



**Long-Term Care & Services for Seniors Division**

# **Lakeview Manor Newsletter**

**Issue 4, December 2024**



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## **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

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## **LTC and Services for Seniors Division news**

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### **Director's message**

As we near the end of 2024 and look forward to 2025, we anticipate the next few months will be challenging from an infection control standpoint with several respiratory viruses circulating in the community. We continue to prioritize the safety of our residents and staff while balancing this with the overall well-being of our residents. We will closely monitor the situation and work with our partners in Public Health.

With the holiday season approaching, our homes are busy planning activities to celebrate. As we celebrate the season of giving, I want to recognize the hard work of our dedicated employees in all our homes and celebrate the impact they make on the residents under our care. I want to remind residents and families that we are not permitted to accept individual gifts. While the homes can accept gifts for the team, such as individually wrapped chocolates and candies, fruit baskets, boxes of doughnuts, and coffees, the best way to appreciate our team is with a smile and a thank you.

On behalf of the Long-Term Care Division, the Social Services Department, and our Regional Council, may the holiday season bring you moments of joy, relaxation, and connection with loved ones. In the coming year, we look forward to further collaboration, innovation, and shared successes as we collectively strive for a healthier, brighter future.

As the year ends, if you have any concerns, questions, or suggestions, please reach out to any member of the leadership team.

Please 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**

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## Quality

### Resident and Family satisfaction surveys

We would like to extend our heartfelt thank you to all the families and residents who took part in our annual satisfaction surveys. Your feedback is invaluable to us, and we are committed to using it to enhance the quality of care and services we provide.



We are excited to announce that we will be receiving the survey results in December. Our leadership teams will be diligently reviewing the feedback and creating action plans to address your suggestions and concerns. These plans will be brought to our annual business planning session in the new year, ensuring that your voice plays a crucial role in shaping our future initiatives.

### Staff survey

We are pleased to inform you that a staff survey will be launched in early 2025. This will provide our dedicated team members with an opportunity to share their insights and help us further improve our workplace environment.



### Quality improvement

As we close out 2024, we will be reviewing our quality improvement plans and creating new plans for 2025. This process is essential to ensure we continue to provide the highest standard of care and services. Our commitment to continuous improvement means that we will carefully evaluate the feedback and outcomes from this year and use these insights to develop actionable plans for the upcoming year. Your input and participation are crucial in this endeavor, and we look forward to working together to make 2025 even better.



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## Policy and practice

### CPR and First Aid training

We are thrilled to announce the launch of a CPR and First Aid training program for Registered Nurses (RNs) and Registered Practical Nurses (RPNs), with five in-house trainers pursuing certification.



### Preceptor Appreciation Week

Preceptor Appreciation Week from October 28 to November 1 was a success, celebrating our preceptors' vital role in student development in long-term care. Events included a special visit from the CLRI Regional Liaison to Fairview Lodge, where preceptors were honored. We invite everyone to watch our appreciation video recognizing their contributions.



## Good news stories

Michelle Davies, a Clinical Lead RPN at Fairview Lodge, was recently featured by the WeRPN Organization for her [inspiring nursing journey](#).

Ewa Wolanin, Clinical Lead RPN at Hillsdale Terraces, completed the Skin Wellness Associate Nurse (SWAN™) Program, enhancing her skills in wound, ostomy, and continence care.

Kaitlyn Rose, RN, and Ewa Wolanin, RPN, both from Hillsdale Terraces, presented their successful project at the Institute for Safe Medication Practices (ISMP) Canada webinar, focusing on optimizing medication cart layouts.

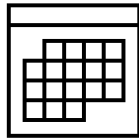
The palliative care, nutrition, and hydration teams are currently updating policies. Heather Toll, RD, co-presented in the AdvantAge palliative care education series, emphasizing the role of dietitians in end of life care.

In partnership with Ontario Tech University, we completed phase one of the CLEAN Exergame study, aimed at improving handwashing techniques for individuals with dementia. We are also exploring a virtual reminiscence therapy.



## Fall Prevention Month

November is Fall Prevention Month, and we are implementing initiatives to reduce harmful falls within our homes.



## Nursing Leadership Day

Nursing Leadership Day on November 5 brought together nursing leaders from the four homes to discuss accomplishments for 2024 and collaborate on recommendations for the upcoming year.



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# Infection Prevention and Control

## Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great fall! Thank you all for your continued work practicing and following IPAC policies and standards. The team wishes everyone a happy and safe holiday!



## Hand hygiene reminders

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, germs can make you sick when you touch your eyes, nose or mouth with unwashed hands. That is why it is important to wash your hands before you eat to prevent any germs from going into your mouth. We hope to continue to encourage handwashing for residents before and after mealtime, and improve on these processes that help protect residents, staff and visitors.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming winter season, the best way to stop the spread of infections is through proper hand hygiene techniques. Here are a few reminders:
  - 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.
  - Make sure to scrub all surfaces of your hands, fingertips, fingernails, and wrists.
- **IPAC FAIR** Did you try out the hand washing technique booth at the IPAC Fair? Ryan (Estates) and Emila (Terraces) are pictured below demonstrating hand hygiene techniques using paint and gloves.



## IPAC Students

The divisional IPAC team welcomes placement students!

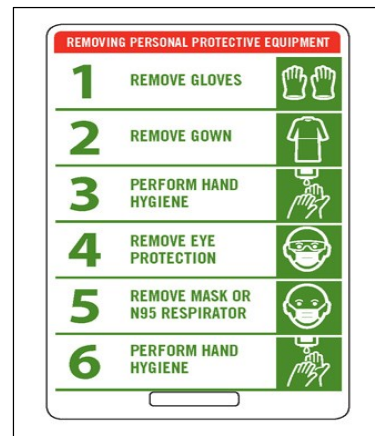
- Hillsdale Terraces: Ann Kaur
- Fairview Lodge: Rena Broutzas
- Hillsdale Estates: Doan Huynh

Placement students this fall season have supported training, education, and immunization clinics.



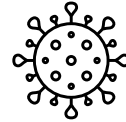
## Outbreaks

Our four long-term care homes continue to manage many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we begin to see the return of other common respiratory infections, such as influenza, Respiratory Syncytial Virus (RSV), Rhinovirus, and Parainfluenza. The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes continue with immunization programs, adding an extra layer of protection this season for our residents and staff. Vaccines are our best defense and protection against a variety of viruses, and we encourage everyone to stay up to date with their vaccinations. Additional reminder to follow proper Personal Protective Equipment (PPE) donning and doffing techniques.



## COVID-19 Immunizations

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 every six months. The fall/winter COVID-19 vaccine campaign began in November to ensure residents are protected during peak COVID infections. If you have any questions regarding the COVID-19 vaccine or your resident's eligibility, please reach out to the IPAC lead in your home.



## Fall IPAC Events

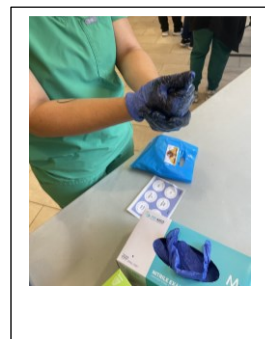
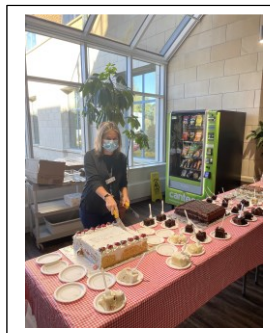
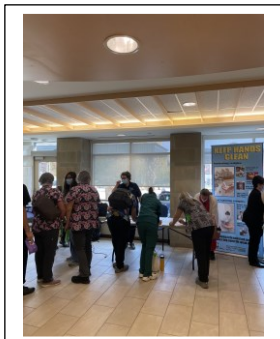
**IPAC Education Day** hosted by IPAC Hub and Regional Health Department.

- Divisional IPAC Team participated in an array of activities and met with various vendors that support IPAC practices! Jackie (Estates) pictured below participating in a don/doff PPE activity.
- Congratulations to Georgia (Fairview), winner of the Kahoot Immunization Challenge!



## IPAC Week, October 14 to 18

- This year's theme was "Prevent with Intent". The Divisional IPAC team held the first annual IPAC Fair in each home! The fair was designed to promote infection control practices through various booths and activities including but not limited to hand washing techniques, virtual reality, Urinary Tract Infection (UTI) symptom monitoring, and PPE use. Thank you to all who participated in the fair!



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# Lakeview Manor news

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## Family Council

### Palliative Care at Lakeview Manor

I knew the day would come but had no idea what would actually take place. Mom was sent back to Lakeview Manor palliative care when there wasn't anything more to do for her at the hospital. The caregivers went into action the minute she arrived, caring for both of us.

They tidied her up and put her own cozy gown on, in place of the hospital garb, while making sure she was comfortable. Then a palliative cart was placed in her room for me, with snacks like granola bars, cookies, cold drinks, tea and coffee fixings, a kettle and a coffee pod machine. The cart also had a CD player/radio for music. Most importantly there was a binder full of information about what to expect next that listed various useful contacts.

The PSWs made sure there wasn't anything I needed. They provided blankets, and a pillow for me to stay overnight. In previous Manor surveys, I had not been able to comment on the food, but they brought me exceptional meals. I can now say that the residents receive flavourful hot meals. Thanksgiving dinner was traditional with turkey, dressing, turnip, and pumpkin pie.

The nurses closely monitored Mom's pain and adjusted the dose and frequency of medication as needed. She was routinely freshened up with her own clean gown and the blankets were lovingly arranged. All the while the caregivers chatted cheerfully to her even if a response wasn't possible. The staff very professionally performed the tasks that they knew were necessary in a gentle, sensitive manner.

I was amazed as staff members from other units, took time out of their busy day, and came to say goodbye. They had cared for Mom previously, maybe even when she first arrived at Lakeview three years ago. They told me that the residents became family for them because they sometimes spent more time at work than they did at home. They told me stories of their memories of her sense of humour.

I felt that Mom was still being well cared for and I was enveloped in a compassionate cocoon as well. Mom was taken out through the front door under a gracefully draped quilt and an honour guard respectfully lined the way.

We are fortunate to have such a great facility with dedicated staff, and I am thankful for their care.

**Lynda Rickard**

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## Residents' Council

Another festive season is here! Just a reminder, getting your flu shot will help to keep you and residents healthy. Everyone at Lakeview Manor is looking forward to Christmas and will start the celebrations with the annual tree decorating. Some are hoping for the cooler weather to arrive so they can enjoy ice skating and skiing. Others will stay inside and enjoy seasonal favourites like hot chocolate with marshmallows and hot cider. No matter what the weather, we hope there is time spent with family and friends making more memories. Stay healthy and safe this winter season everyone.



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## Nursing

### Why do falls matter?

Falls are the leading cause of injury among older Canadians.

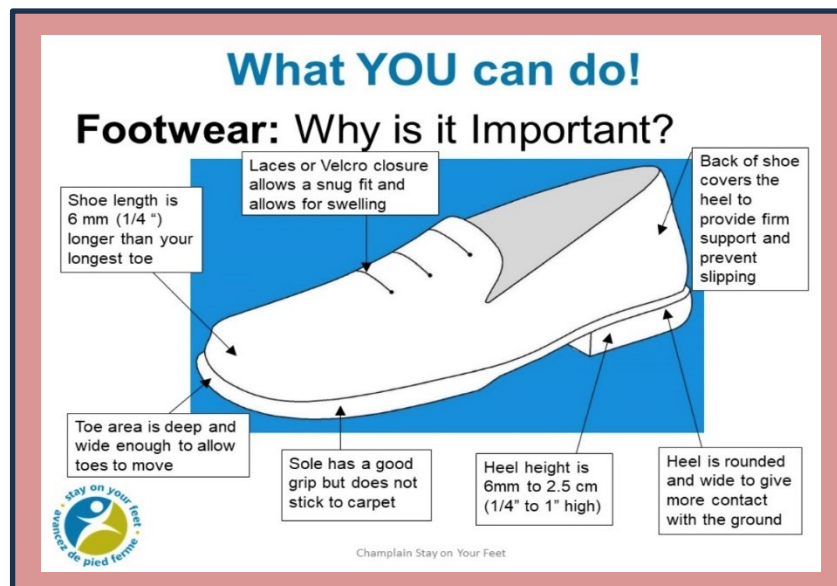
On average, about 15 per cent of residents in long-term care have a history of a fall in the last 30 days.

20 to 30 per cent of seniors will experience one or more falls each year.

Lakeview Manor has a Falls Interdisciplinary Team to ensure safety measures are put in place for residents to reduce falls and to keep our residents safe.

We have various Falls Prevention Equipment available for our residents based on their risk, such as alarms, hip protectors and helmets.

Proper footwear is essential for residents to maintain stability and prevent falls. Avoid loose fitting or worn-out footwear that may contribute to instability and potential falls.



### What can you do to help?

Collaborate with nursing staff to understand your loved one's fall risk.

Stay involved in care conference meetings and advocate for personalized fall prevention.

Encourage your loved one to participate in exercise programs to maintain strength and balance.

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## Environmental Services

As we approach another winter season, Environmental Services would like to take this opportunity to pass along some friendly reminders. Any families bringing in clothing as gifts should have them labeled first. This will ensure the safe return of these items after being washed. All clothing that is brought into the home should be machine washable. Unfortunately, we are not equipped to wash wool and delicate fabrics.

I would like to remind all visitors and staff to refrain from parking in fire routes. The snowplows and crews require access to clear snow and salt during the winter months. Please remember to take your time in the parking and wear winter boots with good tread for those treacherous wintery days. If you should happen to notice any hazardous conditions in the parking lot due to inclement weather, please report it to the Environmental Services Department.

For any questions or concerns related to the Environmental Services Department please speak with or email Anthony Stocks ([anthony.stocks@durham.ca](mailto:anthony.stocks@durham.ca)) or Bruce Allison ([bruce.allison@durham.ca](mailto:bruce.allison@durham.ca))

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## Administration

The days are starting to get colder as we change over to the winter season. The team is busy with holiday season event planning. Watch the recreation calendars and notices posted in the home for events and happenings.

We are already seeing an active season for respiratory illness. Immunization, hand hygiene and social distancing are still the best method for prevention of illness.

While Canada Post is on strike, 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](http://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.

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.

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.

### Business Office

The Business Office will be closed on Tuesday, December 24 at noon, and all day on December 25 and 26 to observe the statutory holidays. Resident banking will be available on December 27 and 30.

The Business Office will close at noon on December 31 and will be closed all day on January 1, 2025.

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

Lakeview Manor  
133 Main Street  
Beaverton, Ontario L0K 1A0  
(705) 426-7388

durham.ca

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