



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 2, June 2024



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

LTC and Services for Seniors Division news

Director's message

Welcome to the summer edition of our Long-Term Care Newsletter! June is Seniors Month in Ontario, a time to honour and celebrate the invaluable contributions that seniors have made to our communities and country. Throughout this month, we recognize the hard work, dedication and sacrifices that seniors have made over the years, helping to shape our society into the thriving and vibrant place it is today. The homes have planned a number of events to show appreciation and celebrate our seniors.

As we welcome new residents, staff and volunteers to our community, we invite you to engage with Resident and Family Councils to the extent that suits your interest and availability. We highly value your input and suggestions, and we're here to address any concerns you might have. Please feel free to contact a member of our management team whenever you need assistance or have something to share.

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.

Quality

Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health. The QIP has been submitted to Ontario Health and is available on the Region of Durham website under each home for residents, family and staff to review at <https://www.durham.ca/en/living-here/regional-long-term-care-homes.aspx>.

Infection Prevention and Control

Reminders

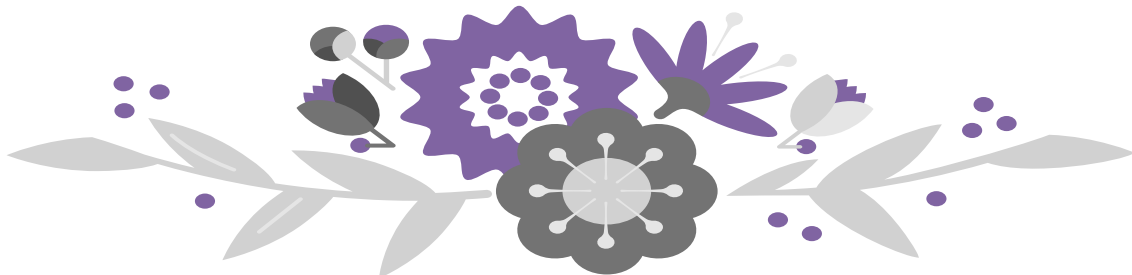


As this year's respiratory virus season comes to an end, we look forward to the sunshine and warmth of spring and summer and getting outside to enjoy the beautiful weather. Our four long-term care homes continue to work closely with our local public health unit to ensure staff, residents and visitors are well-informed and prepared for infection trends. As a reminder for visitors meeting with residents in isolation, please wear the appropriate PPE provided to ensure your safety and the safety of those around you. Additionally, self-screening remains important for staff and visitors before entering our homes to keep everyone healthy and to minimize outbreaks. If you are sick, please do not enter the building; you may follow-up with your home's Infection Prevention and Control (IPAC) practitioner if you have any questions.



Spring COVID-19 vaccines

As we continue to see waves of COVID-19 infections, the Ministry of Health in alignment with the National Advisory Committee on Immunizations (NACI) has provided updated recommendations for residents to receive an additional COVID-19 vaccine this spring. Long-term care residents are eligible to receive an additional COVID-19 vaccine if it has been at least three months from their previous COVID-19 vaccine dose or COVID-19 infection. The spring COVID-19 vaccine campaign will end in June to ensure residents are eligible come the fall. If you have any questions regarding the COVID-19 vaccine or your resident's eligibility, please reach out to the home directly.



Measles update

Measles is an infectious illness that infects the respiratory tract, causing fever, fatigue, runny nose, cough, red/watery eyes and small white spots on the inside of the cheeks. A rash can also develop 10 to 14 days after exposure, usually starting on the face/upper neck. Increased measles activity is being reported globally due to travel and low vaccination rates.

Durham Region Long-Term Care workers are required to be vaccinated against measles upon hire. For long-term care residents, adults born before 1970 are generally presumed to have acquired natural immunity to measles through infection, as vaccination was not offered prior to then. Residents born in or after 1970 should be immunized with at least one dose of the Measles, Mumps, and Rubella (MMR) vaccine, but it may be recommended to receive two doses. If you have any questions regarding measles or your resident's vaccine status, please contact the Home's IPAC practitioner.

Gastrointestinal illness

Our Lakeridge Health infection control partners have reported that several congregate settings are experiencing norovirus outbreaks, and that there is a high incidence of community transmission of gastrointestinal illnesses (GI).

The following are some important recommendations from our Lakeridge Health colleagues:

- Any resident with gastrointestinal symptoms should be promptly isolated on droplet contact and to take N95 precautions until COVID-19 can be ruled out (note: many previous COVID-19 cases have reported GI symptoms as their initial symptoms).
- Symptomatic residents will need to be isolated until their GI symptoms have resolved for 48 hours.
- Cleaning and disinfection:
 - Ensure your disinfectant products have a virucidal kill claim against norovirus.
 - Hand hygiene:
 - Staff and visitors should be practicing hand hygiene at the four moments (before resident/environment contact, before aseptic procedures, after body fluid exposure risk, after resident/environment contact).
 - Ensure residents are being offered hand hygiene before group activities, before eating or drinking, and after bathroom use.
 - Ensure hand hygiene with soap and water or an alcohol-based hand sanitizer after direct care with a symptomatic resident.

We hope you have a wonderful and safe summer!



Practice and Training team

AdvantAge Ontario conference

Our Training and Education team has been working hard to provide updates and resources to support our staff in delivering exceptional care. Recently, the Consent and Capacity group presented on this topic at the AdvantAge Ontario Convention. They are now rolling out training sessions for staff and sharing important information with residents and families.

At the AdvantAge Ontario Convention, the Training and Practice team's poster presentation highlighted how Clinical Leads are enhancing care quality through collaborative efforts with MNPs. The Medication Management Team is implementing a three-month medication review (TMR) across our homes to optimize medication management and resident safety. Clinical Leads are actively attending trainings on fall prevention, wound care and palliative care to improve clinical outcomes. Our finalized 2024 training schedule will offer tailored sessions for our teams.



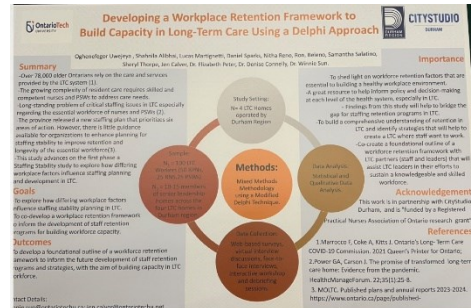
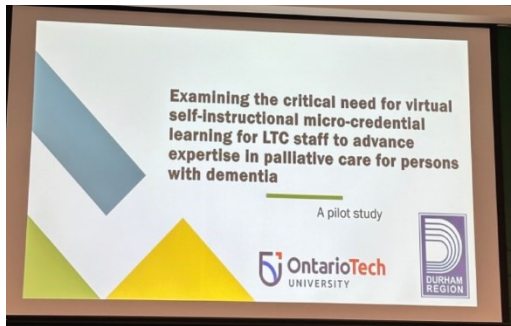
National Nurses Week

We celebrated National Nurses Week from May 6 to 12 to show appreciation for the nurses and their hard work in providing invaluable services and care to residents and families. Preceptor Appreciation Week is coming up on October 28, where we will express our gratitude to our dedicated preceptors. We also continue to welcome student placement opportunities in our homes.



Ontario Tech partnerships

Excitingly, we have partnered with Ontario Tech University for research collaborations. The CityStudio Durham Hubbub event featured two of our research partnerships. We are currently in Phase 1 of a voluntary study on workplace retention for staff, and in Phase 2 of a study focusing on benefits for persons with dementia through CLEAN Exergame. The aim of this study is to develop an educational exergame for persons with dementia and their caregivers to practice effective handwashing and promote infection control.



Emotional Model of Care

Project update

The Long-Term Care and Services for Seniors Division is developing an Emotional Model of Care pilot project. This project is a direct outcome of the valuable feedback we received from staff, residents and their families via the satisfaction surveys.

The Emotional Model of Care project is designed to enhance the care and service that residents receive and to support staff in further developing their connection with residents. The Emotional Model of Care will focus on:

- Compassion and empathy.
- Relationship building between residents, families and staff.
- Meaningful connection between residents, families and staff.
- Participation in meaningful activities.

We are excited to announce that the pilot home will be **Lakeview Manor**.

We are actively engaging with some key stakeholders at the divisional level, and we will invite all staff, residents, and families from Lakeview Manor to participate in the development and implementation of this project. Your feedback and opinions are not just valuable but crucial. Participating in surveys, focus groups, and interviews will not only make this project successful but also shape our approach to meet the needs of all stakeholders.

We are excited to embrace change and embark on a culture shift within our homes!

As the Emotional Model of Care pilot project develops, updates and information will be shared at durham.ca/EmotionalModelofCare.

If you have any questions, please contact Sheryl Thorpe, Project Manager, at Sheryl.Thorpe@durham.ca or Claire Doble, Project Lead for the home, at Claire.Doble@durham.ca.

Consent & Capacity Project Update

In February 2023, a dedicated interdisciplinary team from the Region of Durham's four long-term care homes, working alongside the Legal department, started a journey to create tools, resources and education relating to consent and capacity.

The homes identified a need to enhance supports for our residents and ensure their rights are upheld in all areas of decision-making. The project team focused on the following areas:

1. Development of a consistent process to assess a resident's decision-making capacity in terms of personal care, treatment and financial decisions.
2. Creation of procedures for evaluating capacity in areas of personal care, treatment and finances.
3. Creation of educational materials for staff, physicians, families and residents on consent and capacity that focuses on the processes of assessment, determination and necessary escalation.

With the assistance of Family Council and with input from residents, we are pleased to announce that we will be going live with our new processes on July 2, 2024. Staff education is currently underway.



Lakeview Manor news

Family Council

Lakeview Manor Family Council is a group of family members and friends of the residents who gather for peer support, education and to improve the experience of all residents at Lakeview Manor. Lakeview's Family Council meets the last Wednesday of each month at 4:30 p.m. The meeting is available **in person and virtually**. If anyone is interested in joining the Family Council and connecting with other resident's families, they can e-mail Amy Riddell at amypersonal@gmail.com.

Residents' Council

We are fast approaching another wonderful summer with lots to look forward to. We have a fun-filled Father's Day coming up in June, then a great Canada Day with lots of activities. There will be bike rides and walks to view the lovely flowers in our neighbouring park. I am sure everyone is planning exciting vacations as well— don't forget your sunscreen! The weatherman tells us we are expecting a beautiful, hot summer. Residents are excited to start planting in the garden containers around the Home and sit soaking up the sun on the patios. Hope to see you there!

Volunteer Corner

We had a wonderful turnout for the return of the Volunteer Appreciation Dinner. It was so heart-warming to see everyone together again and to have the opportunity to praise all the volunteers' hard work in person is priceless.

The volunteers will be working hard on Saturday, June 1 for the Seniors Month Kickoff Party and Rummage Sale. They will be serving up ice cream, setting up and manning the Rummage Sale tables that will be open from 11 a.m. to 3 p.m., rain or shine, and assisting the residents to enjoy the day's festivities. There will be a live concert from 1 to 3 p.m. with MT Pockets, and we will have a local face painting artist for families and the residents to enjoy.

Summer is around the corner and we are always looking for teenage volunteers to assist with recreation programs throughout the summer. It is the perfect opportunity to get to know another population and earn your 40 volunteer hours for school. Please contact sharon.vance@durham.ca for more information.



Recreation and Therapy

We are excited to welcome the summer months here at Lakeview and look forward to offering outdoor programming, such as rides on the duet bikes and strolls by the lake. We encourage everyone to take advantage of the patios during the warm months, as it is an easy way to access the outdoors.

In June, we will be engaging in many Seniors Month activities. It is a wonderful opportunity to honour and celebrate the older adults who reside with us at Lakeview Manor. To kick off the celebration on June 1, there will be a rummage sale to raise funds for Residents' Council and in the afternoon, there will be entertainment (hopefully outdoors) by MT Pockets. We encourage families and friends to join in the fun!

We will be welcoming two students in the Recreation Department this summer, Alex and Emma. It will be a great experience for them and will also provide some wonderful support for our residents. Jess will be returning at the end of July in the Therapy Department and I am sure this past year has gone very quickly for her, watching her son grow and change. Welcome back, Jess! Lesa has joined the Recreation and Therapy Team in the Clerk role; we look forward to getting to know Lesa better.

We have had an increased interest to book common areas for various functions/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, provided 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.

A reminder that all pets visiting Lakeview are required to complete the Pet Visiting Form, 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; please do not leave your pet unattended or have them visiting community spaces. Thank you!

I hope that everyone has an opportunity to rest, relax and enjoy everything that summer has to offer, including the amazing sunrise and sunsets.

All the best,

Kate

Manager of Recreation and Therapy Services

Nursing

The Nursing team has recently implemented two new exciting initiatives: Secure Conversations and the Three Month (Medication) Review!

Secure Conversations provides our health care team the ability to text resident-related health concerns securely and efficiently to our physicians. Texting, using a secure platform, has resulted in quick interventions. In addition, these texted conversations are stored in the resident's chart, ensuring that the entire health care team has access to this information to support continuity of care and improved resident outcomes.

Three Month Reviews (TMRs) for all residents are occurring in partnership with MediSystem. Nursing staff can access a "live and up to date" report listing the medications a resident has received over a 90-day period. This review is provided to the physician to determine whether medication being administered should be continued, discontinued or placed on hold. This new process will identify and resolve drug therapy problems and improve health outcomes.

Environmental Services

Once again, the nice weather is here, and work will begin on improving and maintaining our groundskeeping. We would like to remind families and residents to seek approval prior to digging in the gardens, so that we do not incur damage to our sprinkler system.

We will be working with our service providers to power wash and do some exterior cleaning of the building and property. This will include work to wash and paint the exterior balconies around the building.

I would like to take this moment to remind all families, visitors and staff that Lakeview Manor is a smoke-free property. The exception being our residents who have a designated smoking area.

The landscape company will be planting flowers in early June and we would like to increase our perennial gardens on property. We would appreciate any suggestions or feedback for plants that would look good and thrive on the property.

If you have any concerns or comments related to the Environmental Services Department, please contact Anthony Stocks or Bruce Allison.

Food Services

We are all anticipating the hot, hazy, humid days of summer. We would like to remind everyone to take precaution in the sun. Don't forget to wear your hat and sunscreen. Replenish often with a cool drink of water or other fluids that are low in sugar, and eat lots of fresh fruit (e.g., berries and melons). There is a water cooler on the main floor in the vending room, Beaver River dining room and Blue Heron dining room. Please help yourself to a nice cool cup of water.

The spring and summer menus will commence on June 10, 2024. Thank you to residents for your ongoing feedback. We appreciate all feedback as we strive for continual improvement.



Administration

We have several new staff, residents and volunteers who have joined us since our last newsletter— welcome to Lakeview!

Summer is approaching with June 20 recognized as summer solstice, the longest day of the year. We look forward to the warmth and sunshine. Summer goes by quickly so make it a daily goal to get out and enjoy the beautiful grounds.

The month of June is Seniors Month in Ontario. It's a time when we recognize, honour and celebrate seniors for their contributions to Ontario and its many communities. See the programming calendars at the home, as lots of activities and celebrations are being planned for the month of June.

An exciting project involving the Region of Durham's Long-Term Care and Services for Seniors Division is underway. This project is a direct outcome of the valuable feedback we received from residents, families and staff via the satisfaction surveys.

This pilot project, called the Emotional Model of Care, will focus on

- Compassion and empathy.
- Relationship building between residents, families and staff.
- Meaningful connection between residents, families and staff.
- Participation in meaningful activities.

Lakeview Manor is thrilled to be the test pilot site for the project.

As the Emotional Model of Care project develops, updates and information will be shared at durham.ca/EmotionalModelofCare.

If you have any questions, please contact:

Sheryl Thorpe, Project Manager for the Division, at sheryl.thorpe@durham.ca.

Claire Doble, Clinical Dietician, Project Lead for Lakeview Manor at claire.doble@durham.ca

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