



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter



Supported by

Ontario

Central East Local Health
Integration Network

Issue 2, August 2020

Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centered care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news

Director's message

As most of the province continues to open up and people resume activities, there is a risk that Ontarians will feel this means that COVID-19 is not as threatening as before. While it is true that the incidence of the virus has declined significantly, it is still a very real and dangerous pandemic in our province, country and around the globe. It is critical that we do not let our guard down. I strongly urge each and every one of you to continue to be cautious at work and in your personal lives including wearing masks when you cannot social distance and limiting your interactions with others.

COVID-19 has been a particularly challenging time for families and caregivers who have not been able to visit or provide care to those living in long-term care homes (LTCH). Under the direction of the Ministry of Long-Term Care, our homes opened to outdoor visits on June 18. Indoor visits began on July 22 in a limited manner. As the pandemic situation evolves in Ontario, direction involving visits at LTCH will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront. I want to thank the staff at each of the homes for facilitating these visits, and we look forward to expanding these visits when it is safe to do so.

Finally, I want to thank the residents, families and staff for your understanding during this difficult time and to encourage you to reach out to a member of our management team if you have any questions or concerns about any policies, decisions or actions that we are taking in responding to COVID-19 in our homes.

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



If you require this information in an accessible format, please contact Barbara Surge, Acting Administrator at 705-426-7388 ext. 5301.

Quality

2020 Resident/Family Annual Satisfaction Survey is coming soon

This fall, the annual satisfaction survey will be given to all residents who can complete it and be mailed to family members. Taking the time to complete the survey will help us to understand how we are doing. Please stay tuned for more information on when the survey is coming out.

Infection prevention and control

Non-medical masks

Safe use of non-medical masks

Wearing non-medical masks or face coverings is now required in commercial establishments within Durham Region.

These commercial establishments include:

- retail stores
- malls/plazas
- personal service settings
- gas stations
- mechanics' shops/garages
- convenience stores
- restaurants
- grocery stores and bakeries
- indoor farmers' markets

Following regulations and guidelines goes beyond the walls of our long-term care homes. It is important that we follow the unique rules within our community that are put in place by the establishments and public health. These rules can include:

- Customer directional signage.
- The use of a mask in a restaurant, except when outside on the patio or while eating.
- Screening assessments.
- A limit on the number of occupants within the establishment.

Please visit durham.ca/novelcoronavirus to become familiar with this policy.

The COVID-19 virus (SARS-CoV-2) is typically spread via infected respiratory droplets when we cough, sneeze or talk. Masks work by limiting expired respiratory droplets and reducing the risk of transmission.

However, masks are only effective when they are used properly.

Non-medical masks continued

How to wear a non-medical mask safely

1. Wash your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content before picking up your mask.
2. Inspect the mask for any damage. Masks that are dirty, have holes, or have tears in them should be discarded.
3. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Hold the mask by the ear loops and place a loop around each ear.
 - Face mask with elastic bands: Hold the front of the mask with your hands and pull the top strap over your head resting it on the top-back of your head, and then pull the bottom strap over your head resting it around your neck.
 - Face mask with string ties: Hold the upper strings so the top edge of the mask rests on the bridge of your nose and then tie it around the top-back of your head. Tie the bottom strings around your neck.
4. Adjust the mask to your face so that it covers your mouth, nose and chin; without leaving gaps on the sides.

How to remove a non-medical mask safely

1. Always wash your hands with soap and water or an alcohol-based rub (ABHR) with 70 to 90 per cent alcohol content before removing the mask.
2. Depending on the style of the mask you are using, follow these steps:
 - Face mask with ear loops: Remove the mask by lifting both ear loops.
 - Face mask with elastic bands: Remove the mask by lifting the bottom strap first over your head, followed by the top strap over your head.
 - Face mask with string ties: Remove the mask by untying the bottom string first, followed by the top string.
3. Pull the mask away from your face and keep it away from surfaces.
4. Store the mask in a clean resealable bag if it is not dirty; and wash the mask with soap and hot water at least once a day. NOTE: Always pick up the mask by the straps or loops, and not by the front or inside of the mask face.
5. Always finish with washing your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content after removing your mask.

Mask safety tips

- Avoid touching the front of your mask. You should assume that the front of your mask is contaminated.
- Do not wear a mask that does not fit properly.
- Do not lower your mask below your nose or your mouth. For example, when you are talking with someone.
- Do not remove your mask when you are within two meters of others.
- Never share your mask with others.

Social/physical distancing and hand hygiene

It is important to remember that masks do not replace social distancing and physical distancing.

Please continue to maintain a safe six feet/two metres distance from others even when wearing a mask, clean your hands frequently, self monitor for any COVID-19 symptoms, and answer screening questions honestly.



Health and wellness news

Sun and heat safety

It is important to exercise caution during the hot weather.

While extreme heat can put everyone at risk from heat illnesses, health risks are greatest for the elderly, infants and young children, and those who have chronic illnesses or are physically impaired.

Extreme heat may increase your health risks if you have breathing difficulties, heart or kidney problems, hypertension, Parkinson's disease or a mental disorder.

Sun safety tips

- Dress for the weather, wear loose-fitting, light-coloured clothing made from breathable fabric.
- Stay hydrated, drink plenty of cool liquids, especially water, before you feel thirsty to decrease your risk of dehydration.
- Avoid sun exposure. Wear a wide-brimmed, breathable hat.
- Wear sunglasses. Make sure they provide protection against UVA and UVB rays.
- Limit your time in the sun, especially between 11 a.m. and 4 p.m.
- Use sunscreen with a sun protection factor of at least 15. The sunscreen should also say broad-spectrum on the label, to screen out most of the UVA and UVB rays.



Sunburn

Sunburn is caused by overexposure to UV rays. While the symptoms are usually temporary, skin damage is cumulative throughout a person's life and can develop into serious long-term health effects, including [skin cancer](#).

Reflections off snow, water, sand and concrete can increase the effect of UV rays. Protect yourself on cloudy days when you're swimming.

If you have been in the sun long enough to get a severe sunburn, you may be at increased risk of heat illness.

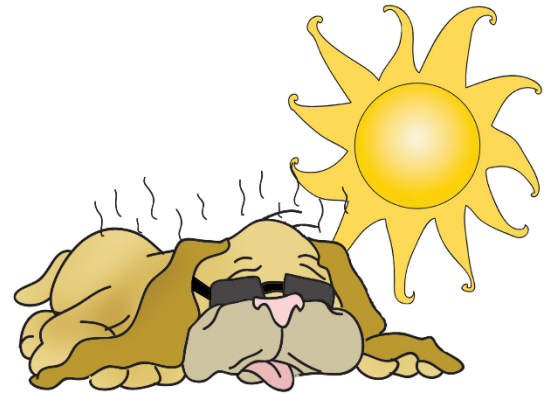
Heat Illness

Heat illnesses include heat stroke, heat exhaustion, heat fainting, heat edema (swelling of hands, feet and ankles), heat rash and heat cramps (muscle cramps). Heat illnesses can affect you quickly and are mainly caused by overexposure or overexertion in the heat.

Watch for symptoms of heat illness, which include:

- dizziness or fainting
- nausea or vomiting
- headache
- rapid breathing and heartbeat
- extreme thirst (dry mouth or sticky saliva)
- decreased urination with unusually dark yellow urine

If you experience any of these symptoms during hot weather, immediately move to a cool place and drink liquids. Water is best.



Influenza Management Program 2020

As flu season approaches, we must all remember that the risk for ongoing spread of COVID-19 virus remains. We are working collaboratively with Public Health to develop a comprehensive flu campaign during these unprecedented times. Flu symptoms can be very similar to COVID-19 symptoms, so it is critical this year that staff do what they can to avoid getting the seasonal flu. While there is no vaccine yet for COVID-19, there is one for seasonal flu.

Seasonal influenza is a serious public health problem that causes severe illness and death in high risk populations. The most effective way to prevent the disease is vaccination.

Letters will be sent out to staff in September outlining the Influenza Management program and the responsibilities of staff members to either obtain their flu shot or take an anti-viral medication.

Flu shot clinics will again be offered on-site in the Homes. Stay tuned!



Keeping you informed

Visitor process in long-term care

Following all provincial direction, our homes have begun to receive visitors. We offer outdoor and indoor visits. We are committed to ensuring these visits are enjoyable and safe allowing for proper physical distancing and infection control practices. All visitors will go through a screening process. The screening will depend upon the type of visit. All visits will need to be scheduled with the home. Please visit the website for more information on visiting our long-term care homes: durham.ca/ltcUpdates.

Visitor process in long-term care continued

Outdoor visits

The screening will include answering questions. There is no longer a requirement to attest to a negative COVID-19 test for outdoor visits. It is important to bring your own face mask to the outdoor visit and wash/sanitize your hands before and after your visit. Each resident can receive up to two visitors once per week for 30 minutes. Outdoor visits are weather dependent. Visitor washrooms are not available for outdoor visits.

Indoor visits

The screening will include answering questions, having a temperature check and attesting to a negative COVID-19 test results in the last two weeks and subsequently not having tested positive. Visitors will be provided with a surgical mask which must be worn at all times. Residents can receive up to two visitors once per week for 30 minutes. There will be no indoor visitors under the age of 12.

Essential caregivers

Essential caregivers are individuals who are not staff and provide care services to one resident at a home. In many cases, these essential caregivers are family members. Essential caregivers are not accessing the home primarily for social reasons, but rather to provide service and basic care such as assistance with feeding, or management of responsive behaviours. Screening for essential caregivers includes questions, attestation to a negative COVID-19 test in the past 14 days and subsequently not tested positive. Essential caregivers can visit once a week for 60 minutes and will provide support to the resident in their room.

We are all in this together to ensure that those who live, work and visit our homes are safe and healthy. Please contact the home if you are interested in learning more about visiting the home.

Personal care services

We are working on the resumption of personal care services. These would be services from individuals that either have a contractual relationship with the Region of Durham or a facilitated agreement. These services are independent of the homes' operations and provide a service to residents within the home. This includes but is not limited to hair salons, foot care, dental care and optometrists. Please inquire with your home on their process for resuming these services.

 **Welcome** 
back!

Rate reduction information

If you or your loved one qualify for an accommodation rate reduction, it is that time of year again to provide a completed rate reduction application along with a copy of the 2019 Notice of Assessment from your tax return. The Ministry of Long-Term Care recognizes that there may have been some delay in the completion of 2019 taxes, so they have extended the application time frame to the end of September. Once documentation is received the rate will be adjusted and retroactive to July 1, 2020. If documentation is received after September 28, 2020 a request will be submitted to the Director at the Ministry of Health to request a change in start date to July 1, 2020. This request may or may not be approved.

The Ministry of Long-Term Care has announced that there will be no annual increase for those residents who pay the full basic or a preferred accommodation rate for the period beginning July 1, 2020. This has been deferred until January 1, 2021. Rate reductions are applicable effective July 1, 2020. When available from the Ministry of Health, we will send out the new rates for full basic and preferred accommodation.

Lakeview Manor news

Family Council

The Lakeview Manor Family Council will be resuming virtual meetings beginning in September. The group has not come together for a meeting since early this year and are excited to get back to speaking with one another, seeking educational opportunities together, and looking for ways to help improve the lives of the residents and families of Lakeview Manor.



If you are interested in becoming a member of the Family Council, you can reach out to Rob Clayton at extension 5320 for more information on how to connect with them.

Residents' Council

We hope all is well with our sister homes and fellow residents. We look forward to the chance to meet again and build our executive back up to full man power. The Lakeview Manor Residents' Council President and two resident home area representatives are still listening and talking with the residents but we await the time when we can meet in a group, until then we hope all of you stay healthy.

Volunteer corner

We are greatly missing our volunteers but have been keeping in touch as best we can. Lakeview Manor staff, residents and volunteers are participating in the Lakeview Summer Olympics. Our volunteers have been very enthusiastic participants and are sending their completed challenges through email and mail. We are grateful to have such dedicated volunteers and look forward to when we can all celebrate together again.



Recreation and Therapy

As COVID-19 caused restrictions and changes, the Recreation team at Lakeview has made adjustments to keep up with resident needs while visitors could not come to the home and group programming was cancelled to allow for physical distancing measures. The recreation team has been providing one-to-one programming and working to keep residents connected to their families and loved ones.



Over the spring and summer months, the Recreation team worked tirelessly to schedule and facilitate video calls, window visits, outdoor visits and, more recently, indoor visits. While doing this they also have been providing one-to-one programming to residents to maintain their participation and engagement levels.

As restrictions are lifted, the Recreation team is excited to get back to providing some group programming on the home areas while maintaining physical distancing between residents.

The team at Lakeview Manor will continue to adapt to meet the changing needs of the residents and families.

Nursing

In January, the nursing department embarked on a process to improve access to nursing supplies. Our rationale was that if the supplies were organized and near the point of care, we could reduce the time spent retrieving needed products; time that could be spent at the bedside interacting with our residents. A small team was assembled and, using our sister home as a model, the group set about developing an organized cart system within each of our existing supply rooms. The team reviewed required products and set up each cart identically. A clerk was delegated to monitor inventory and restock weekly. As we near the eighth month mark, our work has been successful! Staff can quickly and easily access supplies when needed, vastly reducing time spent searching. In addition, we have noted financial efficiencies by rotating stock and reducing wastage due to products expiring. The project was such a success! We are now looking at implementing a similar approach to our isolation supply and medication rooms.

During this time, please continue to help us keep our residents and community safe by:

- Practicing physical distancing.
- Washing your hands often.
- Wearing a face covering when indoors in a public space.
- Covering your coughs or sneezes with an elbow.
- Staying at home when ill.



As flu season approaches, consider getting a flu shot!

Food Services

Food Services continues to promote physical distancing of residents and staff during meals by expanding the dining areas.

We have completed training and initial software migration. The Summer-Fall menu, nutritional analysis and resident nutrition-related data has been integrated into our new software called Synergy.

The new Summer-Fall menu launched on July 6.

Administration

I would like to welcome Amber Rogers as the Coordinator of Administrative Services for Lakeview's Nursing Department. Amber comes to us from Sienna Senior Living where she worked as the Recreation and Leisure Manager. Amber will be overseeing and coordinating a variety of day-to-day operations such as the attendance support program, mask fit testing, workplace investigations, disability and return to work management, employee training, and scheduling programs (such as reasonable availability and reassignment). She will also be assisting with the managing of other operational requirements as needed.

Pandemic pay is now being paid out to all staff that qualify. The first payment of pandemic pay was issued on July 24. The payment covered a four-week period from April 24 to May 21. Pandemic pay for the second payment covers a four-week period from May 22 to June 18 was issued on August 21. Please stay tuned for the final two pandemic payment dates.

As Ontario slowly reopens, LTC Homes are seeing indoor and essential caregiver visits in addition to the established virtual, window and outdoor visits. I remind everyone that it is your responsibility to help reduce the spread of Covid-19 by staying home if you are ill, monitoring and practicing physical distancing and proper hand hygiene, cleaning with disinfectants, and wearing a mask. Thank you to everyone for your diligence in keeping our home and each other safe.

As we continue with reopening the province, the Ministry of Health is strongly advising that LTC homes continue Covid-19



surveillance testing twice monthly until further notice. We will be notifying all staff of the scheduled dates that we will be running clinics each month.

The home is following Ministry and Public Health guidelines by continuing to limit large crowd gatherings such as home-wide resident programming and staff town hall meetings. In place of large gatherings, the home is offering home area specific resident programming and staff update meetings. I remind all staff that you have an open invitation to attend your home area meeting where you can engage in discussion about the most current Covid-19 information and home processes.

The Regional Municipality of Durham
Social Services Department
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