



Long-Term Care & Services for Seniors Division
Hillsdale Estates Newsletter
Issue 4, December 2019



Supported by
Ontario
Central East Local Health
Integration Network



Mission

Strong People...Caring Communities...Our Future!

Vision

Provide a community that embraces excellence in person-centred care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence



LTC and Services for Seniors Division news

Director's message

Hello! Welcome to the winter edition of the divisional newsletter.

The holiday season is upon us. Each of the Region's long-term care homes has several special activities to help us get into the spirit and to celebrate. I look forward to attending as many as I can, and to share in the joy this time of year brings to many of us.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

For those of you who are new to your long-term care home, welcome. Our interdisciplinary care team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey. Please don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season, with much health and happiness in the year ahead.

I hope you enjoy this edition of the newsletter.

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

**HAPPY
HOLIDAYS**

Quality

2019 Resident and Family Survey

Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

Infection prevention and control

Gastroenteritis

Gastroenteritis is an inflammation of the stomach and intestines that usually causes diarrhea and/or vomiting. Norovirus is the leading cause of gastroenteritis outbreaks in long-term care. People often call gastroenteritis the flu, though it is no way related to the influenza virus, which causes respiratory illness. Noroviruses are common in North America, and very contagious, affecting all age groups. It can happen year-round, but outbreaks are more common in fall and winter months. The illness is easily spread in group settings where people are in close contact, like nursing homes.

Noroviruses are found in the stool or vomit of infected people. They are very contagious and can spread easily from person to person. People infected with norovirus can be contagious from the moment they start feeling ill to at least three days after they have recovered.

The main symptoms of norovirus illness are diarrhea, vomiting, nausea and stomach cramps. Other symptoms may include low-grade fever, headache, chills, muscle aches and fatigue. Most people feel better within one or two days, with symptoms resolving on their own and with no long-term health effects. However, pregnant women, people with compromised immune systems, young children and the elderly are at risk for developing more serious complications like dehydration. People infected should drink plenty of liquids to replace lost body fluids and prevent dehydration. In severe cases, patients may need to be hospitalized and given fluids intravenously.

To help protect you and your family from noroviruses:

- Wash your hands after using the washroom and before preparing or eating food.
- Do not eat raw shellfish. Cook it thoroughly before eating it, especially clams and oysters.
- Wash raw fruits and vegetables thoroughly with clean, safe running water before you prepare and eat them. Use a brush to scrub produce with firm or rough surfaces, like oranges, cantaloupes, potatoes and carrots.
- Thoroughly clean contaminated surfaces, and disinfect using chlorine bleach, especially after an episode of illness.
- After vomiting or diarrhea, immediately remove and wash clothing or linens that may be contaminated with the virus (use hot water and soap).
- If you have been diagnosed with norovirus or any other gastrointestinal illness, do not prepare food or pour water for other people while you have symptoms, and for the first days after you recover.
- Avoid contact with others until you are well again.



Hillsdale Estates news

Family Council

Purpose of the Family Council

The primary purpose of a Family Council is to improve the quality of life for Residents in long-term care homes. The council gives families and friends of Residents a chance to participate in the decisions that affect them and their loved ones in the home. The Family Council also serves as a liaison between the home and the families and friends of the Residents.

Family Council meetings

Meetings are on the last Saturday of the month at 10 a.m. in the Auditorium. Meetings are open to family members and/or persons of importance to a Resident. Refreshments are provided. Hope to see you at our next meeting!

Family Council events

On November 6, Family Council members and friends from all four regional long-term care homes attended a presentation at Hillsdale Estates given by Pamela Durepos, a Nurse and PhD student at McMaster University Medical Centre, on Palliative Care and Preparing for End-of-Life in Dementia. This presentation was intended to help families manage and cope with anticipated changes, as well as prepare for loss at the end of life for a person with dementia.

On November 23, Family Council facilitated a resident craft day. Again, this event was a great success with a large turnout of residents who participated and enjoyed making the crafts.

On November 29, Family Council held its Holiday Bazaar. Thank you to everyone who helped pull this event together. The event was a great success and enjoyed by all.

Residents' Council

The next Residents' Council meeting will be held on January 28 in the Auditorium. The meeting starts at 2 p.m. and is open to all Residents at Hillsdale Estates.

Recreation and Therapy

The warmth and love surrounding Christmas is a joy to be savoured with family and friends. It is a time to give and share with one another. Wishing you the best this season has to offer.

The month of December has been festive with several celebrations and holiday events that have been enjoyed by everyone.

Nursing

We are wishing you the best of the season with a healthy, happy holiday and a chance to reflect, recharge, and reconnect with friends and family.

Nursing Leadership Team

In January, the Nursing leadership team will be expanding with an additional Resident Care Coordinator and a new Coordinator of Administrative services. Recruitment is in the final stages and announcements will be made in the very near future.

After more than 18 years, we say farewell to Allison Corby, Social Worker, who is transferring to Fairview Lodge.

Environmental Services

Winter safety

Winter is a time to think about safety when walking outside and inside. Please ensure you always wear winter footwear that grips on snowy, icy, and wet surfaces. Hillsdale Estates has mats at all entrance doors. We ask you to wipe off your shoes on these mats so the hard floors inside remain dry and safe. If you see an unsafe condition inside or outside of the building, please give us a call at extension 6321, and we will attend to it immediately.

Gifts and the labelling process in the home

Christmas is a time when we all look forward to receiving gifts, including new clothes. Residents' clothes are very important to them and our laundry team at the Estates treat all clothes with tender, loving care. Please buy clothes for your loved ones that are machine washable, will not shrink or damage in hot water, and are colour-fast. All clothes do need to be labelled immediately to prevent loss. Labelling forms are kept at all nursing stations. The form has three copies with one copy of the filled-out form being given to the resident or family. All clothes are labelled by the laundry staff in the home and are done in the home area in which you live. You are always welcome to watch the clothes being labelled.

If you believe your clothes or your relative's clothes are missing, please fill out a Missing Resident Belongings form immediately. (These forms are kept at the nursing station as well.) All Hillsdale Estates departments are informed about the missing article as soon as we receive the form, in order to co-ordinate the search throughout our home.

Lost and Found

Lost and found items are placed in the café area during the first week of every month for seven days and then again on the last Saturday of the month. Unclaimed items will be kept for three months and then will be given to those in need either internally or externally.

Annual fire inspection

Our annual fire inspection and evacuation was held in October with the Oshawa Fire Captain present. Staff were able to evacuate the home area in less than four minutes.

Project update

Tub room renovations will break during the holiday season from December 21 to January 3. We hope that the first phase will be completed by December 21 so residents in Maple Grove, Honey Harbour, and Golden Pond can enjoy their newly renovated tub room. Upon completion, the second phase will begin and will take approximately 10 weeks.

The fire panel will be upgraded in the new year with a completion date near the end of April or early May.

Food Services

Christmas is quickly approaching and so is the annual holiday Resident and guest lunch. This year, the luncheon will be held on Friday, December 20 at noon. Tickets went on sale in November, and this event is now sold out. Thank you to everyone who expressed an interest in participating.

Guest meal tickets will not be sold to families on Christmas Day or New Year's Day. On Christmas Day, sweets, coffee and tea will be available to everyone in the lobby at no cost.

Exciting changes coming to Food Services

Durham Region's long-term care homes (LTCHs) have been busy planning for some exciting changes in Food Services. After a comprehensive competitive bid process, the Region's homes have awarded Sysco Canada Inc. a primary food, beverages and supplies purchasing contract. Sysco is a well-established food distributor with a proven track record of quality service across North America. With this switch to a new primary food supplier in December 2019, we will be implementing a new model for our menus which better align with what is common in the food service industry. We will be switching to a Winter-Spring and a Summer-Fall menu model, which allows us to align our menus with seasonally available items. Our Winter-Spring menu will be launched in all homes on Monday December 2, 2019.

In addition to new menus and purchasing practices, we will be introducing new software and technology to modernize our food services departments allowing us to better meet the needs of residents. Implementation of this new technology, called Synergy on Demand®, will be introduced through a phased-in approach that has already begun and will progress into 2021. Food Services is excited to be implementing Synergy on Demand® as it is the leading software in the industry and will unify all functions of the food services department under one platform. The project leads for this implementation are Catherine Pazzano, Food Services Director from Hillside Estates, and Peter

Chrisostomou, Food Services Supervisor from Fairview Lodge. We will continue to provide you with updates on these initiatives in upcoming newsletters.

Dine Safe Pass

On October 1, we received our “Green” Dine Safe Pass through the Food Premises Inspection done by Public Health.

Administration

A message from the Administrator

I hope you all find time to spend with family and friends, including the family here at the Estates. It's such a great time to reflect and be thankful for all we have.

As we plan to develop priorities for 2019, I look forward to seeing you all in January to review some key highlights.

Wishing you all a very Merry Christmas and Happy New Year.

~Gina Peragine, Administrator, Hillsdale Estates

Banking

Please note that banking hours will be modified during Christmas time. Banking will be available on December 23 and 27.

The office will be closed at noon on December 24 and 31, and all day on December 26.

Durham Region Transit tickets

Durham Region Transit Senior and Adult 10-ride booklets and monthly passes are available for purchase at reception. The 10-ride booklets are \$20.50, with the monthly pass costing \$46. They can also be used with the Durham Region Transit Specialized bus.

Holiday safety tips

Happy Holidays! To ensure everyone has a safe, enjoyable, and pleasant holiday season, please remember the following safety items:

- No candles, matches, or lighters in Resident rooms.
- All electrical items, such as decorative lights and ornaments, must be inspected and approved by our Environmental Services Department.
- No extension cords; approved power bars must be used.
- Food Safety:

- Perishable foods are discouraged as they pose a potential risk of contamination (e.g. meat or cheese). No one wants food-borne illness or pest problems!
- Non-perishable food items must be kept in sealed, airtight containers (e.g. chocolates, candies, cookies, etc.).
- All food and drink brought into the home for the Resident's own consumption must be labelled to include the name of the Resident, food item, and date brought into the home.
- **The responsibility of family and friends bringing food into the home for a resident are:**
 - Label items and ensure it is stored safely in a suitable container.
 - Responsibility for the safety of the food. The home does not assume responsibility for foods brought in from the outside.
 - Family and friends are to ensure that any perishable food brought in is consumed within 72-hours.
 - Family and friends are responsible for being aware of any foods that are unsuitable for the Resident's therapeutic diet or texture requirements.

Thank you for your co-operation, and all the best to you for a safe, healthy, and happy holiday season!

Parking – Main Entrance

Please be advised that the City of Oshawa By-Law Enforcement Department will ticket vehicles parked in the Fire Route at our main entrance. The fine for parking in this fire zone is \$100. If you receive a ticket, you will need to take any complaint to the City of Oshawa.

Hillsdale Estates Adult Day Program (HE ADP)

HE ADP has been exploring the world of tablet games and is discovering a selection of fun and engaging games. These innovations in technology involve touchscreen brain fitness programs designed to strengthen attention, focus, and concentration. Emerging technology supports a person-centered approach in caring for the unique physical, emotional, and social needs of our participants.

The Central East LHIN provided a one-time community dementia funding, which made it possible for the adult day program to purchase iPads for the clients. iPad activities are designed to help the clients stay mentally and physically active, reduce isolation, and improve health. The games include word-related activities, mental exercises, puzzles, painting/colouring, sports, or questions that encourage conversation and recollection of memories. Another benefit of playing tablet games is that they are not only suitable for persons living with dementia, but also for their caregivers, family and friends. It's been found to be a great way to spend quality time together.

Resident/family room bookings

Family gatherings are important to us, and we encourage all Residents and families to use our public spaces to visit and gather. We have a lot of space to offer that is open to all Residents and families, such as the café area, lobby, library, and patios. These spaces cannot be booked for exclusive functions, but they are great spaces to enjoy!

Areas that can be booked for private events are the Auditorium and Worship Centre, as well as the Primrose Path and Lavender Lane family dining areas. Although the term “private” is used, we cannot guarantee and/or ensure privacy.

If you plan to book one of the spaces listed above, there are a few guidelines to follow:

- All room bookings are booked through reception. The Auditorium can accommodate 75 to 150 people, the Worship Centre can hold a maximum of 75 people (no food is permitted), and the Primrose Path and Lavender Lane dining areas hold eight to 10 people.
- Catering can be arranged through our Food Service Department at your cost. If catering is not requested of the home, the users are responsible for providing their own tablecloths, dishes, cutlery, etc. Please note, no alcohol is permitted.
- Decorations may be used but must be removed after the event. Only green painters’ tape can be used to hang decorations.
- Set up and clean-up are the responsibility of the person who booked the space.
- The responsible individual must ensure that all attendees comply with fire regulations. (No smoking, no candles, no birthday candles, no sparklers, and no open flames.)
- Hillsdale Estates reserves the right to cancel bookings up to 24-hours in advance.

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

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If you require this information in an accessible format, please contact Tammy Clarke at 905-579-1777 ext. 6314.