



Long-Term Care & Services for Seniors Division

**Hillsdale Estates Newsletter**

**Issue 3, December 2020**



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



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## **LTC and Services for Seniors Division news**

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### **Director's message**

Since our last newsletter, the COVID-19 situation in Ontario and throughout most of Canada has gotten much worse. As the second wave continues to grip our province, we all need to do our part to protect ourselves and our loved ones and keep the community safe. I strongly urge each one of you to continue to be cautious at work and in your personal lives, which includes wearing masks when you cannot social distance and limiting your interactions with others.

A few weeks ago, on November 16, the province moved Durham Region into the orange "Restrict" zone for public health measures to stop the spread of COVID-19. On November 23, we moved into the red "Control" zone. As we shared earlier, we are now limited to only one essential caregiver visit at a time and that the essential caregiver must provide proof of a negative swab result within the past seven days and attest that they have not become positive since that time. All other visits have been cancelled, as have short stay and temporary absences.

As the holiday season approaches, we know this will be a difficult time for residents and families. Our staff are dedicated to making this time as special as we can for the residents in our care.

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.

I wish you the very best for the holiday season and hope that 2021 brings you health and happiness.

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

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

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## Quality

### Annual Satisfaction 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. We realize that this has been an unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

### Visitors in Long-Term Care

Our homes will be following the provincial COVID-19 Response Framework: Keeping Ontario Safe and Open, which categorizes public health regions into colour levels. Rules for visitors will vary based on the colour level of Durham Public Health. We are committed to ensuring visits are enjoyable and safe, allowing for proper physical distancing and infection control practices.

Please visit [durham.ca/ltcupdates](http://durham.ca/ltcupdates) for more information and updates on visiting our long-term care homes.

### Resident Absences

In compliance with the Ministry of Long-Term Care's COVID-19: Visiting Long-Term Care Homes policy, the Region has made the difficult decision to suspend all short stay and temporary absences in our four homes; Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Only medical absences for outpatient appointments will be permitted.

Please visit [durham.ca/ltcupdates](http://durham.ca/ltcupdates) for more information and updates on absences from our long-term care homes.

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## Infection prevention and control

### Influenza and COVID-19 update

#### The Importance of the Flu Vaccine During the COVID-19 Pandemic

Our lives have changed drastically as we navigate through this pandemic together. With most of our attention on the COVID-19 virus, it is easy to forget other threats to our health and well-being. We need to be reminded of the seasonal flu next flu season. Annual (influenza) as we approach our vaccination is the best and simplest way to protect yourself and others from the flu.



## Influenza and COVID-19 update continued

### What is Co-infection?

- Co-infection occurs when an individual is infected with two or more viruses at the same time.
- We are susceptible to the infection of both the influenza virus and the COVID-19 virus (especially when the flu season arrives this fall). Infection by both the seasonal flu and COVID-19 can pose a serious risk to our health.
- Co-infection between COVID-19 and influenza may increase the risk of severe complications among critically ill individuals. This includes cardiac injury, organ injury, and inflammation.
- The upcoming flu season may worsen the COVID-19 impact and put everyone in a more difficult position to control the pandemic.

### Impact of the Seasonal Flu

- Increases the demand on hospitals and puts a strain on their capacity.
- Co-infection between the flu and COVID-19 may increase the severity of symptoms.
- Decrease in supplies needed to combat COVID-19, including PPE and testing kits.

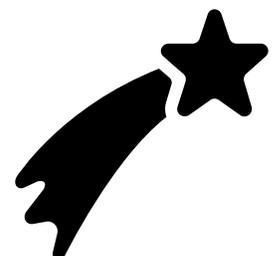
### Impact on our Long-Term Care Homes

- The seasonal flu will pose an added burden as we continue to combat the effects of the COVID-19 pandemic.
- Adults living in long-term care facilities are at an increased risk of complications or death due to the seasonal flu and COVID-19.
- Effects of the flu, including a decline in health and abilities, may remain permanent.
- It is important that we get our vaccination to protect not only ourselves, but the residents we care for in our long-term care homes.

### Benefits of the Flu Vaccine

- Prevents illness from the flu.
- Reduces hospitalizations associated with the flu.
- Reduces complications associated with chronic health conditions, including cardiac events.

Control measures put in place for the COVID-19 virus pandemic include social distancing, hand hygiene and mask use. It also helps to protect against influenza; however, vaccination is essential to protect against the seasonal flu.



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## Congratulations to LTC Staff on your C2E Award



Please congratulate the Long-Term Care staff who went above-and-beyond in categories of Innovation and Service Excellence in 2019.

### Innovation

#### **Carol Berkers**

- For development of the Empty Nest program to provide compassionate support of caregivers and families of new long-term care residents.

#### **Allan Latter, Joan Stride**

- For outstanding innovative development and successful implementation of the WorkForce Scheduling software system.

### Service Excellence

**Joanne Iacono, Shirley Connelly, Alana Mountaine, Shannon Lewis, Julie Perrin, Jennifer Walker, Jennifer Little, Maricar Dulay, Megan Lee, Rob Clayton Lisa Alloway, Barb Surge, Jennifer Huitson, Heather Toll, Narges Farahvash, Kevin Spurs, Jennifer Bishop, Tanis Head**

- For above-and-beyond dedication to designing, creating, and successfully delivering the PointClickCare charting solution to Long-Term Care nursing staff.

#### **Sean Bailey, Boris Stebih and John Powell**

- For service excellence in timely and expert response to mechanical failure of the cooling tower at Hillsdale Terraces, and ensuring the safety and comfort of the residents.

#### **Nicole Smith, Rose Ramiah and Elizabeth Brownlee**

- For outstanding initiative and exceeding expectations in leading, facilitating, and ensuring excellence through Excellence in Resident-Centred Care employee training.

#### **Judy Fraser**

- For dedication to the Long-Term Care division through championing excellence in processes, service and embracing best practices.

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## Suspension of LTC Co-Payment Increase for 2020-2021 Cycle

(News released November 26)

- The Ontario Government is suspending long-term care resident co-payment rate increases for the entire 2020-21 rate cycle (July 1, 2020 to June 30, 2021). The rate increase that would have gone into effect in January 2021 will no longer take place. Rate increases are now scheduled to resume in July 2021.
- Residents who are currently on the LTC Rate Reduction Program will not be impacted by this suspension as their reduced rate is based off what they can afford. Residents will be required to reapply when the current LTC Rate Reduction Program cycle expires on June 30, 2021.
- The Ontario Government will ensure that long-term care homes will not lose any revenue resulting from this suspension.
- The government will fully fund the level of care increases that would have been collected from basic accommodation co-payments. In addition, the government will compensate for the preferred accommodation premium increases that would have been applicable during the suspension period.

HAPPY  
HOLIDAYS

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## Hillsdale Estates News

### Leadership Team Update

As of November 16<sup>th</sup>, Hillsdale Estates welcomed Gina Peragine back into her role as Administrator. Mike MacDonald, previously Acting Administrator, will be missed by the team and we wish him all the best back at Lakeview Manor in Beaverton. This opportunity allowed time for Gina to focus on the Nursing department and recruitment of key positions.

**A special note from Gina:** Thank you so much for your support this past while! It feels great to be back in the Administrator role here at the Estates. We do have many new leaders onboard, so I ask for your ongoing patience as people learn processes, systems and routines, all under this pandemic umbrella. I hope you are getting the information and communication you need in a timely fashion. If you need more or simply need clarification, please do not hesitate to connect with a manager or senior leader.

I know the holidays are just around the corner and this year will be much different in how we celebrate with our families. I hope that you have an opportunity to connect with your loved one here at the Estates. Please avoid in-person social gatherings at work and at home; virtual celebrations are the safest way to enjoy the holidays with loved ones outside of your household” (<https://www.durham.ca/en/health-and-wellness/novel-coronavirus-update.aspx>).

Wishing you a very safe and wonderful Christmas.

### Changes in the Nursing Management Team



Sheryl Thorpe has moved into the Acting Director of Care role until April 2021. Sheryl has demonstrated great leadership in the RCC role thus far and we are looking forward to her continued leadership while in this temporary role. We wish her the best of luck in her transition.



Temporarily, Angela Bisschop has taken on the role of Infection Control Practitioner and is helping to guide us through these unprecedented times. Once this position is filled permanently, Angela will transition into the home's Manager of Nursing Practice role. Angela has been in the RCC position for more than three years and has done a great job with covering multiple home areas.

**The home also welcomed three new Resident Care Coordinators (RCC) since early October. We welcome the following to our team:**



**Vincent Lee:** Vincent was previously in a Director of Care position in a long-term care home setting. He brings a strong commitment to creating innovative ways to support the person-centered care approach. Prior to this role, Vincent spent 10 years working as a health care manager for the Ministry of Community Safety and Corrections Office, where he supervised and managed the delivery of health services to more than 450 clients.

Vincent also has experience working for the Ministry of Health as a Senior Policy Analyst. Vincent joined the team on October 1<sup>st</sup> and is located on the fourth floor.



**Melissa Lombardi:** Melissa has a Bachelor of Science in Nursing. She was previously in a temporary Assistant Director of Care role in a long-term care home setting. She has experience leading quality improvement programs and infection prevention and control programs, and has formal clinical care certifications. Melissa joined the team as of October 14<sup>th</sup> and is on the second floor, overseeing Moonlight Bay and Apple Blossom.



**Alice Pendo:** Alice received her Bachelor of Science in Nursing in 2014; prior to this, she was an RPN. She was in an Associate Director of Care role for the past year in a long-term care home in Toronto. She has experience as a clinical instructor at the University of Toronto and as a Nurse Manager in a retirement home setting. Alice joined the team as of November 2<sup>nd</sup> and is on the third floor.

### Changes in Food Services Leadership

In the new year, we will see Catherine Pazzano, Director of Food Services, move into a secondment as the Assistant Administrator of Hillsdale Terraces. In her absence, Peter Chrisostomou will be the Acting Director of Food Services. We wish them both the best of luck in their new roles!

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## 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 floors 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.

### Holiday Season

The holiday season will be significantly different this year. With no large gatherings and limits on the number of caregivers allowed into the home, we will not be hosting our annual resident/guest holiday meal this year. Families are encouraged to connect with the home regarding virtual visits to connect with their loved ones. Our recreation department is working on a plan to meet the needs while maintaining the physical distancing guidelines to bring the spirit of the holidays to the resident home areas.

Gifts are restricted to items that can be properly disinfected. This includes plants, flowers, clothes, toiletries, books; prepackaged, store-bought foods and homemade baked goods in containers that can be disinfected.

Moreover, the Recreation and Therapy Department will be coordinating a collection of gifts for residents in need called the "Giving Forest." This initiative aims to assist residents in need during the Christmas season. In the front lobby, there will be small trees set up with tags. Each tag contains a list of possible donation items for a resident in need during this holiday season. The objective is for every resident to have a present to open on Christmas morning. If you wish to donate, please bring items unwrapped as

our recreation team will assist in wrapping. If you require any clarification, please contact Alicia Sluggett, Recreation and Therapy Coordinator, at extension 6337.

Should you wish to acknowledge staff during the holiday season, please note that we cannot accept food or beverage items. A card goes a long way.

### **Project Update**

The tub room renovations are complete and will be opened once final inspections are complete and staff are trained on the new equipment. This has been a long-awaited project for many as we have put things on hold during the pandemic.

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## **Administration**

### **Business Office**

The Business Office will be closed December 24 at noon, and all-day December 25 and 28 to observe the Christmas statutory holidays. Resident banking will be available on December 29.

For New Year's, the Business Office will close at noon on December 31 and will be closed all day on January 4.

Effective immediately, reception will be closed at 4:30 p.m. daily, Monday to Friday. After 4:30 p.m., the phone system will be transferred to the Nursing department as per our current practice after hours. There will continue to be a receptionist on the weekends from 9 a.m. to 5 p.m. when we are able to do so.

### **A note to residents from the leadership team**

2020 has been one of the most challenging years for long-term care homes all over the world. In time, some of the infection control measures put into place during the pandemic will become the new "norm" for long-term care.

This year has given us many opportunities to grow as a leadership team. We have welcomed new members, said goodbye to some, juggled our duties and responsibilities while navigating through the unprecedented times of the 2020 COVID-19 pandemic.

One thing that has never changed and remains our steadfast priority is ensuring that you are safe, protected and your needs are met. It has been our pleasure and an honour to serve and protect you. As we draw near to closing off 2020, we look forward to a new year filled with new challenges and opportunities to grow as a leadership team and to serve you. Wishing you a holiday season that is filled with plenty of warmth, love, cheer and happiness.

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