



# Long-Term Care & Services for Seniors Division Hillsdale Terraces Newsletter Issue 2, August 2020



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## 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

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## LTC and Services for Seniors Division news

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### Director's message

As most of the province continues to open up and people resume activities, there is a risk that Ontarians will feel this means that COVID-19 is not as threatening as before. While it is true that the incidence of the virus has declined significantly, it is still a very real and dangerous pandemic in our province, country and around the globe. It is critical that we do not let our guard down. I strongly urge each and every one of you to continue to be cautious at work and in your personal lives including wearing masks when you cannot social distance and limiting your interactions with others.

COVID-19 has been a particularly challenging time for families and caregivers who have not been able to visit or provide care to those living in long-term care homes (LTCH). Under the direction of the Ministry of Long-Term Care, our homes opened to outdoor visits on June 18. Indoor visits began on July 22 in a limited manner. As the pandemic situation evolves in Ontario, direction involving visits at LTCH will be adjusted as necessary, keeping the safety and emotional well-being of residents and staff at the forefront. I want to thank the staff at each of the homes for facilitating these visits, and we look forward to expanding these visits when it is safe to do so.

Finally, I want to thank the residents, families and staff for your understanding during this difficult time and to encourage you to reach out to a member of our management team if you have any questions or concerns about any policies, decisions or actions that we are taking in responding to COVID-19 in our homes.

~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.

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## Quality

### 2020 Resident/Family Annual Satisfaction Survey is coming soon

This fall, the annual satisfaction survey will be given to all residents who can complete it and be mailed to family members. Taking the time to complete the survey will help us to understand how we are doing. Please stay tuned for more information on when the survey is coming out.

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## Infection prevention and control

### Non-medical masks

#### Safe use of non-medical masks

Wearing non-medical masks or face coverings is now required in commercial establishments within Durham Region.

These commercial establishments include:

- retail stores
- malls/plazas
- personal service settings
- gas stations
- mechanics' shops/garages
- convenience stores
- restaurants
- grocery stores and bakeries
- indoor farmers' markets

Following regulations and guidelines goes beyond the walls of our long-term care homes. It is important that we follow the unique rules within our community that are put in place by the establishments and public health. These rules can include:

- Customer directional signage.
- The use of a mask in a restaurant, except when outside on the patio or while eating.
- Screening assessments.
- A limit on the number of occupants within the establishment.

Please visit [durham.ca/novelcoronavirus](http://durham.ca/novelcoronavirus) to become familiar with this policy.

The COVID-19 virus (SARS-CoV-2) is typically spread via infected respiratory droplets when we cough, sneeze or talk. Masks work by limiting expired respiratory droplets and reducing the risk of transmission.

However, masks are only effective when they are used properly.

## Non-medical masks continued

### How to wear a non-medical mask safely

1. Wash your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content before picking up your mask.
2. Inspect the mask for any damage. Masks that are dirty, have holes, or have tears in them should be discarded.
3. Depending on the style of the mask you are using, follow these steps:
  - Face mask with ear loops: Hold the mask by the ear loops and place a loop around each ear.
  - Face mask with elastic bands: Hold the front of the mask with your hands and pull the top strap over your head resting it on the top-back of your head, and then pull the bottom strap over your head resting it around your neck.
  - Face mask with string ties: Hold the upper strings so the top edge of the mask rests on the bridge of your nose and then tie it around the top-back of your head. Tie the bottom strings around your neck.
4. Adjust the mask to your face so that it covers your mouth, nose and chin; without leaving gaps on the sides.

### How to remove a non-medical mask safely

1. Always wash your hands with soap and water or an alcohol-based rub (ABHR) with 70 to 90 per cent alcohol content before removing the mask.
2. Depending on the style of the mask you are using, follow these steps:
  - Face mask with ear loops: Remove the mask by lifting both ear loops.
  - Face mask with elastic bands: Remove the mask by lifting the bottom strap first over your head, followed by the top strap over your head.
  - Face mask with string ties: Remove the mask by untying the bottom string first, followed by the top string.
3. Pull the mask away from your face and keep it away from surfaces.
4. Store the mask in a clean resealable bag if it is not dirty; and wash the mask with soap and hot water at least once a day. NOTE: Always pick up the mask by the straps or loops, and not by the front or inside of the mask face.
5. Always finish with washing your hands with soap and water or an alcohol-based hand rub (ABHR) with 70 to 90 per cent alcohol content after removing your mask.

### Mask safety tips

- Avoid touching the front of your mask. You should assume that the front of your mask is contaminated.
- Do not wear a mask that does not fit properly.
- Do not lower your mask below your nose or your mouth. For example, when you are talking with someone.
- Do not remove your mask when you are within two meters of others.
- Never share your mask with others.

## Social/physical distancing and hand hygiene

It is important to remember that masks do not replace social distancing and physical distancing.

Please continue to maintain a safe six feet/two metres distance from others even when wearing a mask, clean your hands frequently, self monitor for any COVID-19 symptoms, and answer screening questions honestly.

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## Health and wellness news

### Sun and heat safety

It is important to exercise caution during the hot weather.

While extreme heat can put everyone at risk from heat illnesses, health risks are greatest for the elderly, infants and young children, and those who have chronic illnesses or are physically impaired.

Extreme heat may increase your health risks if you have breathing difficulties, heart or kidney problems, hypertension, Parkinson's disease or a mental disorder.

### Sun safety tips

- Dress for the weather, wear loose-fitting, light-coloured clothing made from breathable fabric.
- Stay hydrated, drink plenty of cool liquids, especially water, before you feel thirsty to decrease your risk of dehydration.
- Avoid sun exposure. Wear a wide-brimmed, breathable hat.
- Wear sunglasses. Make sure they provide protection against UVA and UVB rays.
- Limit your time in the sun, especially between 11 a.m. and 4 p.m.
- Use sunscreen with a sun protection factor of at least 15. The sunscreen should also say broad-spectrum on the label, to screen out most of the UVA and UVB rays.



### Sunburn

Sunburn is caused by overexposure to UV rays. While the symptoms are usually temporary, skin damage is cumulative throughout a person's life and can develop into serious long-term health effects, including skin cancer.

Reflections off snow, water, sand and concrete can increase the effect of UV rays. Protect yourself on cloudy days when you're swimming.

If you have been in the sun long enough to get a severe sunburn, you may be at increased risk of heat illness.

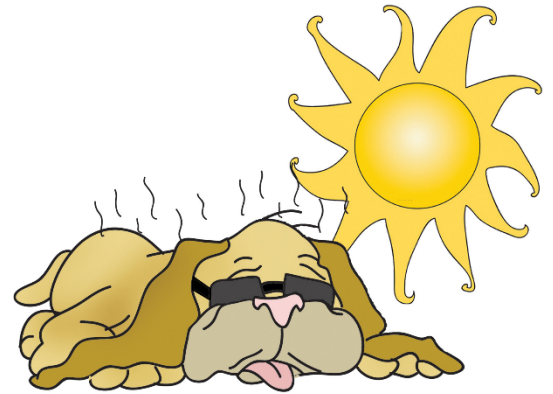
## Heat Illness

Heat illnesses include heat stroke, heat exhaustion, heat fainting, heat edema (swelling of hands, feet and ankles), heat rash and heat cramps (muscle cramps). Heat illnesses can affect you quickly and are mainly caused by overexposure or overexertion in the heat.

Watch for symptoms of heat illness, which include:

- dizziness or fainting
- nausea or vomiting
- headache
- rapid breathing and heartbeat
- extreme thirst (dry mouth or sticky saliva)
- decreased urination with unusually dark yellow urine

If you experience any of these symptoms during hot weather, immediately move to a cool place and drink liquids. Water is best.



## Influenza Management Program 2020

As flu season approaches, we must all remember that the risk for ongoing spread of COVID-19 virus remains. We are working collaboratively with Public Health to develop a comprehensive flu campaign during these unprecedented times. Flu symptoms can be very similar to COVID-19 symptoms, so it is critical this year that staff do what they can to avoid getting the seasonal flu. While there is no vaccine yet for COVID-19, there is one for seasonal flu.

Seasonal influenza is a serious public health problem that causes severe illness and death in high risk populations. The most effective way to prevent the disease is vaccination.

Letters will be sent out to staff in September outlining the Influenza Management program and the responsibilities of staff members to either obtain their flu shot or take an anti-viral medication.

Flu shot clinics will again be offered on-site in the Homes. Stay tuned!



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## Keeping you informed

### Visitor process in long-term care

Following all provincial direction, our homes have begun to receive visitors. We offer outdoor and indoor visits. We are committed to ensuring these visits are enjoyable and safe allowing for proper physical distancing and infection control practices. All visitors will go through a screening process. The screening will depend upon the type of visit. All visits will need to be scheduled with the home. Please visit the website for more information on visiting our long-term care homes: [durham.ca/ltcUpdates](http://durham.ca/ltcUpdates).

## Visitor process in long-term care continued

### Outdoor visits

The screening will include answering questions. There is no longer a requirement to attest to a negative COVID-19 test for outdoor visits. It is important to bring your own face mask to the outdoor visit and wash/sanitize your hands before and after your visit. Each resident can receive up to two visitors once per week for 30 minutes. Outdoor visits are weather dependent. Visitor washrooms are not available for outdoor visits.

### Indoor visits

The screening will include answering questions, having a temperature check and attesting to a negative COVID-19 test results in the last two weeks and subsequently not having tested positive. Visitors will be provided with a surgical mask which must be worn at all times. Residents can receive up to two visitors once per week for 30 minutes. There will be no indoor visitors under the age of 12.

### Essential caregivers

Essential caregivers are individuals who are not staff and provide care services to one resident at a home. In many cases, these essential caregivers are family members. Essential caregivers are not accessing the home primarily for social reasons, but rather to provide service and basic care such as assistance with feeding, or management of responsive behaviours. Screening for essential caregivers includes questions, attestation to a negative COVID-19 test in the past 14 days and subsequently not tested positive. Essential caregivers can visit once a week for 60 minutes and will provide support to the resident in their room.

We are all in this together to ensure that those who live, work and visit our homes are safe and healthy. Please contact the home if you are interested in learning more about visiting the home.

### Personal care services

We are working on the resumption of personal care services. These would be services from individuals that either have a contractual relationship with the Region of Durham or a facilitated agreement. These services are independent of the homes' operations and provide a service to residents within the home. This includes but is not limited to hair salons, foot care, dental care and optometrists. Please inquire with your home on their process for resuming these services.

 **Welcome**   
**back!**

## Rate reduction information

If you or your loved one qualify for an accommodation rate reduction, it is that time of year again to provide a completed rate reduction application along with a copy of the 2019 Notice of Assessment from your tax return. The Ministry of Long-Term Care recognizes that there may have been some delay in the completion of 2019 taxes, so they have extended the application time frame to the end of September. Once documentation is received the rate will be adjusted and retroactive to July 1, 2020. If documentation is received after September 28, 2020 a request will be submitted to the Director at the Ministry of Health to request a change in start date to July 1, 2020. This request may or may not be approved.

The Ministry of Long-Term Care has announced that there will be no annual increase for those residents who pay the full basic or a preferred accommodation rate for the period beginning July 1, 2020. This has been deferred until January 1, 2021. Rate reductions are applicable effective July 1, 2020. When available from the Ministry of Health, we will send out the new rates for full basic and preferred accommodation.

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## Hillsdale Terraces news

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### Family Council

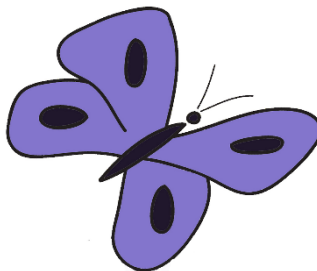
#### A message from Susan Leask, Chair of Family Council

No one could have predicted that the COVID-19 pandemic would have such a profound impact on our lives, especially those with families living in long-term care.

Before the outbreak, many families visited their loved ones regularly and developed friendships with other families and staff. Their inability to provide comfort and care to them for the past three months has been tremendously difficult and stressful. Being able to communicate with families through various technology was wonderful but could not take the place of a personal visit. We are grateful that families can now visit their loved ones face-to-face despite the restrictions.

Family Council sends our condolences to the families and friends who lost a loved one to COVID-19 during the outbreak at Hillsdale Terraces. Grieving the loss of a loved one is never easy, but with COVID-19, there was little or no time to prepare or to say goodbye. Unable to gather for funerals, it is difficult to find comfort and strength from friends and family and receive closure.

At the appropriate time, Family Council plans to honour the 14 residents who passed during the outbreak. The Serenity Garden will be the perfect location for this tribute when it is safe to do so.



## Family Council meetings

We look forward to resuming our meetings in September to support and educate families and continue our volunteer activities that enhance the quality of life for residents.

## Welcome and good-bye

We would like to welcome, Joanne Iacono, Administrator to Hillsdale Terraces. We look forward to working constructively with Joanne and her team, as anticipated changes to long-term Care are implemented.

We wish to thank John Rankin for his years of support and wish John all the best in his Administrator role at Fairview Lodge.

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## Residents' Council

Residents' Council met on July 22 on Zoom for the first time in months. It was great for the residents to see one another, reconnect, receive home updates, ask questions and discuss concerns. Zoom technology will allow for us to meet and enjoy our monthly visits once again.



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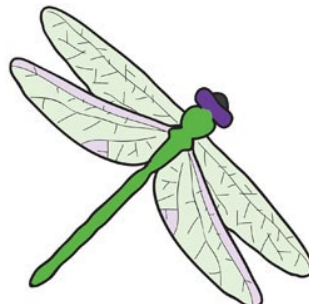
## Volunteer corner

### Volunteer Coordinator

We are excited to announce our new Volunteer Coordinator, Verlynn Gaspard. She has been with our team for 3 years in the capacity of a Recreation Programmer. She will be a great asset to the team and has great ideas for recruitment once we open up to onboarding our volunteers once again.

### Thank you, Family Council

We would like to thank Susan Leask, Chair of Family Council for working so hard over the past several months in the Serenity Garden. Susan's gardening expertise has made the garden an inviting space for residents to enjoy.





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## Recreation and Therapy

### Resident Care Aide positions

The Resident Care Aide (RCA) role was developed to assist with programs and services offered in the home and to reduce risk of isolation. Each home hired RCAs for each resident's home area to assist with meal service, nourishment carts, social interactions, and to increase communication between residents and their families. RCA's quickly learned the interests of the residents through communication with residents and families. They provided meaningful interactions on a one-to-one basis ensuring residents were not isolated, bored and lonely in their rooms. RCA's have been trained on infection control protocols and lift and transfers. Personal Support Workers are available to assist the RCA's when needed.

Virtual visits have become the RCA's priority, ensuring schedules are created and family contact information is received. With the use of technology, residents can reach out to their loved ones and feel connected. On average, Hillsdale Terraces residents enjoyed 20,000 monthly meeting minutes with their loved ones.

### Visits

Recreation staff and the RCAs have been working hard organizing outdoor, indoor, and zoom visits while maintaining residents' needs on the units. Person-centred care approaches are used with programming. Theme cart events are held on the units.

### Welcome

Welcome Nags Sankaralingam, Physiotherapist to the Therapy. Nags will be meeting the resident's physical needs on the second floor.

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## Nursing

### Thank you

Thank you to residents, families and staff for your commitment, dedication, support and patience during the COVID-19 pandemic.

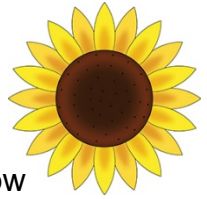


### Swabbing and mask use

We continue to complete COVID-19 swabbing for all our staff on a bi-monthly basis. Residents continue to be swabbed if symptomatic, and on admission to the home. Active screening continues for everyone who is entering the building. It is the expectation that everyone entering the home wears a surgical mask for the entire time they are in the home.

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## Environmental Services



### Rose Garden patio

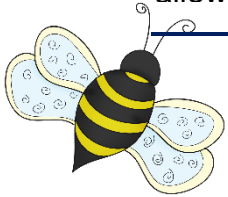
Three pine trees were removed from the Rose Garden patio and the balconies to allow for more light. Residents are enjoying the outdoors on their brighter patio and balconies.

### Thank you

Thank you to all staff in the home for assisting in cleaning, disinfecting and preparing the vacant rooms throughout the home.

### Pond

Many people have enquired as to why there is a piece of wood floating in the pond. It allows for small creatures that fall into the water to climb out and make their way home.



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## Food Services

### Menus

The 2020 summer/fall menus were implemented on July 6. The first cycle went well; constructive feedback was received from residents and staff. Concerns and suggestions will be discussed at the August Residents' Council meeting. Feedback received at the meeting will be sent to the Divisional Menu Team.

### Sysco Synergy project

The Sysco Synergy project is going well. Resident's diet information has been transferred from Meal Metrics to Synergy. Training of Food Services staff has started, with the goal of training staff on all units who access the dining room binders and nourishment information.

### Internships

The Food Services department will be working with UWO/Brescia to provide on-site internship placement opportunities for two Master's and Diploma Food and Nutrition students. They will be starting the second week of September.

### Dining rooms

Hygiene shields have been installed on the tables in all dining rooms, except for Rose Garden, to enable more residents to return to the dining rooms for their meals. This will allow for two residents to be seated to a table and will meet social distancing protocol. It will also free up space in the activity rooms for the Recreation Department. Most importantly, the screens will enable residents to engage in conversation while dining together.



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## Administration

### Administrator's message

Hello everyone. I am pleased to be joining the Hillsdale Terraces team. I am looking forward to getting to know everyone in the next few months. It has been a challenging time for all. We remember and grieve for our 13 residents who passed away due to COVID, as well recognize the residents and staff who were infected but have now recovered. We could not be prouder of the work done by our staff to protect our residents and stop the COVID outbreak as quickly as possible. Words cannot express our thanks to the staff, and the many sacrifices they endured during our 52-day outbreak. Our home has been recognized for the exceptional work that was done during the outbreak. Various health organizations and long-term care associations have reached out to Hillsdale Terraces to share their best practices with other long-term care homes within Ontario. We have now participated in several virtual presentations and interviews across the province.

This is an exciting time to introduce two other new leadership team members. We are happy to welcome Dr. Azi, our new Medical Director and Stephanie Breurkes, Nurse Practitioner (NP). The role of an NP is new to Hillsdale Terraces, and we are very excited to have Stephanie provide her knowledge and expertise and to our home.

~Joanne Iacono, Administrator

### A bit about

#### Joanne Iacono, Administrator

Joanne has been in the long-term care industry for the last 23 years. Joanne has held a variety of roles from Recreation Manager, Staff Educator, Accreditation Coordinator, Corporate Director of Quality, Long-Term Care Consultant and most recently, Assistant Administrator at Hillsdale Estates.

Joanne has an honours degree from the University of Waterloo in Applied Health Science, a black belt in Lean Six Sigma and certification in Healthcare Quality Improvement from the Canadian Healthcare Association. Joanne is also a certified professional in Change Management.

Joanne is passionate about excellence in care, family and resident engagement and continuous quality improvement.

#### Dr. Azi, Medical Director/Attending Physician

Dr. Azi comes to us with a wealth of knowledge and experience in acute care and long-term care settings. Dr. Azi has worked as a staff physician at Lakeridge Health Oshawa and a family physician at the Bowmanville Medical Centre since 2008. She has a family and a home visit practice.

Dr. Azi completed additional training in Palliative Medicine at the University of Toronto and was the Section Chief for the Palliative Medicine Department from 2015-2018.

## A bit about continued

### Stephanie Breurkes, Nurse Practitioner

Stephanie started her career as a PSW at Hillsdale Estates' south building from 2002 to 2004 while attending nursing school. She graduated with a BNSc from Queen's University and went on to work at Sunnybrook Health Sciences Centre in Medicine and ICU from 2006 to 2017. Stephanie completed programs in Critical Care, Cardiology and Emergency Nursing, receiving specialty certificates from Durham College. She completed her Master's of Nursing in 2008 from the University of Toronto with a specialty certificate in Palliative Care and has worked part-time in the School of Nursing at York University. Stephanie has been teaching in a clinical lab and classroom and is most recently lecturing undergraduate nursing students in Geriatrics. In 2016 Stephanie graduated from Ryerson University with her degree as a Primary Health Care Nurse Practitioner and worked at Revera-Main Street Terrace in Toronto as their Nurse Practitioner before coming to Hillsdale Terraces. Stephanie is excited to return to Hillsdale Terraces, where her love of geriatric nursing began.

### Frontline worker in Oshawa wins dream kitchen

Congratulations to our very own Frances Percy-Campbell, Adjuvant winner of a dream kitchen. Frances received a surprise email from Rebecca at Lev2 Millwork a few weeks ago advising her that she was one of the finalists in Lev2's kitchen give away to a frontline worker in Ontario. Unknowingly, Frances was nominated by her daughter Jenna Percy, and friend Janice Armstrong. That evening at 8 p.m., Rebecca and Alexia, owner of Lev2 Millwork, called and advised Frances she was the winner of the \$25,000 dream kitchen in the frontline worker give away. Frances was featured on the six o'clock news interviewed by Susan Hay of Global News at their showroom in Oshawa the following day.



Since learning, she was the winner of the dream kitchen it has been a whirlwind of activity for Frances. Lev2 Millwork came to see her old kitchen and take measurements, Oshawa Carpet One Floor and Home gave Frances samples of flooring to pick for a new floor worth \$5,000. Frances visited Northdog Wood Company to view and pick legs for her new live edge dining table valued at \$3,700. Frances' husband Cornel is removing their old cupboards, which they are giving away along with the new cupboard doors they had recently purchased. Merit will be coming in to move plumbing, paint walls and prep for the flooring and kitchen installations and the kitchen organization system donated by Blum Canada.

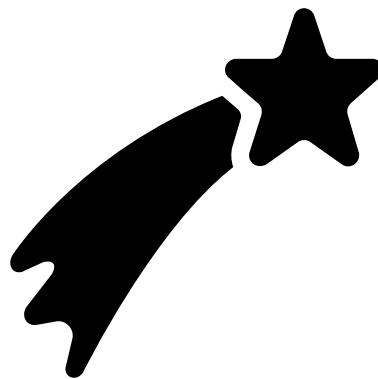
Frances is amazed that this happened to her and thanks everyone for their good wishes and congratulations. Staff from all four homes and Regional Headquarters have reached out to congratulate her, and several people in the community have commented they are happy it went to someone at Hillsdale Terraces after all we have gone through.

## Thank you for your support

Hillsdale Terraces' staff and residents would like to take this opportunity to thank our wonderful community, from the bottom of our hearts, for their love and support during our COVID-19 outbreak.

The outpouring of love and support from our neighbours, sister homes, Regional Headquarters, family members, friends, volunteers, community partners, community residents and business owners was truly amazing. Words cannot express how much we appreciate your support, you made us feel better during a time of such uncertainty.

You all made a difference in the lives of all of us working and living at Hillsdale Terraces. During this stressful time, you made us smile and feel loved. You have all proven that we are in this together and together we've got this!



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

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