic care to residents. This project will involve researching existing emotional care models and identifying gaps in our Resident, Family and Staff Satisfaction Survey that need to be addressed. The project team will develop a new model that incorporates best practices and innovative approaches to emotional care.

The new model will first be pilot tested in a selected home and evaluated for its effectiveness in improving resident outcomes. The project will also involve developing training programs for healthcare providers to implement the new model and sustain it in the long-term.

The project started in November and is expected to take approximately two years to complete. We are committed to ongoing training and improvement to deliver the best possible care to our residents and families, while creating a supportive working environment for staff, volunteers and students.



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# Lakeview Manor news

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## Family Council

Lakeview Manor's Family Council wishes all members of the Lakeview Manor family a safe, happy and joy-filled holiday season.

Family Council meets monthly to discuss various topics related to Lakeview Manor and the impact on family members. Family Council currently consists of nine family members and is always looking for new members. If anyone is interested in joining the Family Council, they can e-mail Amy Riddell at [amypersonal@gmail.com](mailto:amypersonal@gmail.com).

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## Residents' Council

Hello everyone! Well, another season is here and now we are gearing up for the holidays.

### Thank you

A huge thank you to our Food Services staff, who did a beautiful job on our Thanksgiving dinner. The turkey and trimmings were exceptional and enjoyed by all. Also, Halloween was a fun time, and the staff did a great job on costumes and had such fun with the tricksters.

We hope everyone has a great and safe holiday season, and thank you!

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## Volunteer Corner

### Stocking Stuffer Campaign

Thank you to everyone who contributed to the Stocking Stuffer Campaign. It means the world to the residents to wake up on Christmas morning to a stocking, just like when they were children.

### Holiday Bazaar

The Holiday Bazaar was held on November 14 and was a great success. It was so wonderful to see everyone shopping and enjoying the season together.

A big thank you to our volunteer Alice, who tickled the ivories for us at all three of our Christmas parties. Alice stuck with us all through COVID and tackled the Zoom challenge by conducting her sing-along via Zoom. We are very blessed to have such a dedicated volunteer.

I would like to wish everyone a safe and blessed holiday season.

“Unless someone like you cares a whole awful lot, nothing is going to get better. It's not. ~The Lorax

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## Recreation and Therapy

### Welcome winter



I'm never quite ready to be cold during the winter months, but I do try and find positives that are associated with winter and potentially being cold. For example, when I am cold, I enjoy a nice warm cup of hot chocolate and I also really enjoy sweater weather! Another positive about winter are the many opportunities that we have to celebrate and be together. I look forward to seeing many familiar and new faces at all our holiday celebrations. I am thankful that we can proceed and can create memories that I hope top the charts of your favourite moments with your loved ones.



### Staff updates

I have a couple of departmental updates to share. We have welcomed Skyler to the Recreation department and have said goodbye to Madison from Therapy, as Madison has joined the Hillsdale Estates family and we hope she finds success.

Thank you to everyone who came out to support the Lakeview Manor Holiday Bazaar that took place on November 14. Sharon worked very hard at ensuring there were a variety of vendors available and to create an environment that had a festive feel. This is a wonderful fundraiser that supports our residents and their independence.



### Common area bookings

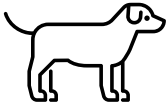
We have had an increased interest to book common areas for various functions and celebrations. Please note that the family room can be reserved, but has a maximum number of six people, which includes the resident. To reserve the family room, please contact the main office.

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.

Please be sure that all infection control requirements are being met, which currently includes masking. There are resources for potential bookings within our community if we are unable to support your request, including Beaverton Curling Club, Beaverton Town Hall and the Beaverton/Thorah Community Centre.







## Pet visits

A reminder that you are required to complete the Pet Visiting Form in order to bring any pets to visit Lakeview, 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 stay with them at all times, do not leave your pet unattended or have them visiting community spaces. Thank you!

To quote Mr. Rogers, "Often when you think you're at the end of something, you're at the beginning of something else." Happy New Year and best wishes for your new beginning.

Kate Pelton  
Manager of Recreation & Therapy Services

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## Nursing

The Nursing team is pleased to announce the arrival of Clinical Leads at Lakeview Manor! This small but mighty group of two Registered Practical Nurses and a Registered Nurse will provide leadership and expertise, and support evidence-based best practice of the clinical nursing programs. This role includes taking the lead for directing and managing the Quality Improvement Programs within the home.

## Medication management system updates

In partnership with MediSystems, we updated to an integrated medication management system in August. These updates ensure we meet quality, safety and compliance requirements. Specifically, this integration with the pharmacy system helps to reduce medication administration errors and efficiently submit refill requests. This is the first step towards Computer Provider Order Entry (CPOE), which will support our physicians in entering their own medication orders.

## Preceptor appreciation

In October, we celebrated our preceptors! These are a special group of staff (Recreation staff, Occupational Therapists, Personal Support Workers, Registered Practical Nurses and Registered Nurses) who readily share their knowledge and skills with our students. They provide the hands-on training and supervision that allows the student to translate the theory (from school) into practice. Thanks to all who participated!



## **Respiratory season is here!**

Trends in our region have shown an increasing number of respiratory infection transmission in the community, as well as respiratory outbreaks in long-term care homes. It is projected that COVID-19, Influenza and Respiratory Syncytial Virus (RSV) activity may peak in the next few weeks.

Vaccination to protect against respiratory viruses continues to be the best way for people to remain protected against severe outcomes from respiratory illness, including hospitalization. Vaccination for staff and residents against influenza and COVID-19 is in progress. The RSV vaccine will soon be available for residents. Please be advised that consent forms for the RSV vaccine will soon be distributed to residents and Power of Attorney contacts. Please ensure timely return of these forms to allow vaccination to take place as early as possible.

Handwashing, wearing a mask and social distancing are other important measures to help keep yourself, and others, safe during this respiratory season.

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## **Environmental Services**

Once again, the colder weather is upon us and soon to follow will be snow and icy conditions. The parking lots and exterior walkways are constantly monitored to ensure they remain safe and clear for residents, visitors and staff. The snow removal and salting services are provided by a contractor. Environmental Services also monitors and applies salt to the main entrances when required. We would like to remind everyone over the course of the winter months to take extra care when walking through the parking lots and sidewalks. Please ensure that you do not leave your vehicles unattended in fire routes. This will allow space for our salting equipment to access the driveways throughout the day to maintain the property. Safety is everyone's responsibility and if you encounter any hazardous conditions, please report it.

## **Clothing label reminder**

Over the course of the colder months, many of our residents receive clothing as gifts. We kindly remind everyone to have the clothing labelled to ensure its prompt return when it goes through our laundry system.

If you require any assistance related to Environmental Services, you may contact Bruce Allison or Anthony Stocks.



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## Administration

It was a beautiful fall season and the colours of the trees were spectacular this year. As we change over to the winter, we start with holiday season celebrations. We are now busy planning for holiday activities. Health authorities have stated we should expect to see an active respiratory illness season. The leadership team has taken this into consideration and are being creative in planning celebrations and events within smaller group settings.



Thank you to the residents and families who participated in the recent Resident/Family Satisfaction Survey. The feedback is important and will indicate the areas we excel and areas that need attention. Survey results will be available in each home and will be shared with both Resident Council and Family Council.



On behalf of the home leadership team, I wish all residents, caregivers, staff and volunteers a joyous holiday and best wishes for a safe and happy New Year.

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

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