



Long-Term Care & Services for Seniors Division

Lakeview Manor Newsletter

Issue 3, September 2026



**Ontario
Health atHome**

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

LTC and Services for Seniors Division news

Director's message

I hope everyone had a wonderful summer. As we head into fall, there is a lot happening across our Long-Term Care Division.

Our preparations for the Accreditation Canada survey in early 2027 continue, with teams across the four homes working together to ensure we are ready.

Progress also remains on schedule for the construction and opening of Seaton Village. Several management positions have been filled, and expressions of interest for internal staff transfers are now underway. We recognize that the opening of Seaton Village will bring changes to staff teams across our homes, and we are committed to ensuring everyone feels supported and connected throughout this transition. A working group is being established to help ensure the transition is as smooth as possible for staff, residents and caregivers.

We will participate in the Long-Term Care Community Engagement Day on September 18, an opportunity to welcome members of the community into our homes and showcase the important role long-term care plays within the communities we serve.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

It promises to be a busy and exciting fall, and I look forward to all that we will accomplish together.

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

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

Introducing Our Ethical Decision-Making Framework

As part of our ongoing commitment to compassionate, person-centred care and continuous quality improvement, all Region of Durham Long-Term Care Homes have adopted an updated Ethical Decision-Making Framework. This framework provides a consistent approach to decision-making across our homes and helps ensure that residents' rights, dignity, values and well-being remain at the centre of every decision.

Sometimes decisions in long-term care are straightforward, while other situations may involve complex questions about safety, quality of life, resident choice, clinical care or competing priorities. The Ethical Decision-Making Framework helps guide thoughtful, fair and transparent discussions when these challenges arise.

The framework is built on four key principles:

 **Do good** (beneficence)

 **Act fairly** (justice)

 **Avoid harm** (non-maleficence)

 **Support choice** (autonomy)

By incorporating these principles into care planning, daily practice and team discussions, we strengthen our ability to provide respectful, ethical and high-quality care for every resident. The framework also encourages collaboration and open dialogue among residents, families, staff and care partners.

 **Have a concern or ethical question?** Residents and families are encouraged to speak with any member of the care team or a supervisor. We welcome questions, concerns and different perspectives, and will work together to find a respectful and thoughtful solution. More complex situations may be reviewed by an interdisciplinary team using the Ethical Decision-Making Framework to support a balanced and collaborative approach.

Quality

Resident Satisfaction Survey – September 2026

This September, Region of Durham Long-Term Care Homes will be conducting the annual Resident & Family Satisfaction Survey to better understand the resident experience and identify opportunities to enhance the quality of care and services we provide. Staff will support residents in completing surveys and will be available onsite to provide additional assistance on the following dates:



- **Fairview Lodge:** September 23
- **Hillsdale Estates:** September 21 and 28
- **Lakeview Manor:** September 25
- **Hillsdale Terraces:** September 22 and 24

A 'Family-Completed Resident Survey' will be mailed only to the designated family contact for residents who are unable to complete the Resident Satisfaction Survey independently.

As we prepare for our Accreditation Canada onsite assessment in January 2027, resident and family feedback will help us celebrate successes and identify opportunities for continued improvement. Together, we can continue to make our homes welcoming, supportive and vibrant places to live.

Infection Prevention and Control

Fall into good habits

As we say goodbye to summer and head into fall, it is the perfect time to reset routines and refocus on the habits that keep residents, colleagues, visitors and ourselves safe. Respiratory illness season brings increased risk of transmission in long-term care homes, but it is also an opportunity to strengthen the infection prevention and control (IPAC) practices that make a difference every day.

This fall let's "fall into good habits" by revisiting the fundamentals of IPAC that protect everyone in our care.

Clean hands - Hand hygiene remains one of the most effective ways to prevent the spread of infections. As respiratory illness activity increases, it is important to take a moment to ask yourself: "Am I cleaning my hands every time I should?" Consistent hand hygiene helps protect everyone from health care-associated infections and helps reduce the spread of respiratory viruses throughout the workplace.



This fall, challenge yourself to be a hand hygiene champion and encourage your colleagues to do the same.

Keep shared equipment clean - Shared equipment travels from resident to resident and area to area throughout the day. Vitals machines, exercise weights, lifts and bathtubs are just some items that can become vehicles for transmission when cleaning and disinfection is overlooked. Before and after use, ensure shared equipment is cleaned and disinfected to help protect both residents and staff.



Remember: if equipment is shared, it should be cleaned between users.

Use PPE with purpose - Personal Protective Equipment (PPE) is most effective when it is selected appropriately and used correctly. As respiratory infections increase, it is important to remain vigilant in conducting point-of-care risk assessments and choosing the PPE required for the situation. Take a moment to review the proper donning and doffing steps as well.

PPE is not just equipment. It is a critical layer of protection that supports safe care delivery and helps prevent transmission.



Stay home when sick - Staff and visitors are reminded to take a moment and passively screen before entering the long-term care home, staying home if they are feeling unwell with new symptoms, and following the facility's return-to-work protocol.



Long-term care workers are dedicated professionals who often put others first. However, coming to work while experiencing symptoms of illness can put coworkers, residents and visitors at risk.

A season for safe habits



This fall let's re-commit to the habits that form the foundation of infection prevention and control. Clean your hands, clean shared equipment, use PPE with purpose and stay home when feeling unwell.

By making these practices part of our daily routine, we can create a safer environment for our residents, visitors and each other.

Fall Immunization Campaign

This fall, both staff and residents will be offered vaccines to help protect against the increase in respiratory viruses.

Staff: Please keep an eye out for information on upcoming dates for our influenza vaccine campaign.

Residents: Information for upcoming vaccine clinics will be shared and residents and/or caregivers will be contacted.

Immunizations are one of the most effective ways to protect ourselves and those around us from the harmful effects of respiratory viruses. Getting vaccinated helps build herd immunity, protecting vulnerable people who cannot be vaccinated or may not respond well to vaccines due to age, medical conditions or weakened immune systems. Our annual immunization campaign is aimed at contributing to a healthier and safer community to help reduce the impact of respiratory illness season.



Online LTC greeting card – service resolved

At the end of June, we discovered an issue with the online LTC greeting card option on our website. This service has now been restored - families and loved ones are once again able to send greeting cards to residents in our LTC homes through this link:

<https://forms.durham.ca/LTC/LTC-Greeting-Cards>.

Thank you for your patience and understanding while we worked to correct this issue.

Practice and innovation

Celebrating excellence

Congratulations to the teams and individuals recently recognized through the Commitment to Excellence (C2E) program.

The divisional Palliative Care Project Team received an Award of Excellence in recognition of its work supporting a palliative approach to care across our homes.



Congratulations as well to those who received Values in Action Awards recognizing contributions to initiatives that support residents, families and care teams across the division.

Skin and wound care spotlight

Congratulations to Ewa Wolanin, Kim Burns and Brett Chiasson, who were recognized with a C2E Award of Excellence following completion of the Skin Wellness Associate Nurse (SWAN™) Program.

Congratulations as well to Hanan Mohamed and Jennifer Ferris on completing the Accredited Wound Care Champion Program for Long-Term Care Providers (AWCCP) through Wounds Canada.

These achievements help strengthen knowledge and support evidence-informed skin and wound care practices that contribute to resident comfort, well-being and quality of life across our homes.

Medication safety reminder: supporting safe medication administration

Safe medication administration is an important part of quality resident care. During medication administration times, minimizing unnecessary interruptions can help support resident safety and allow staff to complete the medication administration process safely.

Residents, families, volunteers and team members can all play a role by being mindful of medication administration activities and allowing staff to complete the process whenever possible.

Staff continue to follow the home's approved resident identification process and medication administration practices to support safe, person-centred care.

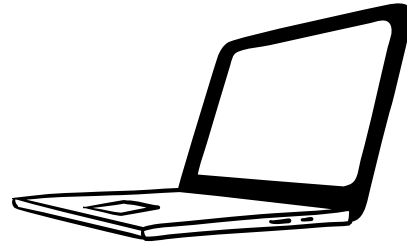


Clinical resource spotlight

Have you checked out the divisional clinical resource brochures lately? Falls Prevention, Skin and Wound Care, Palliative Care and Medication Management resources are available, and provide helpful information about the programs and practices that support resident well-being and quality of care. If you would like a copy of any of these resources or would like to learn more about these programs, please reach out to the Manager of Nursing Practice or Clinical Lead at your home.

Fall into learning!

Mark your calendars! Team members are reminded that the Mandatory Training Package is due **October 7, 2026**. If you haven't completed it yet, now's a great time to get started and check it off your to-do list before the due date arrives.



New courses in Learnici

We're excited to share a few new additions to the Learnici catalogue:

- Skin Tear Assessment Resources
- Safe Handling and Administration of Hazardous Agents
- Supporting Mental Health, Addictions, Developmental Disabilities and Younger Residents
- SeeMe® Acute Health Event E-Module Series
- Goals of Care Conversations During Acute Health Events
- Navigating Conflict During Acute Health Events
- Preventing Avoidable Emergency Department Transfers

These learning opportunities support person-centred care, communication, clinical excellence and quality of life for residents. Take a look and add them to your learning wish list!

Falls prevention corner: universal versus individualized

A quick falls prevention reminder: **Universal Falls Precautions** are the baseline falls prevention measures that apply to **all residents**. Think of them as the foundation of a safe environment, but they are only one part of an individualized approach to care.

It's important to remember that:

- Universal Falls Precautions do **not** replace individualized assessments.
- Universal Falls Precautions do **not** replace resident-specific interventions.
- Resident-specific interventions are based on each resident's assessed risks, mobility, cognition, falls history, goals and preferences.
- Care team members should understand the purpose of the interventions included in a resident's plan of care.
- Care plans should reflect both baseline falls prevention measures and individualized interventions, when appropriate.

By understanding the difference between universal precautions and individualized interventions, we can support safer, person-centred care that reflects each resident's unique needs, preferences and goals.

Keep learning, keep growing and thank you for all that you do!

Lakeview Manor news

Family Council

The Family Council at Lakeview Manor is focused on helping to make the lived experience of all residents as rich as it can be. The Council meets monthly with the intent to foster and support a positive, collaborative working relationship with the staff of Lakeview Manor.

We focus on promoting communication and information sharing by learning more about the complicated operations of the Manor, and by sharing the patient and family perspective.

We are actively seeking family members who are interested in participating.

Contact social worker Samantha Persaud via email at Samantha.Persaud@durham.ca to join the Family Council and offer your voice and insights.

Residents' Council

We are finding it hard to believe that summer is nearing the end, but we must say it has been a great summer here at Lakeview Manor.

Our annual Rummage Sale was a great success, and we would like to thank all the wonderful people who donated household items to our sale. With the funds, we have sponsored: prize Bingo on Holiday Mondays throughout the summer, entry to the Beaverton Fall Fair for all residents, continued our subscription to Netflix on the six resident public televisions, as well as sponsoring a child through Plan International. You can see the latest information from Plan International in the front display cabinet.



We took the summer off from meetings but will start again on Tuesday, September 29.

Ontario's Residents' Council week is September 14 to 20, and this year's theme is "Ready, Set. Engage."

All residents of Lakeview Manor are encouraged to attend Residents' Council meetings. Meetings take place at 2 p.m. in the Main Hall on the last Tuesday of the month. Residents' Council minutes are located in the library in the red binder for review.

We look forward to seeing you at the Fair and the meeting on September 19.



Volunteer Corner

New excited and eager volunteers gave their time during the summer months; we are very pleased to have welcomed four high school volunteers to our volunteer team.

They helped with our barbecue parties and will be joining us for Take-Out Lunches, Picnic in the Park and many other fun plans to come.



We would like to thank the Beaverton Lion's Club for sponsoring the Wine and Cheese Night in June as well as the June Bus Trip; we are very grateful for the amazing Beaverton Lion's Club.

We would also like to thank Jim and Janet Townson for inviting us for our annual Lunch in Paradise, where the residents got to enjoy a homemade lunch on the deck looking out at beautiful Canal Lake. We would also like to give our appreciation to the hard-working volunteers who helped set up and run the Rummage Sale in July.



We are happy to say that the Tickle Cart Program was back for the summer. Our new volunteer Cassidy went around with the cart of free items every Thursday morning in August—thank you Cassidy for giving us your time!

We hope everyone has a safe, relaxing and joyful summer and we look forward to seeing everyone at the Beaverton Fall Fair on September 18 and 19—don't forget to look for entries made by the residents of Lakeview Manor.

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**VOLUNTEERING IS AT THE VERY
CORE OF BEING A HUMAN. NO ONE
HAS MADE IT THROUGH LIFE
WITHOUT SOMEONE ELSE'S HELP.**

– HEATHER FRENCH HENRY

Recreation and Therapy



As we say goodbye to another summer, we begin looking ahead to the fall and winter months. The cooler evenings, vibrant colours, and time spent with family and friends during the upcoming holidays give us much to look forward to. Fall features my favourite colours, and I always enjoy the beauty and sense of change that it brings.

Over the past few months, the Recreation Team has provided many opportunities to enjoy the great outdoors, including duet bike rides, outdoor strolls, patio socials, barbecues and community outings. With fall on the horizon, the fun continues! We are especially excited about the Beaverton Fall Fair, where residents submit items to be judged in hopes of earning a ribbon. This is just one of the many ways we foster meaningful connections within our community and celebrate the talents and accomplishments of our residents.

There's a new goose in town!

Be sure to stop by the main hall and visit our very well-dressed goose, proudly displayed by the fireplace. We recently held a naming contest for our newest Lakeview resident. As soon as the votes are counted, we'll announce the name chosen by our residents!

Recreation team

The Recreation Team is a fabulous group of individuals who thoughtfully support each person's leisure pursuits, whether in group settings, one-on-one or by enabling independent participation. A heartfelt thank you to our summer students, Mia and Anna, for your dedication and the positive energy that you brought to Lakeview. We hope to see you back over the Winter Holidays.

Smile Theatre

Smile Theatre will be coming to Lakeview on September 22, 2026, and will be performing "Joyride" starting at 1:30 p.m. Joyride is a nostalgic musical featuring songs from the '50s and '60s, including music by Elvis, The Beach Boys, Patsy Cline and more. It's a fun, heartwarming story about vintage cars, young love and growing old together.



Therapy team

We are also fortunate to have such a capable Therapy Team at Lakeview Manor. Each home area is supported by a Therapy Assistant, as well as our Occupational Therapist and Physiotherapist. This team works diligently behind the scenes to help residents maintain and, in many cases, improve their independence and quality of life through daily functional activities. Thank you for all that you do!

A special thank you to Alex, our summer student who supported the Therapy Team. You have made a meaningful impact, and we wish you all the best in the Physiotherapy program at the University of Toronto—your future is bright.

We would also like to recognize Mina, who will be leaving our team after being accepted into the Occupational Therapy program at the University of Toronto. We wish Mina every success as Mina begins this exciting new chapter and know that she will do exceptionally well. Good luck, Mina!

We are pleased to welcome Keira back to the team. Keira worked at Lakeview as a summer student in the Therapy Department and has since successfully graduated from her program. She will be joining the team as a Therapy Assistant on Hummingbird Circle. Welcome back, Keira!

Celebration areas at Lakeview Manor

We often receive questions about booking common areas for celebrations. Here's a quick reminder:

- **Family Room:** Maximum of six people (including the resident). To reserve, please contact the main office.
- **Main Hall:** Maximum of 20 people (including the resident). This space can be reserved if it does not conflict with scheduled recreation events. Please complete a request form at the main office for review.

Donations

Please note that we do not accept donations unless previously discussed and approved by a team member. This includes wheelchairs and walkers, which must be taken home by families when no longer in use, as we do not have additional storage. A list of donation locations is available in each home area and at the front office.

A reminder for pet visitors



All pets must have a completed Pet Visiting Form, including up-to-date vaccination records. Forms are available at the front office. If you've already submitted a form, please continue to provide updated vaccination information.

While visiting, pets must be supervised at all times, are not permitted in community spaces and must be appropriately restrained, confined or on a short leash. Please note that pets are not permitted in a resident home area that is in outbreak, and pets may not visit the home if the entire home is under a declared outbreak. Thank you for helping us keep Lakeview safe and welcoming for everyone.

All the best,

Kate Pelton
Manager of Recreation & Therapy, extension 5320

Nursing

In June, we rolled out continuous ambulatory delivery devices (CADD pumps) for use throughout the home. These devices can deliver medication through the skin continuously to residents experiencing pain or agitation and support a palliative approach to care. The roll out included training for registered staff and revisions to our standard medication orders. If you have any questions about CADD pumps, please speak to a member of the nursing team.

This summer, we were pleased to welcome some new members to our nursing department, each bringing their unique experiences and background to our home:

- **Personal Support Workers (PSWs):** Teresa, Sandra, Navpreet, June Grace, Rebecca, Arshdeep, Temitope, Chelsea and Holly.
- **Registered Practical Nurses (RPNs):** Lesley and Shanice.

We also said farewell and happy retirement to Randy, PSW.



Environmental Services



The Environmental Services Department hopes everyone had an enjoyable summer and enjoyed the opportunity to spend time outdoors appreciating the beautifully maintained grounds and flowers that were planted based on the valuable feedback we received from residents, families and staff.

We would like to thank everyone for their continued efforts in helping maintain a safe, clean, and welcoming environment both inside and outside the home.

Clothing label reminder

As we transition into the fall season and residents' clothing needs changed, we kindly remind everyone that all clothing brought into the home must be labeled by our staff. This helps minimize the loss or misplacement of residents' belongings and ensures items are returned to their rightful owners.

Our department looks forward to continuing to support the home and working together to maintain a safe, clean and comfortable environment for all.

John Petropoulos
Environmental Services Manager, extension 5340.

Food Services

Team member updates

Please join us in saying farewell and good luck to our summer nutrition student Lily, who has returned to her full-time studies. We wish her all the best!

Continental breakfast



The Food Services Team is pleased to announce that we are now offering residents an early continental breakfast on each Resident Home Area from 6:45 to 7:30 a.m. This new option is available for residents who prefer to start their day a little earlier, allowing them to enjoy a light breakfast or warm beverage before the regular breakfast service begins. For residents who prefer to sleep in, a late continental breakfast continues to be available on the 10 a.m. nourishment cart in each Resident Home Area.

Fall/winter menu

As summer's warmth begins to fade and the evenings grow cooler, we look towards the changing season and all the comforting flavours that it brings. We are thrilled to announce the Lakeview Manor's fall/winter menu cycle will begin on October 19, 2026.

Our Food Services Team has carefully curated a menu that continues to celebrate the homemade meals that our residents enjoy. This menu features seasonal ingredients, and delicious flavours inspired by fall and winter. We take great pride in preparing meals that not only nourish but also bring warmth, enjoyment and a sense of home to our residents' dining experience.



Sharing recipes and ideas



What makes our community so special is the sharing of memories and traditions. We love hearing these from our residents, families and team members! If you have a family favourite recipe or a special dish that holds cherished memories to you or your loved one, please consider sharing it with our Food Services Team. We are always looking for new ideas to incorporate into our menus and themed events.

We also welcome your feedback and suggestions. If there are menu items you would like to see added or adjustments you feel would enhance the dining experience, please speak with a member of the Food Services Team. We value recommendations and are eager to explore opportunities to make mealtimes as enjoyable and memorable as possible for our residents.

Supply chain disruption

Unfortunately, like many other sectors, the food service sector continues to experience supply chain disruptions. This has meant that at times, we have had to provide substitutions for resident menu choices. Despite these challenges, we continue to provide suitable substitutes and choices for Lakeview Manor residents. These changes are shared with the residents via our main menu screens.

The Lakeview Manor Team welcomes family/guests to join their loved ones for meals.

Guest meal tickets are available for purchase during regular business hours, Monday through Friday, at the Reception Desk located on the main floor. To ensure a comfortable dining experience for all residents and guests, we can accommodate a maximum of two guests per resident in each dining room. We kindly ask that guest meal tickets be purchased and meal visits arranged at least 72 hours in advance. This notice allows our team members sufficient time to co-ordinate guest attendance and prepare seating arrangements appropriately to ensure an enjoyable meal for you and your loved one.



Cost: \$10 per guest meal ticket.

The Family Dining Room, located on the second floor, is available for reservation on a first-come, first-served basis. Reservations can be made by completing and signing a reservation agreement at the Reception Desk on the main floor. Please be aware that the Family Dining Room has a maximum capacity of six people.

Thank you for helping us create a pleasurable and meaningful dining experience for our residents at Lakeview Manor. We look forward to sharing another season of delicious meals and culinary traditions with you!

If you have questions, concerns or comments regarding Food Services, please feel free to contact us.

Food Services Management Team:

Tanya Grela, Food Services Manager, extension 5331.

Victoria Etherington-Forrest, Food Services Supervisor, extension 5330.

Claire Doble, Therapeutic Dietitian, extension 5332.



Administration

I hope you have enjoyed the summer months and look forward, as I do, to fall, with more seasonal temperatures and the beautiful fall colours.

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

A reminder that as fall approaches, it brings with it a heightened respiratory season. Prevention of disease is still the focus. You can help prevent and limit the spread of 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 your and your loved one's vaccinations. It is everyone's responsibility to remain diligent in self-screening and postpone visiting the home if you are ill.



Statutory holiday dates

September

7- Labour Day

30 - National Day for Truth and Reconciliation

October

12 - Thanksgiving Day

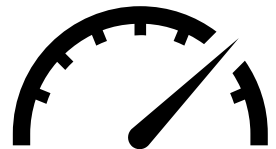
November

11 - Remembrance Day

If you need resident banking, this will need to be done the day before the statutory holiday.

Safety – excessive speeding

The safety of our residents, visitors and staff is a priority. We have observed several episodes of excessive speeding throughout the parking lots. We request that you be considerate of others and always drive slowly and cautiously throughout the parking lot. Please stay alert of pedestrians and other vehicular traffic, especially during busy periods, such as shift changes. Excessive speed puts others at risk for injury. We appreciate your co-operation in helping to maintain a safe space for everyone. If you have any questions or concerns, please speak to a member of the leadership team.



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

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