



Long-Term Care and Services for Seniors Division

Lakeview Manor Newsletter

Issue 4, December 2025



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



As we enter the holiday season, I want to extend warm wishes to all residents, families, volunteers and staff. We look forward to the special events planned this month and hope they bring joy and connection to our homes.

This is also influenza season, which is why we are encouraging everyone to get their flu shot. Vaccination helps protect you and those around you and supports a safe and healthy community.

Construction of the new 200-bed Seaton Village long-term care home is well underway and remains on schedule for completion in the fall of 2026. Early in the new year, we will begin our plans for staffing the home. Our wait list for admission, managed by Ontario Health at Home, will be open approximately four months prior to welcoming our first resident. If you have any questions about the new home, please reach out to a member of the home management team.

If you are new to Hillsdale Terraces, welcome - we are glad you're here. Residents and families are encouraged to participate in Resident or Family Council to stay involved and share feedback.

We wish you a warm holiday season and a healthy, happy 2026.

~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 Service at 705-426-7388 ext. 5303.

Low-scent environments

A reminder that our homes are low-scent environments. Residents, families, visitors, and staff are asked to avoid using scented products, as exposure to chemicals, particularly in scented products and fragrances, can trigger serious health reactions in some individuals including those with asthma, migraines, chemical sensitivities, and allergies.



RAVE call update

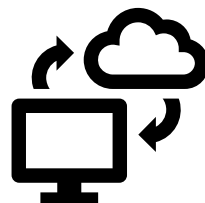
During the pandemic, our homes used RAVE calls to alert families of outbreaks within the homes, however, this process is now changing. Homes will now only send RAVE calls in the event of an emergency in the home such as an evacuation. As of January 1, 2026, RAVE calls will no longer be used to share outbreak information and outbreaks will be communicated through email notification to the emergency contact for affected residents. Signage will also be posted on the front door of the home and on the home area doors during an outbreak. If you are unsure whether you will receive outbreak notifications via email, please see the Administrative Assistant in the home.



Public Wi-Fi

The home provides public access Wi-Fi intended for basic use only (i.e., email, messaging). It is not designed to support devices that require continuous or high-speed internet connectivity (i.e., smart devices, streaming, etc.). It's important to understand that public Wi-Fi can experience reliability issues, particularly during high usage periods, and does not come with guaranteed service.

For residents seeking a more stable internet connection with fewer disruptions, we recommend that families consider purchasing a dedicated internet plan for their loved one. Bell and Rogers offer plans and services to ensure more reliable connectivity for residents who frequently use internet for day-to-day activities. The Region is not responsible for connectivity issues or data security on public Wi-Fi.



Community Paramedicine for LTC+ Resident Experience Survey

The Ontario Ministry of Long-Term Care is working with Community Paramedicine teams across Ontario to evaluate the Community Paramedicine for Long-Term Care+ pilot program. For residents and families who have had direct involvement with the community paramedicine program, we invite you to share your feedback about the care and services provided through this pilot. Your responses will help the Ministry understand how well the program is meeting the needs of residents and will inform future improvements.

Please scan the QR code below or visit

<https://forms.office.com/pages/responsepage.aspx?id=KRLczSqsI0u3ig5crLWGXDpXgyNVD9pGrh1ICsAB-KhUNUlySzdHRUpQT0xNWFVJQ0RGQzNNMEIFVy4u&route=shorturl>



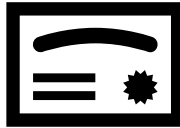
Your participation is greatly appreciated and vital to the success of the program.



Practice and innovation

SWAN Certification

Congratulations to Brett Chiasson, RPN (Lakeview Manor) and Kim Burnus, RPN Clinical Lead (Hillsdale Estates), on achieving the SWAN - Skin Wellness Associate Nurse certification in September. This strengthens our division's wound care expertise and supports consistent, evidence-based practice.



Falls Prevention Month

November is Falls Prevention Month. Each home's Falls Prevention Team is leading targeted education and quick-reference activities to reinforce high-impact practices that reduce risk and support resident mobility.

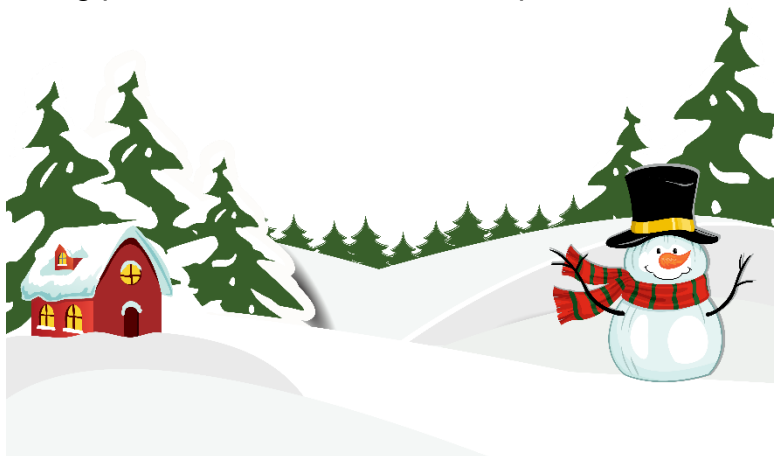
Mandatory training

Thank you to everyone who completed your modules. We have reached 99.33 per cent completion as of November, demonstrating strong compliance and a commitment to safe, reliable care.

Palliative care enhancement

The project has delivered a new palliative care assessment, a policy update, and revised care conference documentation. To date, more than 700 staff have completed education on the Palliative Approach to Care, and palliative and grief and support champions are active in each home. For details, contact your Manager of Nursing Practice (MNP) or Palliative Care Clinical Lead.

Thank you for advancing practical, resident-focused improvements across our homes.



Research and innovation recognition

Our division received the Nancy Snobelen Award of Excellence in Research – Organization for leadership in building research and innovation partnerships. Recent work includes the staffing stability study, the development of micro-credentials in palliative and dementia care, and an exergaming pilot for Infection Prevention and Control (IPAC) skills.

From the practice team, Nitha Reno presented at the conference on Building Leadership from Within: A Collaborative Model for Clinical Excellence in Long-Term Care.



Quality

2025 satisfaction surveys

Thank you to all residents and family members who completed the 2025 satisfaction survey. Our third-party company is currently reviewing and creating individual home reports. We will use this valuable feedback at our strategic planning day in 2026, and homes will be creating action plans based on the survey results.



Introduction of Automated External Defibrillators (AED)

We are introducing an Automated External Defibrillator (AED) into our LTC homes as part of our commitment to resident, staff, and visitor safety. An AED is a device used during sudden cardiac arrest to help restore a normal heart rhythm. It is simple to use and can save lives when used quickly and properly. The AED will be housed in the lobbies of the LTC homes.

For emergencies involving non-residents (such as visitors or staff), any member of the public may use the AED. However, we strongly recommend that you alert staff immediately, as they are trained to respond quickly and effectively. In accordance with our policies, only registered staff are authorized to use an AED on residents.

Our Code Blue Policy ensures we adhere to residents wishes and advanced care plans and code status. When required, a coordinated and rapid response to any life-threatening medical emergency is organized by our registered staff who are trained annually in Cardiopulmonary Resuscitation and AED use.



Policy updates

Throughout the year, we will be providing information in this newsletter about some of our recent policy changes that impact residents and families.

- **Use of Communication, Surveillance, and Hybrid-Use Devices in Resident Rooms –** This policy supports the responsible use of communication, surveillance, and hybrid-use devices to enhance resident quality of life while ensuring privacy, dignity, and legal compliance. It clarifies legal restrictions under the Criminal Code of Canada and the Personal Health Information Protection Act, including prohibition of audio recording and unauthorized interception of private communications. Families wishing to bring in surveillance cameras or smart devices such as Google Nests, Amazon Echoes etc. must do so under the requirements of this policy and be approved by the home's Administrator. For more information on this policy, please see the home's Administrator.
- **Resident Use of Medical and Recreational Cannabis –** This policy was revised to clearly identify the requirements for three different categories of cannabis use: Recreational, Medical use, and Cannabis-Based Prescription Medications. The policy outlines clear procedures for all three types of cannabis, responsibilities of use, prescribing, ordering, acquisition, consumption, administration, storage, possession, disposal, limits to acceptable use and complaints procedures. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.
- **Code Blue Policy –** This policy has been updated to include the introduction of Automated External Devices (AED) into the lobbies of each long-term care home. While the AED can be used by and for any member of the general public, only registered staff members can use the AED on residents once code status has been determined. For more information on this policy, please see the Director of Care or a Resident Care Coordinator.



Infection Prevention and Control (IPAC)

As we cozy into the Fall and prepare for the Winter season, your IPAC team is here with some important updates and gentle reminders to keep everyone safe and healthy!



Our homes celebrated IPAC Week from October 20 to 24 with activities, quizzes, and kicking off vaccination clinics for residents and staff.

Families were contacted to consent for eligible residents to receive influenza, RSV, COVID-19 vaccines, and Tamiflu. For anyone who may be outstanding and wishes for their family member to receive any of the above vaccines, please reach out to the IPAC Practitioner in your home.

Lakeview Manor – Top Shots Award!

Congratulations to Johnny Anagnostopoulos and all the staff at Lakeview Manor for achieving the highest staff influenza immunization rate in all long-term care homes in the Durham Region. Lakeview Manor was recognized at the Durham IPAC Education Day in October. Congratulations!



This fall, we welcomed back Emila Siwik to Hillsdale Terraces as the IPAC Practitioner. We also welcomed RN placement students who supported training, education, and immunization efforts - thank you to:

HE: Dwayne Davila and Joshua Caparas

FVL: Tamara Parchment

IPAC practices

The following are gentle reminders regarding the importance of IPAC practices that will assist with preventing the spread of germs this season:

- **Passive self-screening** is required before entering the home to visit. If you have any new or worsening symptoms, please refrain from visiting until symptoms have improved, and then be sure to wear a mask for the remaining 10 days when visiting. Any questions, reach out to your IPAC practitioner.
- **Hand hygiene** is a must! When entering the home, please be sure to complete hand hygiene with sanitizer provided at the visitor sign in station.
- **Outbreaks** will be communicated, and personal protective equipment (PPE) guidance will be posted in affected areas. If a loved one is placed in isolation due to symptoms, be sure to don PPE according to the signage posted on the resident door.



Wishing everyone a healthy, happy, and safe winter season!



Lakeview Manor news

Family Council

Kudos to our Recreation Team members!

The residents of Lakeview Manor enjoy a variety of entertaining and fun activities coordinated by the members of our Recreation Team, including pub socials, birthday parties, performances by various musical artists and so much more. Not a day goes by without fun.

Recently Family Council had a chat with Kate Pelton, manager of Recreation and Therapy Services, discussing the many ways that music can enhance the lives of residents. In addition to all the performances, volunteer piano sing-a-longs, and chimers, we talked about personalizing the musical experiences for each resident. Recreation staff are happy to hear from residents and family members about personal preferences. Knowing the music that brings joy, or even music that may trigger bad memories, helps staff to select the piece's best suited to each resident's needs.

Families can support their loved one's musical experience by providing technology that can make music available in your loved one's room. This might be an iPad or any other device that enables the playing of music. One wonderful option suggested by Family Council is the Simple Music Player, a one button radio that allows users to program up to 1,000 songs.

The effects of playing music for people with dementia are dramatic and widely recognized by Dementia and Alzheimer's professionals. This radio is available from The Alzheimer's Store Canada and would make a fabulous Christmas gift for the senior who has everything!

Get to know the angels on our Recreation Team by chatting with them or consider joining the Lakeview Manor Family Council where you can learn so much more about the community your loved one is part of. Contact Samantha Persaud, Samantha.Persaud@durham.ca for more information.

Sharon Craigen, Family Council President

Residents' Council

We are very excited for the Holiday Bazaar this year and are really looking forward to seeing returning vendors and meeting new artisans; it is always a great opportunity for the residents of Lakeview Manor to shop, mingle and get into the holiday spirit.

Residents Council has elected a new president and are happy to announce that Howard of Beaver River is the new Residents' Council president. Howard has been an active member of Lakeview Manor for 12 years now and has been a member of the Residents Council on and off since he moved to Lakeview. Congratulations Howard.

All residents of Lakeview Manor are welcome to attend these meetings. They take place on the fourth Tuesday of the month at 2 p.m. in the Main Hall.

Volunteer corner

Believe it or not the holiday season is around the corner, and we are ready to go here at Lakeview Manor. Our volunteers were excited to help at the Residents' Council Holiday Bazaar that was on November 18. It was a good time had by all with local artisans, family and friends.

We would also like to thank the Royal Canadian Legion Branch 135 for providing the residents with a Remembrance Day Service this year. Thanks also to our local Lion's Club for sponsoring our Wine and Cheese Night on November 26 at 6:30 p.m. The Lion's will be here to hang out with the residents and enjoy the music of Brian from Songs for Life. The volunteers throughout our community bring us all together as a community.

Our young volunteers will be assisting with prepping items and gifts for the Annual Stocking Stuffer Campaign, and we are grateful for their hard work and dedication.

The Volunteer Services team would like to welcome Sherry, she is our newest one-on-one volunteer.

The volunteers throughout our community bring us all together. If you are interested in joining our volunteer team, please email or call sharon.vance@durham.ca (705)426-7388 ext. 5325

Recreation and Therapy

As the season changes and we come together to celebrate various holiday traditions with friends and family, we often take time to reflect on the past year. This can be an emotional journey, especially when we stop and look at everything and everyone that we can be grateful for. I for one am grateful for the wonderful teams we have here at Lakeview and to be able to engage with the amazing residents, families and volunteers. Thank you for making my days brighter.

I'd like to take this opportunity to officially welcome Mikayla to the Recreation Team. Mikayla joined Lakeview in August as the recreation programmer for Hummingbird Circle, and we're thrilled to have her on board. We're also pleased to welcome our new music therapist, Felicia. We look forward to working with you and supporting the meaningful ways you'll enhance the lives of our residents through music. I am also happy to share that the students who worked with Recreation and Therapy over the summer months will be returning during the holidays to provide additional support to our residents. Welcome back, Emma, Keira, and Alex—we're glad to have you with us again!

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.

"May your troubles be less and your blessings be more, and nothing but happiness come through your door." - Irish Blessing

Best wishes for a happy new year, I hope that you find what brings you peace and joy.

Kate Pelton,

Manager of Recreation and Therapy Services

Nursing

This summer and fall, 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):** Olivia, Kajal, Emmanuel, Lisa, Jasper, Hailey and Stacey
- **Registered Practical Nurses (RPNs):** Lindsay, Regal and Taylor
- **Registered Nurses (RNs):** Monica and Ping

November is Falls Prevention Month across Canada!

Each November, organizations across Canada come together to promote awareness and action around fall prevention. At Lakeview Manor, we're proud to support this initiative by strengthening our commitment to resident safety and sharing practical tips with families and caregivers.

Why Do Falls Matter?

Falls remain the leading cause of injury-related hospital admissions and deaths among older Canadians.

Approximately 30 per cent of adults aged 65+ will report experiencing a fall each year, and 20 per cent suffer a fall-related injury.

Among residents in long-term care, nearly 15 per cent have experienced a fall within the past 30 days, underscoring the urgency of proactive prevention.

These incidents not only affect physical health but also diminish independence and quality of life.

Lakeview Manor's commitment to fall prevention

At Lakeview Manor, our Falls Interdisciplinary Team works diligently to implement safety protocols tailored to each resident's needs. We assess individual risk factors and deploy targeted prevention strategies to reduce fall incidents and promote resident well-being.

We offer a range of Falls Prevention Equipment, including personal alarms to alert staff of movement or potential falls and hip protectors and/or helmets to reduce injury severity.

We also emphasize the importance of proper footwear. Residents are encouraged to wear supportive, well-fitting shoes with non-slip soles. Loose, worn-out, or ill-fitting footwear can significantly increase the risk of instability and falls.

What Can You Do to Help?

- Partner with nursing staff to understand your loved one's fall risk and prevention plan.
- Participate in care conferences to advocate for personalized safety measures.
- Encourage physical activity through supervised exercise programs that build strength, balance, and confidence.

Together, we can create a safer environment and help our residents maintain their independence and dignity.

Environmental Services

Now that the seasons have changed Environmental Services would like to remind everyone about some outdoor safety tips.

We work along side our contractors to ensure the parking lot and sidewalks are kept clear of snow and ice.

Staff, residents and families are reminded to use caution when outside. If we experience a lot of snowfall over the winter months this may reduce the amount of parking spaces available.

If you notice icy conditions, please report this to a member of the Environmental Services Team. In the meantime, everyone is reminded to wear appropriate footwear to reduce the potential for slips and falls during the winter months.

A Message from Anthony

As many of you know, I will be transitioning to Seaton Village to start a new chapter in my career with the homes. It is with mixed emotion that I won't be at Lakeview on a regular basis.

It has been an absolute pleasure serving our residents and families.

I'm proud of the work that the Environmental Services department does on a regular basis, and I have every confidence the new Environmental Services manager coming to Lakeview will supplement the team in a positive manner and continue the important work that our team delivers.

Anthony Stocks
Manager, Environmental Services

Food Services

Meals and the holiday season

Family celebrations are an integral part of people's lives. These celebrations continue to play an important role, especially the residents living in Long Term Care. For this reason, Lakeview Manor wishes to support and accommodate as much as possible the requests of resident's 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 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. The cost of a 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, which is located on the second floor, can be reserved on a first come, first served basis, and by signing a reservation agreement at the main reception.

Families in advance, may also 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 (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.

Caring Connections Durham

Caring Connections Durham: A year of meaningful change at Lakeview Manor

Over the past year, Lakeview Manor has proudly piloted Caring Connections Durham, an emotional model of care designed to improve the quality of life for our residents by focusing on enhancing how we support their social and emotional wellbeing. This innovative initiative focuses on fostering deeper emotional connections and creating a more compassionate, person-centered environment within long-term care.

What Is Caring Connections Durham?

Caring Connections Durham is a holistic approach to care that emphasizes empathy, emotional presence, and meaningful relationships. Through extensive staff training and the development and implementation of change initiatives throughout the home, the model equips caregivers with tools to better understand and respond to the emotional needs of residents. It encourages staff to engage with residents not just as care recipients, but as individuals with rich histories, preferences, and feelings.

Why it matters

The emotional well-being of residents is just as vital as their physical health. By prioritizing connection and understanding, Caring Connections Durham aims to reduce feelings of isolation, improve mood and engagement, and foster a sense of belonging. For families, it offers reassurance that their loved ones are receiving care that honors their dignity and individuality. For staff, it creates a more fulfilling and supportive work environment, enhancing job satisfaction and team cohesion.

Project milestones and next steps

We are thrilled to share that the implementation phase of Caring Connections Durham has now been completed across all home areas at Lakeview Manor. Most staff members have participated in comprehensive training, and we continue to provide support as they integrate these practices into daily care routines.

As we move forward, we are preparing for the post-testing phase, scheduled for November and December 2025. This evaluation will help us measure the impact of the project and ensure it has met its core objectives—most importantly, improving the quality of life for our residents.

Gratitude and community support

We extend our heartfelt thanks to the residents, families, and staff who have embraced this journey with open hearts and minds. Your support has been instrumental in bringing Caring Connections Durham to life, and we look forward to sharing the outcomes of this transformative initiative in the months ahead.

Together, we are building a future where emotional care is at the heart of everything we do.

Administration

There is a chill in the air and the days are getting shorter. Oh no, this could only mean one thing; winter is approaching. Whether winter is your season or not, try to make the most of it and enjoy. Spring will come soon.

As we move towards the season change, check the recreation calendars and notices posted in the home for the holiday season events.

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 soon be available in each home and will be shared with both Resident Council and Family Council once available.

Reminder that family and friends can send electronic greetings to their loved ones in the home.

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

Business Office

To observe the statutory holidays, the Business Office will be closed on Wednesday, December 24 at noon and all day on December 25 and December 26.

Resident banking will be available on December 22, 23, 29 and 30.

The Business Office will close at noon on December 31 and all day on January 1.

The office would also like to welcome Lia into her new permanent position, as well as welcome Lesa and Christina to the team.

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.

Barbara Surge,
Administrator

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

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