



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 1, March 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 and Dignity, Excellence

LTC and Services for Seniors Division news



Director's message



Welcome to the spring edition of our Long-Term Care Newsletter! Reflecting on our recent Annual Planning Day, attended by senior leadership and Family Council representatives, we've reaffirmed our commitment to three strategic pillars: care and service, embracing innovation and workplace excellence. We have developed our business plan for 2024 and we are eager to move ahead with several initiatives, including the implementation of an Emotional Model of Care, detailed in this newsletter.

In February, we celebrated Recreation Therapist Month and Pride in Food Service Week; and in March, we are recognizing Social Worker Week. I want to extend my gratitude to our dedicated staff for all they do.

As we welcome new residents, staff and volunteers to our homes, we encourage you to get involved with Resident and Family Councils to the extent you are interested and able to do so. Your concerns and suggestions are always valued— don't hesitate to reach out to a member of the management team.

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 Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108.

Quality



Annual Resident/Family Satisfaction Survey

Many thanks to the residents and families who responded to the 2023 Annual Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need improvement. We used the InterRAI Resident and Family Quality of Life Survey again this year, which is a best practice tool widely recognized across Canada and utilized by Ontario Health in the development of their quality performance measures for long-term care.

This year, 60 per cent of eligible residents and 29 per cent of families completed the survey. This is an increase in response from 2022 in both areas.

Divisionally, resident satisfaction regarding overall care and services was 83 per cent, which is a one per cent increase from 2022. Family satisfaction divisionally was 88 per cent, which was a four per cent decrease from last year.

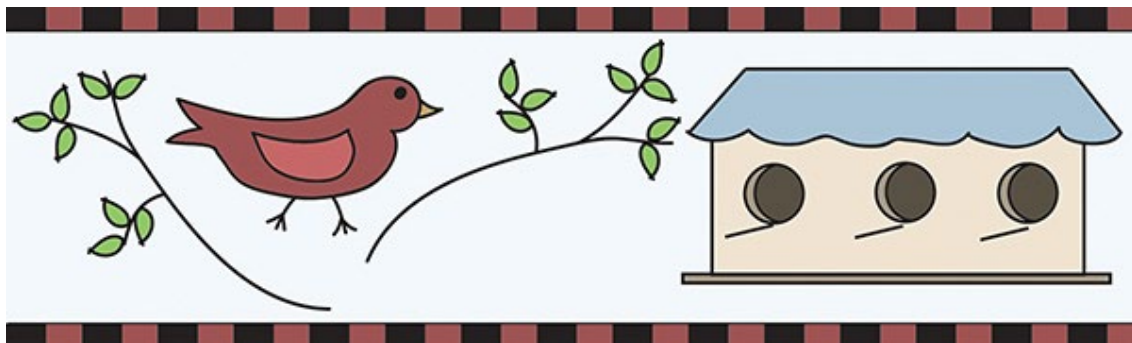
Each home is developing an action plan to address areas identified in the survey that need improvement. Individual home reports and infographics are available in each home to staff, residents and families.



Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. Homes will be reviewing feedback and performance measures to determine priorities for improvement. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health.

We will seek feedback from staff, residents and families in the development of these plans and when completed, they will be posted to our website.



Quality continued

Public Code of Conduct

Our division has recently developed a new policy on Public Code of Conduct, which can be used in conjunction with the Region of Durham Corporate Public Code of Conduct. This policy enforces our commitment to ensuring a respectful, harassment-free home for residents and workplace for staff. The Public Code of Conduct policy outlines the home's response to any type of inappropriate interaction, whether in person, over the telephone or written/electronic communication.

If you would like to have a copy of the policy, please see reception in your home.

Did you know?

Our homes have an alcohol policy that outlines how alcohol can be stored and consumed within the home. Alcohol may be offered to residents at designated recreation functions within the home (example, Pub, Wine and Cheese Social, etc.). The Recreation department organizes the provision of alcohol and monitors/limit the number of drinks served at events. Recreation staff are not able to serve alcohol to visitors and residents are not to bring their own alcohol to home-wide events.

Alcohol owned by the resident may be consumed in the following areas of home unless safety issues are identified: the resident's room, in the dining room at meals, in home areas and gardens/patios.



Infection Prevention and Control

Outbreak Update

Our four long-term care homes managed many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we saw the return of other common respiratory infections, such as influenza and Respiratory Syncytial Virus (RSV). The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes had excellent vaccine uptake, 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.



Infection Prevention and Control continued

2024 Planning

Our four homes have many goals this year for infection control and are very excited to continue to improve on the quality of care that is being provided. To highlight a couple of our projects:

Hand hygiene during mealtimes

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, these 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.



Urinary Tract Infections (UTIs)

Overuse of antibiotics for misdiagnosed UTIs is very common in long-term care. It is important to understand the correct signs and symptoms of a UTI and how to properly diagnose and treat an infection.

Did you know that it is common to find bacteria in the urine of the elderly? In fact, 15 to 30 per cent of men and 25 to 50 per cent of women in long-term care have bacteria in their urine without symptoms. Bacteria in the urine does not always mean a resident has an infection, and they would not need to be treated with antibiotics without exhibiting the true signs or symptoms of a UTI.

What are the signs and symptoms of a possible UTI? A person may say it hurts or burns when they pass urine, it may be hard for them to urinate or they may feel the need to urinate more often, they may have a fever, or complain of pain in their side, lower stomach or lower back. It is important to note that disorientation, confusion, and smelly or cloudy urine are **not** reliable signs of a UTI.

How can you help? Please let staff know if a loved one has signs or symptoms of a UTI. Support and respect our doctors and nurse practitioners in their diagnoses and prescription of antibiotics.

Practice and Training Team

Highlights

We are thrilled to update you on the exciting news and accomplishments from our homes. Despite the challenges brought by the pandemic, our teams have worked tirelessly to provide exceptional care and services to our residents.

In 2023, we focused on extensive training initiatives across all our homes. We proudly announce that we have successfully conducted over 250 clinical and non-clinical training sessions for our staff. We have also increased the number of preceptors and hosted 214 student placements across our four homes.

We are happy to inform you that we are now re-establishing our connections with school boards to restart and streamline co-op and volunteer placements. This will benefit both our residents and the students.

Additionally, we have participated in quality improvement training for Managers of Nursing Practice (MNPs) and Clinical Leads (CLs). This training has equipped our staff with the necessary tools and skills to enhance our services and ensure that our residents receive the best possible care.



Emotional Model of Care

Project update

We are pleased to provide you with an update on the progress of our Emotional Model of Care project. As you may know, this model of care is designed to improve the quality of care and well-being of our residents by taking a more holistic approach to care, and creating a more positive and comfortable environment for our residents, families and staff.

Since completing the Project Charter in January 2024, we have made significant strides toward achieving our goals. We have formed a Steering Committee and held several planning meetings to ensure we are on track to meet our objectives.

We are beginning the stakeholder engagement phase and have contacted vital stakeholders such as residents, families and staff to form an advisory group that will provide expert guidance and feedback throughout the project. Our goal is to gain a deep understanding of the needs, concerns and expectations of all stakeholders involved in the project. We will use this information to inform our decision-making and ensure that the project meets the needs of all stakeholders. Our engagement plan includes various methods to gather insight and change ideas, such as focus groups and one-on-one interviews. We are also developing a comprehensive communication plan to ensure all stakeholders are kept informed about the project's progress.

Emotional Model of Care continued

Project update continued

In addition, we recently held a brainstorming session to identify the fundamental principles that will guide our Emotional Model of Care. We are also pleased to announce that we have partnered with Ontario Tech University to work with us on this cutting-edge project.

As we move forward, the next steps in our project include an awareness campaign, which consists of a road show, naming the model and selecting the project pilot long-term care home.

Our progress to date has been good and we remain committed to achieving our goals.

We will continue to keep you informed of our progress and welcome any feedback or suggestions you may have.

Thank you for your ongoing support.



Hillsdale Terraces news

Family Council

Family Council meetings

January 10 meeting

At our January 10 meeting, Krystal Southwell and Justine Lee from the Alzheimer Society of Durham Region (ASDR) presented information about their new TEACH and CARERS programs. The TEACH (Training, Education and Assistance for Caregiving at Home) program is an interactive group program for care partners consisting of four, 1.5-hour sessions. The CARERS (Coaching, Advocacy, Respite, Education, Relationship, Simulation) program is a skills-based group program consisting of eight, two-hour sessions that focuses on practical skills and emotional supports. Both programs are free, but registration is required. Information about these programs is posted on our Family Council Board in the Lobby.

Susan Locke presented the results of the 2023 Resident and Family Satisfaction Surveys. 55.1 per cent of eligible Terraces residents who were able to respond, rated their overall satisfaction at 88.1 per cent. The Family response rate was 28.9 per cent, with an overall satisfaction of 91.1 per cent. Although this is an 11 per cent increase in responses from families, we encourage more families to complete the 2024 survey later this year. Your feedback is important to the home management team.



Family Council continued

Family Council meetings continued

February 14 meeting

At our February 14 meeting, we welcomed Stephanie Breurkes, Nurse Practitioner, and Emila Siwik, Infection Prevention and Control Practitioner. They announced that Hillsdale Terraces will participate in Public Health Ontario's Urinary Tract Infection Program for Long Term Care Homes. This program is designed to help long-term care homes implement best practices for the assessment and management of urinary tract infections in non-catheterized residents.

As February is Therapeutic Recreation Month, Family Council also welcomed Tanis Head, Manager of Recreation and Therapy, to present "For the Love of Recreation and Therapy." Recreation and Therapy staff provide meaningful and stimulating programs and activities to residents. Opportunities for residents to socialize and engage their physical, emotional, cognitive and spiritual needs plays an important role in their well-being and quality of life. As a token of our thanks and appreciation, Family Council provided the Recreation and Therapy team with Tim Horton's gift cards.

March 13 meeting

The Family Council meeting scheduled on March 13 will take place at 2 p.m. in the boardroom on the third floor, and virtually by Microsoft Teams. Ge Liu, Pain and Palliative/Nutrition and Hydration Clinical Lead, will present her responsibilities related to her programs at the Terraces. We invite families of loved ones new to the Terraces to join us. Your involvement helps make a difference in the lives of your loved one and other residents.

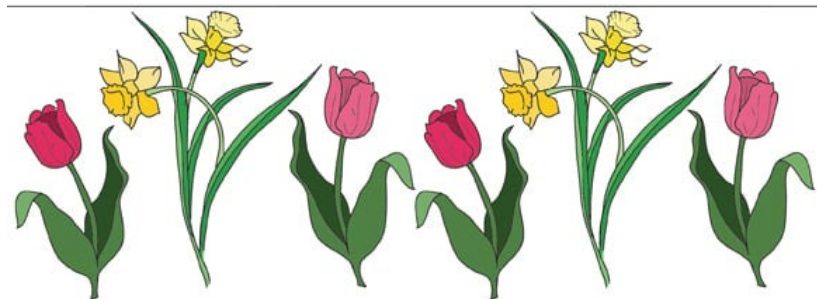
Residents' Council

Residents' Council executive

An election was held in January for the Residents' Council executive. It was decided there would be a shared leadership executive with no titles. Please welcome to our executive, Christine Woodman, Pauline Harvey and Wendy Hargreaves.

Residents' Council draws

Residents' Council supported basket draws in February. Funds raised will support the purchase of sensory items for our Dementia Care Unit.



Volunteer Corner

Thank you volunteers



Hillsdale Terraces would like to thank volunteers who assisted throughout the busy winter months. We wish everyone all the best for 2024!

Hillsdale Terraces residents and staff highly appreciate volunteers and the support they provide to others in need.

Volunteer sign-in and logging hours

This year, the Recreation department is moving towards providing volunteers with a new format when signing in/out and logging hours. Stay tuned for more information.

Spiritual services volunteer support

We are looking to improve spiritual services and volunteer support offered to our palliative residents. Stay tuned for more information.

Tuck Shop volunteers needed

We are currently looking for volunteers to work at the Tuck Shop throughout the week and on weekends. If you are interested, let Verlynn know.

Durham Regional Police Service Youth in Policing

Hillsdale Terraces was selected to participate with Durham Regional Police Service Youth in Policing on March 23 at Durham District School Board. We will be working with 80 youths to create a video, "you are not alone," and giving a high-level overview of who we are and who we serve.

Recreation and Therapy

Welcome

We are happy to welcome back Sarah Britton and Ashley Vilander, who recently returned from their parental leaves.

Welcome to physiotherapists Priyanka Mehta and Haard Rao.

Congratulations

Congratulations to Caitlin Judges, who delivered a beautiful baby girl at the end of November.



Recreation continued

Events

In January, we had the opportunity to enjoy Music from Michelle White and to celebrate Robbie Burns. Family Council was kind enough to donate funds to help us get through some winter blahs. Thank you to Family Council for your generosity and for always putting our residents' first with your planning and suggestions. We also hosted a Wine and Cheese Meet and Greet for our new residents in the last quarter and, of course, to enjoy the company of our friends.



In February, we celebrated Black History Month with Hummingbird Dancers; and Valentine's Day with a pottery class, a Valentine's Sweetheart Lunch, and Music from Art Lajambe. We also took a trip to Walmart and had a PJ Party with Frances Townsend.

In March, we will acknowledge St. Patrick's Day with a jig with Paddy Cauley. We look eagerly towards Easter and the celebration events surrounding it.



Resident Well-Being Funding

In 2023, the Ministry of Health provided long-term care homes with some additional funding called the Resident Well-being Funding. Along with Hillsdale Estates, we have partnered with the Canadian Multifaith Federation to hire a Spiritual Care Coordinator. We have been successful in our recruitment efforts and are pleased to welcome Jayaprasad Gopalan to our homes.

The Resident Well-being Funding allows us the opportunity to have spiritual/religious support in our home approximately three days a week, four hours a day. Jayaprasad will work as part of the interprofessional team to support residents' cultural, spiritual and end-of-life needs.

Welcome to the team, Jayaprasad!



Nursing

Retirements

Olivette Cole, Registered Practical Nurse, a 32-year employee, and Sherry Hills, Registered Nurse, a 17-year employee, recently retired from Hillsdale Terraces. We would like to extend our gratitude for their dedication and commitment to our home. Enjoy your well-deserved retirement!

Goodbye and welcome

Goodbye to Shirley Connelly and hello Jackie Manuliak, BSO Registered Practical Nurse. We wish Shirley well in her new position as Business Technology Coordinator, LTC & Services for Seniors.

Summer students

We are in the process of hiring 10 summer nursing students. This is a wonderful opportunity for university and college students to experience long-term care.

Environmental Services

Project Search

The Environmental Services department has two new Project Search students. Staff are enjoying mentoring these students.

Use caution on sidewalks and roadways

Please note that, with mild weather, there is a chance the water will freeze quickly on the sidewalks and roadways. Please use caution when walking on the grounds.



Smoking

We have noticed a great increase in cigarette butts on the grounds. Please be reminded that smoking on the grounds is prohibited and is only permitted for residents in the designated smoking gazebo.

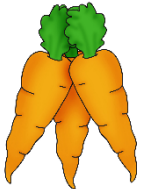
Food Services

Theme meals

The Food Services team is planning several fun and delicious theme meals for residents this spring, including British Pie Week, St. Patrick's Day, Good Friday, Easter Sunday, Mother's Day and barbeques starting in May.

Spring and summer menu

We will be launching our Spring and Summer menu for residents on May 13. The new menu will feature many resident favourites, fresh seasonal produce, and more home cooking. Bon appetite!



March is Nutrition Month



National Nutrition Month in Canada is celebrated during the month of March. This annual event is organized by Dietitians of Canada to highlight the importance of nutrition and promote healthy eating habits. During Nutrition Month 2024, dietitians across the country will come together to recognize their diverse roles in influencing the well-being of Canadians. Dietitians work across all areas of food and nutrition, including long-term care, to address the nutritional needs and challenges of the many varied and unique communities they serve.

Administration

Hairstyling contract

We are pleased to announce that we have finalized the hairstyling contract with Diane! Thank you so much for your patience and understanding as we navigated the procurement process. Diane and her assistant Tammy are now known as Hair By Diane. They will continue to provide you with the excellent care and services that you've come to know and love. Diane's current price list is posted at the Salon and on the bulletin board in the lobby.



Important note: Diane has updated her email address for communication and payment processes. Please contact Diane at hairbydiane24@yahoo.com. She can also be reached by calling the Salon at 905-579-3313 ext. 5116.

2023 successes

As we reflect on the past year, we express our heartfelt gratitude to our clinical leads, staff and families. Together, we've achieved remarkable outcomes. Our dedicated clinical staff have made significant strides in enhancing the well-being of our residents in the areas of fall injury, skin and wound care, medication management, pain management, palliative care, and responsive behaviours. Other areas of success in 2023 included an Accreditation Canada award, a successful emergency evacuation drill to an evacuation centre, introduction of new technology, and enhancements to our Recreation and Food Service departments.

Administration continued

Satisfaction Survey results

Many thanks to the residents and families who responded to the annual Satisfaction Survey. We are now reviewing the results and incorporating the feedback into our operational plan. Summaries of the results have been posted in the home and updates will be provided to the Residents' and Family Councils in the upcoming weeks.

Tax Time



Don't forget it is tax time! If families require a rate reduction, taxes need to be completed on time to get the notice of assessment back. The tax filing deadlines for all Canadians is April 30, 2024.

Ministry of Long-Term Care Inspection

On Monday, January 22, we welcomed two Ministry of Long-Term Care Inspectors to our home for an unannounced proactive inspection. A proactive inspection is a seven-day inspection of the home conducted by two inspectors to ensure we are meeting the Fixing Long-Term Care Homes Act and Regulations. The inspectors met with our residents, family members and staff. The inspection also consisted of reviews of our policies and procedures, residents' clinical charts, and the inspectors spent a great amount of time on the home areas observing. The inspectors, upon their exit interview, thanked all those that participated in the inspection. We should receive their completed report in the upcoming weeks. Once received, the public copy of the report will be made available in the lobby.

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

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