



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



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**

If you require this information in an accessible format, please contact Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108.

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 Terraces news

Family Council

Palliative Care and Preparing for End-of-Life in Dementia

On November 6, Family Council members and friends from all four regional long-term care homes attended a presentation 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 and prepare for loss at the end-of-life, in a person with dementia.

Senior Friendly Caregiver Education Project

At the November 13 meeting, Family Council members were given information about the Senior Friendly Caregiver Education Project developed by the Regional Geriatric Program of Ontario. This project resulted in the development of educational resources for caregivers who provide care and support to a senior living with frailty. Caregiving strategy topics include: Caring for the Caregiver, Pain, Staying Active: Mobility and Falls Prevention, Nutrition, Bladder Health, Medication Management, Changes in Thinking and Behaviour, and Social Engagement.

Winter Bazaar

Family Council is looking forward to participating in the Hillsdale Terraces Winter Bazaar on December 7. We will be selling tickets on three unique raffle items, with proceeds used to support residents, their programs and activities.

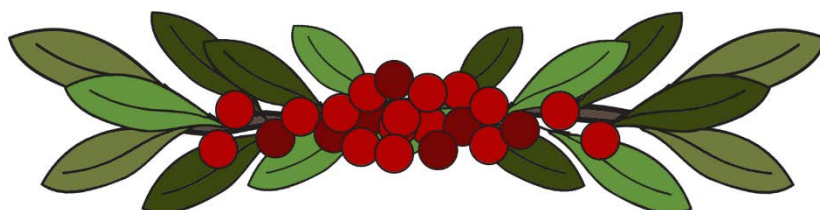
Family Council December meeting

Our last Family Council meeting of 2019 will be held on December 11 at 2 p.m. in the third floor Boardroom. Family members and friends are encouraged to attend.

Residents' Council

Residents' Council is asking for donations of non-perishable food items and toys. Collected items will be given to local charities in Oshawa to ensure needy families have a wonderful holiday season. Keep your eyes out for the donation bin that will be placed in the lobby. Thank you for supporting our local community.

Residents' Council wishes everyone a safe and happy holiday season.



Volunteer corner

Thank you

I would like to thank the Hillsdale Terraces' dedicated volunteers who continuously assist us with our residents.

Thank you to Bob and Gloria, and our Gift Shop volunteers who work diligently throughout the year. We appreciate your donations towards the annual Bazaar.

A very special thank you to the Hillsdale Terraces' Knitting Club for donating their beautiful items for purchase at the Bazaar.

Warmest wishes to all of you for a happy holiday season and a wonderful New Year.

~Darlene Young, Coordinator of Volunteer Services

Shake a Volunteer's Hand

~author unknown

Valuable is the work you do,
Outstanding is how you always come through.
Loyal, sincere, and full of good cheer,
Untiring in your efforts throughout the entire year.
Notable are the contributions you make.
Eager to help and always reaching your goals.
So effective in the way you fulfill your volunteer role.
Always ready with a smile like a shining star,
Special and wonderful, that's what you are.

Joann's craft program

The Recreation Department has been truly fortunate to have a monthly craft program hosted by our dedicated volunteer, Joann Moriarity. Joann has been facilitating this program for the past seven years. Each month residents check the monthly activity calendar in search of the craft program date. Joann brings in detailed, creative examples to show our residents, and supplies all the crafts.

This program inspires residents, families, volunteers and staff. We all work together in the Auditorium as a team, assisting the residents to complete their individual craft. The residents look forward to proudly displaying their creations, to show to family and friends.



Recreation and Therapy

Fall fun

Keeping busy in the fall was a goal of ours with many exciting programs and events. In October residents and staff:

- Participated in the Walk for the Cure to raise breast cancer awareness.
- Hosted a fundraising coffee break to raise awareness for Alzheimer's Disease.
- Learned how juice is made from grapes.
- Learned about exotic animals.
- Learned how to make beeswax ornaments and the importance of bees.
- Joined Hillsdale Estates for a friendly game of Euchre.
- Celebrated the season with Elvis at a Halloween party.

Remembrance Day

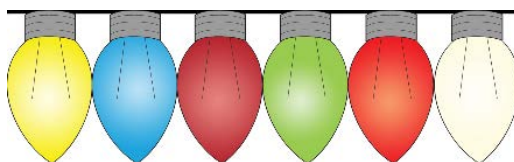


Remembrance Day is a special time to reflect on those who made sacrifices and put their lives on the line for us to enjoy the freedom we have today. We remembered our fallen soldiers at our Remembrance Day Service on November 7 and recognized our very own Veterans at a special Veterans Breakfast on November 11.

December fun

December is sure to be a busy month. We remind everyone to take the time to reflect and enjoy what the season brings; cheer, friends, family, special events and a time to give back. Our events will be posted on the calendar, please take the time to attend programs that interest you.

Our Annual Winter Bazaar is on December 7. Thank you to all who donated to, and supported, this wonderful event.



Adult Older Initiative

Our residents have partnered with Durham College to roll out a program called, Adult Older Initiative. Journalism and Personal Support Worker students interviewed residents to learn about their lives. When complete, this information will be shared, with the permission of our residents. Durham College art students who use the information to create works of art. In partnership with the Oshawa Art Gallery, the art will be shared at a gala. Those who participated will be invited to attend. Please stay tuned for further details. In 2020, the art will be displayed in our home for all to enjoy.

Nursing

The Nursing Department is focusing on education, and the implementation of the High-Risk Violence flagging program. This program was successfully implemented in the other three Regional homes. Please see the Quality Board in January for details and education dates coming to a Resident Home Area near you. Please ask one of the Behavioural Supports Ontario (BSO) nurses if you have any questions. Stay tuned, more to come!

The Nursing department wishes you and your loved ones a happy, healthy holiday season. Thank you for your hard work and dedication in ensuring our residents are receiving quality care. You truly make a difference every day.

Food Services

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 LTCHs have awarded Sysco Canada Inc. a primary food, beverages and supplies purchasing contract. Sysco will be our new primary food supplier starting in December. Sysco is a well-established food distributor with a proven track record of quality service across North America.

With this change, we will be implementing a new model for our menus, which better aligns with what is common in the food service industry, and with seasonally available items. Our Winter/Spring menu will be launched in all homes on December 2.

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



Food Services continued

Food Committee meetings time change

At the October Resident Food Committee meeting it was suggested that the start time be changed to 1:30 p.m. The next meeting is scheduled on **January 15 at 1:30 p.m. in the Auditorium**. All residents and family members are welcome to attend.



Food Services staff update

Please welcome the following part-time Food Service Workers who joined our team during the past three months: Gillis DePattro, Elise Smuk and Cindy Yhap.

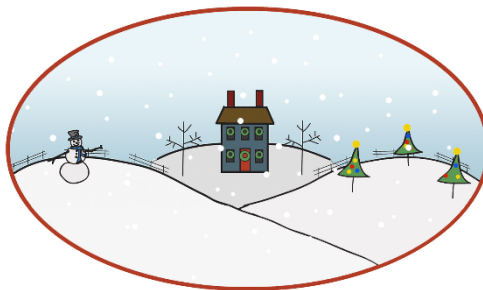
With these additions our staff complement is now full.

Environmental Services

Snow removal and salting

With winter weather upon us, don't hesitate to call the Environmental Services Supervisor or Manager should you see an area needing some salting or snow removal.

Fun fact! Do you wonder why the salt the contractor is using is a reddish/brown colour? It's imported from Egypt.



Annual fire inspection

Thank you to all staff who helped make our annual fire inspection a success.

Please do not to hang anything flammable on the walls or doors in any hallway as it is considered a violation of the fire code. Thank you for your co-operation.

Administration

A community of care and respect

If you are a visitor to Hillsdale Terraces, you can contribute to our community by:

- Speaking and acting with respect and consideration for all people in the home.
- Respecting the residents' right to privacy and dignity.
- Co-operating with the home's policies in all matters of safety and resident care.

You will be asked to leave the building if you:

- Continue to speak aggressively after having been asked to speak in a respectful manner.
- Behave in a threatening or violent manner.
- Appear to be impaired or intoxicated from drugs or alcohol.
- Possess weapons.
- Take pictures or videos of residents without their consent.
- Visit the home when you are ill with a transmittable condition.
- Refuse to comply with the home policies.

Thank you for helping to create a community of care and respect.



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

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