



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter



**Ontario
Health atHome**

Issue 3, September 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



As summer draws to a close, I want to take a moment to reflect on the many joyful and memorable events that took place over the past few months– from barbeques and garden parties to car shows and more. These activities not only bring smiles to our faces but also strengthen the bonds that make our communities so special.

I would also like to extend a heartfelt thank you to our dedicated staff and volunteers whose hard work does not go unnoticed. To our residents and families, thank you for your trust and partnership. We encourage you to engage with Resident and Family Councils to whatever level suits your interest and availability. Your feedback and involvement are invaluable as we strive to continuously improve our services and ensure that our homes remain places where everyone feels safe, respected and cared for. Please don't hesitate to reach out to any member of our management team whenever you have something to share.

I also want to inform you that the Region of Durham has begun a review of the Regional Long-Term Care Homes. This review, being conducted by third-party consultants, KPMG, aims to ensure we are properly structured, resourced and supported for ongoing success. The review is expected to be completed by the end of the year. There will be opportunities for staff, residents, and their families to participate through focus groups and surveys. Your expertise and insights will be invaluable in helping shape the future of our long-term care homes.

Enjoy this edition of the newsletter.

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

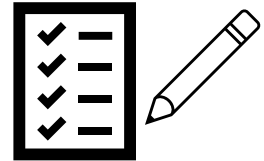
If you require this information in an accessible format, please contact Cortney Kay, Supervisor, Business Services at 705-426-7388 ext. 5303.

Quality

Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and family provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and to guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.



Annual influenza campaign

In October, we will be kicking off our annual influenza campaign for residents, staff and visitors. We encourage everyone to get vaccinated against the flu. Living in a long-term care home, along with advanced age and chronic conditions, puts most of our residents at a very high risk for developing complications from the flu. Flu shot clinics will be available in the homes for residents, staff and volunteers.

Family and visitors are requested to stay home and postpone their visits if unwell. Symptoms might include fever, feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, unusual tiredness, nausea, vomiting or diarrhea. Please also ensure that you wash your hands or use an alcohol-based hand sanitizer when entering and leaving any of our homes.



Quality improvement

The four long-term care homes believe in continuous quality improvement. This year, our homes are working on a variety of projects in the areas of falls management, skin and wound, resident satisfaction, medication management and safety, recreation, etc. If you are interested in learning more about what your home is working on, please visit our website at durham.ca/ltc for the 2024 Quality Improvement Plan for your home.

Policy and practice update

Mandatory training 2024

The 2024 staff mandatory training completions are in full swing! Please ensure you complete your training by the October 7, 2024, deadline. Refer to the mandatory training memos dated March 1, 2024, for details specific to your collective bargaining unit. We appreciate your dedication to this annual requirement.



Consent and Capacity training

Nursing staff have completed their Consent and Capacity training. Next up, this training will be extended to Food Services and Environmental Services in late August, along with family members.

Nursing Week 2024

We joyously celebrated Nursing Week 2024 across our four homes in May, honouring our dedicated nursing staff. Thank you for your hard work and commitment!



Preceptor Appreciation Week

Mark your calendars for Preceptor Appreciation Week, happening October 28, 2024. Let's show our gratitude to our excellent preceptors!

Upcoming training initiatives

We continue to roll out various training initiatives as planned. The next focus will be on topical medication administration education.



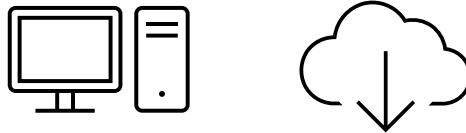
Research collaborations

Exciting research collaborations are underway! The Ontario Tech University team recently visited our homes to recruit participants for the workplace retention study. Here is a link to read the project research paper on the staffing stability study:

<https://www.durham.ca/en/citystudio/staffing-stability-in-long-term-care.aspx>

Elsevier access

A reminder that Elsevier is available on all desktops and can be downloaded from the software centre on laptops. It offers trusted guidance at the bedside, enhancing clinical confidence and critical thinking.



Preceptor criteria

The preceptor criteria for both nursing and non-nursing staff went live in May. If you meet the criteria and are interested in becoming a preceptor, please complete the application form. We are actively seeking nursing preceptors (RN, RPN, PSW) and will contact other preceptors as opportunities arise.

Let's continue to make a meaningful impact through our dedication and hard work!

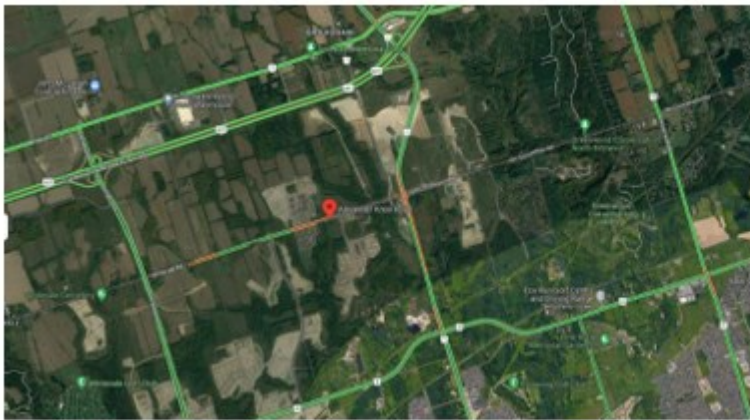


New Seaton long-term care home

The Region of Durham is building a new long-term care home in the City of Pickering. This 200-bed home will be in the beautiful Seaton community. It will be financed, owned and operated by The Regional Municipality of Durham, with some funding provided by the Province of Ontario.



The home was designed with five 32-bed Resident Home Areas (RHA) that can function as two independent, 16-bed RHAs on days and evenings. The smaller 16-bed RHAs are not only for Infection Prevention and Control (IPAC) purposes, but also for enhanced social interaction for residents. There are also two 20-bed RHAs that will be more specialized; one for behaviours and one for more medically complex residents.



Located on Alexander Knox between Whites Rd and Brock Road

The design will be dementia-friendly and enhance the emotional philosophy of care by incorporating aspects from models such as Butterfly, Hogeweyk and Eden Alternative.

Common spaces – such as a resident bank, café/store, hair salon, worship centre, dentist/clinic space and fitness area – are all organized around a main street for resident social interaction and the feeling of going to a main street as a destination and experience.

Construction of the home began with an official groundbreaking in September 2023. The build is moving along nicely. To date, most of the concrete foundation is complete along with underground services. First floor walls are starting to form. By the end of 2024, the entire concrete structure should be complete, and the roof and penthouse underway. Work will continue inside the building over the winter months, keeping with the schedule for an anticipated completion date of fall of 2026.



Current Site View

Caring Connections Durham update

The emotional model of care project is well underway. Over the past three months, a competition to name the emotional model of care was completed, and all four homes had the opportunity to submit names for consideration. The winning name is “Caring Connections Durham” and is now the name of the emotional model of care project.

The project team at Lakeview Manor was developed with staff members from all departments within the home, as well as family members and residents. The project team has worked hard to develop their top six change ideas to implement within the home, with significant consultation through focus groups.

Beaver River has been determined to be the home level for further review of the change ideas, to ensure residents, family and staff resonate with the ideas, and that they will improve the quality of life and emotional wellbeing of our residents.

The team continues to develop plans for staff education, implementation strategies for the change ideas and further develop our communication plans for the project. To learn more about Caring Connections Durham, tune in to the Divisional Town Hall Meeting on September 25 at 1:30 p.m.



Infection Prevention and Control

Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great summer! Thank you all for your continued work practicing and following IPAC policies and standards.

Education and training

During the summer months, the IPAC team held a variety of education and training sessions. These included proper donning and doffing of Personal Protective Equipment (PPE), mask fit testing, the importance of timely hand hygiene technique, shower/tub room personal and communal item use, and respiratory etiquette.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming fall season, the best way to stop the spread of infections is through proper hand hygiene techniques.
 - A few reminders:
 - Ensure to wash hands with soap and water for a minimum of 20 seconds– equivalent to singing happy birthday twice.
 - Ensure to reach your palms, wrists, back of hands, between the fingers, and around the thumbs and fingernails.



Upcoming fall season education will focus on outbreak policies and practices, immunization campaigns, and symptom watch.

New IPAC Lead at Lakeview Manor, Beaverton

The divisional IPAC team welcomes Johnny Anagnostopoulos, the new IPAC Lead, to Lakeview Manor! Johnny completed undergrad at Waterloo University in Health Studies, followed by a Master's in Epidemiology and Biostatistics at Western University. Johnny's interest for IPAC started during the pandemic as a COVID-19 Screener at a long-term care home. Johnny brings additional experience from a previous IPAC role in Cobourg. Welcome, Johnny!



Upcoming events

- IPAC Education Day hosted by the IPAC Hub and Regional Health Department. This region-wide kickoff event introduces the yearly flu vaccine campaign. A reminder that the flu vaccine is seasonal, and a new immunization is needed each year. Your home IPAC Lead will provide additional information regarding immunization dates in your home– stay tuned!
 - **Commonly Asked Influenza Questions** (reference: Immunize Canada, Public Health Ontario)
 - What is influenza (the flu)?
 - A contagious respiratory illness that is caused by the influenza A or B virus. What are symptoms of influenza?
Most common: sudden onset of fever, cough, muscle aches and pain.
Common: headache, chills, loss of appetite, fatigue, sore throat, runny nose and nasal congestion.
 - Is influenza contagious?
Highly contagious. Can spread rapidly from person to person by respiratory droplets carried in a cough or sneeze, and/or by touching contaminated surfaces. Virus can live up to 48 hours on surfaces– it is very important to keep continuously disinfecting high touch surfaces and practice timely hand hygiene.
- IPAC Week, October 14 to 18. This week aims to promote all areas of infection control. The theme for this year is “Prevent with Intent.” The IPAC team is currently working on various education/training and activities. Stay tuned for more information from each of your IPAC leads. You won't want to miss it!



Return to Work

A reminder to stay home if you are not feeling well and/or confirmed positive for COVID/Flu/Respiratory Syncytial Virus (RSV). It is important that you isolate from others and follow-up with your physician, if needed. You will receive an email indicating steps to take (see below - please ensure to read the message in full). You're required to wear a medical mask for a full 10 days post calling in with infectious symptoms. Staff seen not following the Return to Work (RTW) policy will be asked to wear a N95 respirator and complete ELM respiratory protection training.

1. **Stay home and self-isolate until your symptoms have been improving for 24 hours (or 48 hours if experiencing gastrointestinal symptoms) and no fever is present.**
2. Continue to call the absentee line for any additional missed shifts if your symptoms continue.
3. Once symptoms have resolved/improved, you are cleared to return to work. Wear a well-fitted surgical mask in all indoor spaces within the home and take all unmasked breaks alone, physically distanced from others for a total of 10 days until the noted end date above.
4. If employee is observed not following the masking guidelines, the employee will be required to wear a N95 face mask for the duration of the 10-day period to ensure proper source control and be required to complete the Respiratory Protection Program E-learning (located on The Insider website).
 - a. If employee is required to wear a N95 face mask, and employee has facial hair, employee is required to shave to allow the face mask to obtain a proper seal.
5. Direct care staff (Registered staff and PSWs) on their 10-day period should not be working with residents that are high risk, such as residents with pre-existing respiratory issues, immunocompromised etc., **as able**.
 - a. Other departments such as Food Services, Recreation, and Environmental Services should reassign staff to duties less aligned with direct care/interaction, **as able**.
6. Review PPE and IPAC practices, **where possible**.
7. Work in a single area of the home, **where possible**.
8. Contact the on-call manager on weekends/holidays if you have any immediate concerns regarding your symptoms or your return-to-work clearance or contact your IPAC Practitioner Monday to Friday.



Lakeview Manor news

Infection Prevention and Control

As we're quickly nearing the end of summer, it's time for us to think about preparing for the upcoming flu season. We hope to start our campaign and begin rolling out vaccines to our residents and staff in October. Along with the flu shot, we anticipate to also offer doses for vaccines against Respiratory Syncytial Virus (RSV) and COVID-19 to residents; more information will be provided.

Caring Connections Durham Update

Project update

The emotional model of care project is well underway here at Lakeview Manor. We have developed a project team comprised of staff, family members and residents to work through a process to develop an implementation of change ideas that will positively impact our residents. With significant consultation from focus groups, the project team has worked hard to develop their top 6 change ideas that will be implemented within the home. Beaver River has been determined to be the home area where further review of the change ideas will be completed at the home level to ensure residents, family and staff resonate with the change ideas and they will improve the quality of life and emotional wellbeing of our residents.

The team continues to develop plans for staff education, implementation strategies for the change ideas and further develop our communication plans for the project. A naming competition was also completed, and all four homes were encouraged to submit their names for consideration. After all names were submitted and voting occurred, "Caring Connections Durham" was the winning name for the emotional model of care project.

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.

Family Council

Lakeview Manor's Family Council wants to wish the Lakeview Manor community a happy and full Thanksgiving season. Let us also remember and give thanks this November to our veterans who have fought and continue to fight so bravely, and the loved ones who were lost to times of war and conflict.

The Family Council is also thrilled to support the implementation of the new Emotional Model of Care project, Caring Connections Durham, 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 families, they can e-mail Amy Riddell at amypersonal@gmail.com.

Residents' Council

Our summer is quickly ending and soon kids will be back to school. Our glorious fall colours will be here to admire and maybe we will take a nice drive to enjoy all the beauty of the season. Right behind that is colder weather, and Thanksgiving with all the delicious turkeys and pies that remind of us of the harvest. We take time to remember our veterans on November 11. A reminder to all to stay healthy this season; we recommend you get a flu vaccine.

Recreation and Therapy

There is a lot to love about every season we experience here in Ontario, but I have to say, fall is my favourite! I look forward to how the trees change and all of the beautiful colours that are used for fall decorating, especially the deep rich colours of fall Chrysanthemums flowers. The colours match how we are starting to feel; the need for some warmth and relaxation after all of the excitement from summer.

The Recreation Team ensured there were many opportunities to experience the great outdoors over the last few months through duet bike rides, outdoor strolls, patio socials, barbecues and outings. Those who signed up enjoyed a trip to Couchiching Park in Orillia, as well as to Windreach Farms in Ashburn to meet and greet the animals. There were also some who went on the shopping trips and lunch excursions. This team is fabulous, always considering how they can best support each and every person in their leisure pursuit, whether that be in a group setting, 1:1 or providing support so that it can be done independently. Our Recreation students have finished with us for the summer; thank you to Alex and Emma, we appreciate all the effort you put forward to best support the residents and the teams at Lakeview.

Lakeview Manor participated in the Summer Olympics. A huge thank you to Sharon Vance, who organized the home-wide event. It was so much fun for residents and staff to participate in and encouraged a little bit of friendly competition! For teams to earn bonus points, they were able to donate food items that were then taken to the local food bank. It was so nice to see the overflowing boxes; people were very generous, thank you for that.

We are fortunate to have such a capable Therapy Team at Lakeview Manor. Each home area is supported by an Adjuvant as well as the Occupational Therapist and Physiotherapist. This team works hard behind the scenes, with many of the individuals who reside at Lakeview to help maintain and, in some cases, improve independence and quality of participation in an individual's daily functional tasks. Thank you for all you do!

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, 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 note that we do not accept donations unless it has been previously discussed and agreed upon by a member of the team. This applies to all wheelchairs and walkers when no longer in use. These items need to be taken home by family, as we do not have additional storage. If you are looking for places that will accept donations, a list has been provided to each home area.

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 a 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 look forward to seeing many of you around the hallways of Lakeview and wish everyone well.

Kate Pelton

Manager of Recreation & Therapy Services

Environmental Services

As we enter a new season, and the weather begins to cool, I would like to remind families and residents to have all clothing items labeled by our staff. As you remove clothing and add in fall wear, it is important that all clothing be labeled to ensure its safe return. All clothing must be machine washable and dryer safe. Unfortunately, we cannot make special arrangements for delicate items.

Environmental Services staff work hard to process, wash, and return items as soon as possible. All personal clothing items requiring laundering should be placed in the hampers with the yellow bag.

The bed linens and towels get washed separately at an offsite facility. It is imperative for the quick return of your items that yellow bags are used by our residents, families and staff.

If you have any questions or feedback regarding laundry, please contact Anthony Stocks or Bruce Allison.

Food Services

The Food Services team welcomed permanent part-time Food Service Aides Andrew McCormick, Tracy Barkey and Zoe Bebenek.

The Lakeview Manor team welcomes family and guests to join their loved ones for meals. Meal tickets are available for purchase during business hours, Monday to Friday at the reception, located on the main floor; the cost is \$10 per ticket. We can accommodate a maximum of two guests per resident. 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 Family Dining Room located on the second floor can be reserved on a first come, first served basis, and by signing a reservation agreement at reception on the main floor. Maximum capacity of this space is six people.

The 2024/25 Fall/Winter menu for Lakeview Manor residents will begin October 21, 2024, with an emphasis on homemade menu items and a fall/winter theme. The Food Services department continues to increase and improve our homemade menu items, as per resident feedback at Lakeview Manor and with new Rational iCombi ovens and tilt skillet installed this summer. We also regularly offer fun and delicious theme meals based on resident feedback and suggestions.

Ongoing challenges continue in the global supply chain due to delays in raw materials, logistics constraints, labour shortages and more. Supply continues to be highly volatile within the food service industry.

Administration

I hope you have enjoyed our lovely summer and look forward, as I do, to the cooler days and the beautiful colours of fall to arrive.

A huge thank you, best wishes and fond farewell to all our students as they head back to their respective programs. We wish them all the best for a successful year!

Our emotional model of care project is well underway. Claire Doble, project lead for Lakeview, will be developing and distributing a quarterly newsletter as a means of communication to keep residents, family and staff updated about the project.

A reminder that as fall and winter approach, it brings with it the respiratory season. Prevention of disease is still 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, as well as keeping up to date with vaccinations.

Please remain diligent in self-screening and postponing a visit to the home if you are ill and/or symptomatic. Thanks for doing your part to keep everyone safe.

Dates to remember:

September

2: Labour Day.

22: First day of fall.

30: National Day for Truth and Reconciliation.

October

14: Thanksgiving Day.

31: Halloween.

November

3: Daylight Savings ends and return to standard time.

11: Remembrance Day.

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

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