



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 3, September 2022



Mission

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

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news



Director's message



I hope everyone has been able to enjoy the beautiful weather over the summer. It was pleasant to see some kind of normal return in the homes, with residents and their families enjoying the outdoor spaces and activities.

We are now in a seventh wave of COVID, with infections increasing in the community and in our homes; new cases are identified daily. All screening and surveillance protocols currently remain in place in all four of our long-term care homes. On July 15, Associate Deputy Minister Erin Hannah released a memo on [ItsHomes.net](https://www.itshomes.net) outlining a pandemic response update, which included information related to the expansion of eligibility for fourth doses of the COVID-19 vaccine for individuals 18 to 59 years of age.

The management of this pandemic has required numerous rounds of resident isolation, restrictions on visiting, and the curtailing of social activities. To strengthen our sense of community, we are finding creative ways to re-engage with residents, family members and staff. I encourage you to get involved to the extent that you are able. Attending Resident Council and Family Council meetings is a good way to stay connected and if you or anyone you know is interested in volunteering, the Coordinator of Recreation and Therapy in each home has information about getting involved. As well, if you are a new resident, family member, staff member or volunteer, we welcome your questions, concerns, and suggestions— please speak to any member of the management team.

Please continue to be vigilant about safety and positive about the difference you can make. I hope you enjoy this edition of the newsletter.

~John Rankin, Acting Director, Long-Term Care and Services for Seniors



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

Quality

Accreditation

Long-Term Care and Services for Seniors will go through Accreditation from January 30 to February 3, 2023. Accreditation is a process to go over and review all our organizational practices and compare them against sets of national standards. These standards are in the areas of leadership, long-term care management, infection control and medication management. The Accreditation process helps to identify if we are meeting the national standards and, if there are any gaps, will identify action plans to meet those standards. Part of Accreditation is getting feedback from staff, residents and families. All feedback has been sent to Accreditation Canada. We will receive a report highlighting areas where we excel and areas where improvement is needed.

Every month, there will be a communication update on a topic related to operations or care.

This fall, we will administer the annual Resident and Family Satisfaction Survey. Residents who are capable will be given the survey and, if needed, will receive assistance to complete it. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the Resident and Family Satisfaction Survey this fall.

New Regulation Update

In April, the Fixing Long-Term Care Act, 2021 (FLTCA) was enacted to regulate Ontario’s long-term care home sector. The new Act lays the foundation for long-term care residents to receive enhanced quality of care and enjoy a better quality of life by improving staffing and care, improving accountability and enforcement; and building modern, safe, and comfortable homes for residents.

These regulations, and the policies and processes that will define them, will be implemented in a phased-in approach.

Since July, updates have been made to the Region’s Long-Term Care Home website ([FLTCA](#)) to provide more information on new requirements of the Act.

In each upcoming newsletter, we will summarize a few of the main areas of change.

Below is a summary of changes to:

- the Infection Prevention and Control program
- Emergency Management
- Screening and Declarations



Quality continued

New Regulation Update continued

Infection Prevention and Control program

The Fixing Long-Term Care Act and Regulation have built on the requirements of the past Long-Term Care Homes Act and added new requirements, including:

- Dedicated Infection Prevention and Control (IPAC) lead for each home
- Additional training, education, and certification for IPAC leads
- IPAC practitioner duties include:
 - Conducting audits of specific activities performed by staff in the home (e.g., Hand hygiene, donning and doffing of Personal Protective Equipment)
 - Reviewing infectious disease surveillance results
 - Ensuring a system for tracking and evaluation of the Infection, Prevention and Control program
 - Regular consultation with interprofessional team
 - Training staff, volunteers, families and other stakeholders on Infection Control topics
 - Leading outbreak management and preparedness
 - Ensuring there are evidence-based policies to support practices
 - Reviewing Personal Protective Equipment stewardship plan in the home
 - Identification of staff roles, responsibilities and accountabilities related to the delivery of an IPAC program that are clearly defined and communicated regularly to all staff

Screening and Declarations – Implementation date: May 11, 2022

The new regulation has introduced enhanced screening requirements for staff, volunteers and members of its governing structure that include restrictions on hiring staff and accepting volunteers based on offences against vulnerable individuals and acts of professional misconduct by a regulated professional.

Requirements also include all staff and volunteers sign a declaration indicating they have not been charged with any offenses listed in the regulation or charged with professional misconduct.



Quality continued

New Regulation Update continued

Emergency Management – Implementation date: July 11, 2022

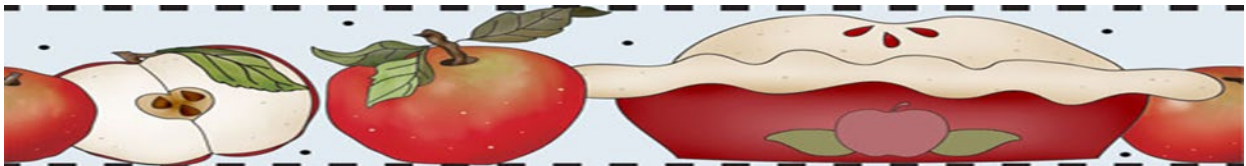
There are new requirements for emergency management for long-term care homes, including:

- Ensuring consultation with all stakeholders
- Hazard identification and risk assessment
- Guidelines for sharing and posting plans
- Ensuring access to reliable communication equipment for obtaining emergency assistance
- Plans for food, fluid and drug provision for emergencies that interrupt normal operations
- Plan for resources, supplies and Personal Protective Equipment
- A process for review and evaluation when emergency plans are enacted
- All emergency plans must be posted within the home, available to all residents and families, and posted to the organization website
- The addition of new emergency plans for Loss of Essential Services, Gas Leaks, Pandemic, and Heat Related Prevention and Management



In our next newsletter, we will review the updated requirements for:

- Quality Management Program
- Palliative Care and End of Life Program
- Compliance and Enforcement



Lakeview Manor news

Family Council

Family Council meetings

Family Council meetings were on hiatus during the summer. Family Council is looking forward to resuming meetings in the fall, hopefully with some new members.

Family Council has worked hard on developing a new brochure, which has been sent to all families. If you would like to join the Family Council, please email lakeviewfamilycouncil@durham.ca

Residents' Council

Residents' Council meetings

We hope you all had a safe and happy summer and that your autumn is full of pumpkin spice and laughter!

At Lakeview, we enjoyed the beautiful weather, a few scenic drives, a visit from farm animals and, who can forget, Elvis was in the building.

Residents' Council members took July and August off but are ready to get back to work in the fall. Our first meeting after summer break was held on Tuesday, September 13 at 2 p.m. in the Main Hall. Following the Residents' Council meeting, the monthly Food meeting was held.

Residents' Council Holiday Bazaar

Due to restrictions, we feel it best that the Residents' Council Holiday Bazaar be postponed once again. We do have a few fundraisers planned throughout the fall, so please keep your eyes open for them.

Annual Stocking Stuffer campaign

A reminder that the annual Stocking Stuffer campaign will begin on November 1. Santa's helpers assure that each resident has a stocking to open on Christmas morning, but it is only possible with the generosity of families and friends. We are looking for donations of large print word search books, Crayola products, name brand hygiene products, stuffed animals, socks, candy and diabetic candy, pens, pads, knick-knacks, etc.



Volunteer Corner

Become a Volunteer

Happy fall, ya'll!!!!!! 'Tis the season for crisp walks, cozy games by the fireplace and warm conversation—all of which you can have at Lakeview Manor as a volunteer.

We are working on rebuilding our volunteer team. If you are new to the area, find yourself with some spare time or are looking to be part of a caring community, please consider volunteering with us. The process is a bit easier now that the Vulnerable Sector Screening can be done online, in-person interviews are back and there are a variety of volunteer positions available to choose from. Please call 705-426-7388 ext. 5325 or email sharon.vance@durham.ca if you have any questions.

Volunteering is fun!

Volunteering is fun. We enjoyed lunch at Janet's, who is one of our longest standing volunteers; new volunteer Alyssa and our Ladies Auxiliary President Lynn pampered some residents with manicures; and residents enjoyed listening to volunteers Julie, Kim, Carolyn, Catherine, and Mary in the Chime Choir that practices on Blue Heron every Monday morning. We also enjoy bingo numbers being called while Deb and Mary Jo cheer our residents on to victory.

Thank you Volunteers!

We are grateful to our core volunteers who stayed with us throughout the challenges of the past few years. We wish those volunteers who have moved on to new life adventures the best of luck.

Recreation and Therapy

Therapy news

The Therapy team, including the Physiotherapist, Occupational Therapist (OT) and OTA/PTAs (Adjuvants), are continuing to provide therapy to each resident who has been assessed by physio and/or OT and determined to require therapy intervention. Intervention might be a specific exercise program or walking programs. An assistive device for mobility, eating or dressing may be required. The therapy team, along with nursing, also address and put into place fall prevention measures.

The therapy team would like to welcome Jigar, a new adjuvant who joined the Lakeview team this August.

October is National Occupational Therapy month and October 12 is Occupational Therapy Assistant Day. Thank you to the OTA/PTAs whose dedication and tireless efforts do not go unnoticed. Our professions truly would not be the same without you!

~Denise Neal, Occupational Therapy

Recreation and Therapy continued

Recreation news

Our Recreation department has been busy organizing some amazing programs for the residents to enjoy. It has been so nice to find a little bit of normal. I know that residents have really enjoyed participating in the various outings that have been offered, barbeques and entertainment. The duet bikes are in constant motion during the summer months and will continue to be in use until the weather no longer allows for it. Outdoor strolls are also a popular way to spend time.

We were very fortunate this summer to have Recreation students Emma and Kaitlyn join our team. Both have completed their time with us for the summer and have headed back to school. We would like to take this opportunity to thank them for their hard work and dedication these past few months. Kaitlyn and Emma have very promising futures ahead of them.

If you have any ideas that you would like to share to enhance the quality of programs that we offer, please do not hesitate to speak with me. We want to ensure that we continue to implement and develop programs that support the needs of our residents.

I would like to thank everyone for being so welcoming and supportive while I become familiar with Lakeview Manor. I am enjoying getting to know the residents, families and all of the wonderful team members—what a great community!

If I have not met you yet, I look forward to doing so; and if I have had the pleasure, I look forward to seeing you again. All the best,

~Kate Pelton, Coordinator of Recreation and Therapy Services.

Nursing

Welcome

Recognizing the ongoing challenges related to the pandemic and Ontario-wide labour shortages, we continue to actively recruit for nursing positions. In the last two months, we have welcomed two Registered Nurses, two Registered Practical Nurses and five Personal Support Workers (PSW) to our team! In addition, we have had four nursing students help us over the summer months as student PSWs.

Safe medication practices

The nursing team, in collaboration with our pharmacy provider and medical staff, recently participated in the Institute for Safe Medication Practices (ISMP), Canada's annual Medication Safety Self-Assessment for Long-Term Care. Using an evidence-based assessment tool, the team evaluated the safety of our medication system and identified vulnerabilities and opportunities for improvement. Annual participation in this safety initiative supports the team's awareness of safe medication system characteristics and allows us to monitor our progress over time.

Environmental Services

Parking lot improvements

Over the past few weeks, we have been busy improving our parking lot areas, causing some minor disruptions for staff and visitors. We had the lines and stencils repainted around the building to freshen up the spots, and we repaired and repaved around our catch basins. The main driveway was repaired, where the asphalt meets the concrete, along with several potholes throughout the property. We would like to thank everyone for their patience as we worked through these initiatives. This is a good opportunity to remind everyone when parking at Lakeview to not block fire routes; this will ensure ease of access for emergency vehicles and first responders.

We welcome the fall and hope that everyone has an opportunity to enjoy the grounds. As always, all feedback is welcome, and we appreciate everyone's assistance.

Food Services

Food Services staff updates

Please join us in saying farewell to our summer students, Andrea, Nora, and George, who are returning to full-time studies.

Food service technology

We are currently preparing for the next phase of the food service (FS) technology expansion. In November of this year, we will be expanding the use of our FS software system to tableside and snack cart service, which will allow staff to have easy access to resident diet and nutrition information directly from a tablet. This tableside service will also allow residents to order their meals right from the screen and have their personal menu available to them. We will be providing training for staff and further communication closer to launch date.

Fall/winter menu

The fall/winter menu for Lakeview Manor residents will begin on October 24, with an emphasis on more homemade menu items and a fall/winter theme. If any residents, family members or staff have recipes they would like to bring to the Food Services team, we are always looking for new recipe ideas! As well, if you have any requests for menu adjustments/additions, please feel free to speak with a member of the Food Services team and we will review them for possible additions to the menus.

Supply chain disruption

Unfortunately, like many other sectors, the food service sector has been experiencing unprecedented supply chain disruptions in recent months. This has meant we have sometimes had to provide substitutions for resident menu choices. A wide range of food items have been affected, including nutritional supplements. Despite these challenges, we have continued to provide suitable substitutes and choices for Lakeview Manor residents.

Administration

It has been a busy summer and I hope that everyone took some vacation time to unwind. As the summer has closed out and the fall season is upon us, I am hopeful that restoring some sense of “normalcy” will continue. It is a good sign when we see a plan that includes the return of in-classroom education and social connections for our youth. Ontario fall fairs are also scheduled to return this year. I am sure that these will be well received after a long hiatus. When I think of the fall, I think of the harvest of our garden, the preparation and sharing of comfort foods, and the autumn colour change.

It is important for each of us to continue in wellness and good health. Remember, prevention of disease is 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. This includes:

- Hand hygiene
- Masking
- Physical distancing
- Respiratory etiquette, including isolation if you are ill with respiratory symptoms
- Vaccination (Influenza and COVID-19)

If you have any questions about COVID-19 vaccine eligibility, please contact the Provincial Vaccine Contact Centre at 1-866-797-0007 from 8 a.m. to 8 p.m. daily.

If you have any questions about upcoming influenza vaccines, please speak with the home's IPAC Practitioner, Laura Logan.

Thanks for doing your part to keep everyone safe.

~Barbara Surge, Acting Administrator

The Regional Municipality of Durham
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