



**Long-Term Care & Services for Seniors Division**  
**Hillsdale Terraces Newsletter**  
**Issue 1, March 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**

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

The past few months have been busy for our homes. We said goodbye to Marcey Wilson, Administrator of Fairview Lodge, in February as she embarked on a well-deserved retirement. Marcey's departure resulted in other changes in our senior leadership team that I'm sure you have been informed about.

As we do every year, our team, along with Family Council presidents, met to discuss our Operational Plan for the Division for this year. We identified several initiatives we will be undertaking to further our Strategic Plan in the four key priority areas of transforming care and services, strengthening connections, preparing for the future, and supporting the team to achieve excellence. The completed Business Plan will be posted in the homes and available for your review.

A warm welcome to those of you who are new to your long-term care home. Our interdisciplinary care team works hard to ensure your comfort and safety. Should you have any concerns or questions don't hesitate to speak with any member of the team.

I hope you enjoy this edition of the newsletter.

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



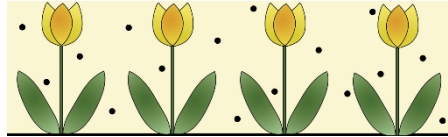
**If you require this information in an accessible format, please contact Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108.**

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## Quality

### 2019 Resident/Family Satisfaction Survey results

Many thanks to the residents and families who responded to the annual satisfaction survey. Homes will now review the results and incorporate the feedback into their operational plans. Summaries of the results have been posted in each home. Updates will be provided to the Residents' and Family councils in the upcoming weeks.



### Accreditation update

Accreditation is an ongoing process that allows our organization to regularly and consistently examine and improve our care and services. Our division also undertakes a formal evaluation or survey every four years. This year, we will begin the process of organizing and preparing for the formal evaluation, which will occur in 2022. We will be asking for feedback from residents, families, staff, volunteers and community stakeholders.

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## Infection prevention and control

### Novel Coronavirus (COVID-19)

Here are some answers to frequency asked questions related to novel coronavirus.

#### What is it?

Coronaviruses are a large family of viruses that cause illness in humans ranging from the common cold to more severe diseases. A novel coronavirus is a new strain that has not been previously identified in humans. In some cases, illness caused by novel coronavirus can be mild. In more severe cases, the novel coronavirus can cause pneumonia, acute respiratory distress syndrome, severe influenza-like illness, kidney failure and even death. On December 31, 2019, a cluster of cases of pneumonia was reported in Wuhan, China. Recent information has confirmed a novel (or new) coronavirus (COVID-19) as the likely cause.

#### How is it spread?

The novel coronavirus can be spread from person to person through:

- Close personal contact, such as touching or shaking hands.
- Contact with nose and throat secretions (e.g. coughing and sneezing).
- Touching an object or surface with the virus on it, then touching your mouth, nose or eyes before washing your hands.

It is currently not known how long the COVID-19 can survive outside of the body on a surface.

## **Novel Coronavirus (COVID-19) continued**

### **What are the signs and symptoms?**

Signs and symptoms may include fever and/or respiratory symptoms such as:

- cough
- shortness of breath
- other breathing difficulties

If you are concerned about symptoms, contact Telehealth or your healthcare provider, and wear a mask when attending medical appointments.

### **How can I protect myself?**

To reduce the spread of germs, including the novel coronavirus and the flu, we recommend that you:

- Wash your hands often with soap and water or hand sanitizer when hands are not visibly dirty.
- Cough or sneeze into your sleeve or elbow and encourage others to do the same.
- Avoid touching your face and clean hands before touching eyes, nose or mouth.
- Clean and disinfect surfaces, especially those that are high-touch areas.
- Do not share water bottles, straws, eating utensils, cigarettes, toothbrushes, toys or anything else that has been in contact with saliva, nose or throat secretions.
- If you are ill, stay at home and keep yourself away from others.
- If you are ill and must visit a healthcare provider, call ahead or tell them right away when you arrive that you have a respiratory illness and wear a mask while waiting to be seen.

It is not recommended for healthy individuals with no symptoms to wear a mask. Masks may provide a false sense of security and may increase risk, as people continually check their masks and touch their faces without first having washed their hands.

### **Please postpone your visit to one of our homes if:**

- You have a fever higher than 37.5 degrees Celsius.
- You are throwing up or having diarrhea.
- Your eyes are pink and crusty.
- You have a cough that keeps you awake.
- You have a sore throat.

Staff, other caregivers, volunteers and visitors are asked to self-screen at home. The homes have put into place a screening process.

### **How is the novel coronavirus treated?**

There is no specific treatment for the novel coronavirus (COVID-19). Supportive care based on symptoms may be helpful.

### **Is there a vaccine for a novel coronavirus?**

Currently there is no vaccine for the novel coronavirus (COVID-19).

## Novel Coronavirus (COVID-19) continued

### What our division doing?

- We are asking that all visitors and staff self-screen before entering the home. If you are ill and have recently travelled to the affected area(s) or been in close contact with someone who has become ill after travel to the affected area(s), please refrain from entering the home and seek medical care as needed.
- We have implemented routine screening of all residents upon admission, re-admission and return to the home. This screening includes taking the resident's temperature and looking for signs and symptoms of respiratory infection and other questions related to contact with affected area(s). It will help us to identify someone at risk for the novel coronavirus and arrange for appropriate precautions to prevent the spread of illness.

We are reviewing our preparedness plans to ensure that we are well equipped to continue to safely provide care to the residents in our homes during a pandemic.

For the most up-to-date information, please visit [durham.ca/coronavirus](http://durham.ca/coronavirus)

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## Durham Region Corporate News

### Access and Privacy Office Opens

Durham Region recently opened its Access and Privacy Office at Regional Headquarters, 605 Rossland Road East in Whitby. While information and privacy requests have always been processed through the Region, the creation of this dedicated office highlights the importance placed on public access to information and supports the government's goal of transparency and accountability.

The Access and Privacy Office provides residents and organizations access to information on Regional decisions and actions, while protecting the privacy of individuals and personal/sensitive information. The office oversees the Region's Privacy Management Program; processes access to information requests; educates employees and external stakeholders on the Region's privacy practices; and manages responses to privacy complaints and appeals to the Information and Privacy Commissioner of Ontario.

Visit the [Access to Information page](#) on [durham.ca](http://durham.ca) for more information on public access, and making a Freedom of Information request.

Questions? Contact [foi@durham.ca](mailto:foi@durham.ca) or visit us at Regional Headquarters on Level 1 by the main elevators. We look forward to meeting you!



## Inclusive Durham

The Region of Durham has a Diversity & Inclusion Strategy that was developed through surveys and focus groups with our staff. The Inclusive Durham Committee is focused on supporting the goals from the strategy to ensure all employees feel welcome in the workplace and can be their authentic selves. Several actions and activities have occurred over the last year to increase our employee's cultural competence and to become aware of their own biases. We are making progress all the time through education and awareness, and an increased willingness to share information with each other. Employees who are engaged at work and feel safe and welcome will provide exceptional service. That service is then passed on without judgement or bias to the people they serve.

In our long-term care homes, we also want to ensure the residents, families and visitors feel welcome, and that we have an inclusive community for them to live in or visit. We will focus on this during the next few years. If you have any suggestions to further support this strategy at the home-level, please share them with your Residents' or Family councils, or any member of management within the home.

Our Diversity Makes Us Strong

Our Attitudes Make Us Inclusive



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## Hillsdale Terraces news

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### Family Council

#### Winter bazaar raffle

Thank you to all who supported the Family Council raffle at the 2019 Winter Bazaar. We raised \$435 which will be used to purchase items that will comfort, engage and entertain our residents.

Congratulations to Keith Ludlow, winner of the Beer Basket; Lisa Chomisky, winner of the Garden Basket; and Judy Uden, winner of the Wine Basket.

#### Value of ongoing education for Family Council Members

For many people, learning is a lifelong endeavor. Ongoing learning about the long-term care (LTC) system and healthcare issues affecting our residents and caregiver experiences enables us to be better caregivers and partners in change, and to take care of ourselves. As there is so much to learn, Family Council regularly has speakers at monthly meetings.

## **Value of ongoing education for Family Council Members continued**

At the December 2019 meeting, Susan Locke, Manager of Quality provided information on the Resident Alert System, a new violence prevention program, and the External Health Provider Policy, which provides families with the process they must follow if they wish to hire a paid healthcare provider for their family member. At the January meeting, Natalie McGovern-Martin, Social Worker presented information about the Advanced Care Planning Program. Changes have been made to focus on a resident's capacity or ability to understand information that is relevant to making decisions about their treatment and their appreciation of the consequences of their decisions.

Family Council will be hosting a special presentation on April 3 at 7 p.m. at Hillsdale Estates in the Auditorium. Dr. Wally Bartfay, RN, PhD, Associate Professor, Associate Dean, Undergraduate Studies of the Faculty of Health Sciences at Ontario Tech University will be discussing how Artificial Intelligence (AI) can benefit people suffering with dementia. He will speak about the research partnership between Ontario Tech University and Ontario Shores, and the development of Little Sophia, a robot designed to interact with dementia patients. We encourage family and friends to attend this presentation.

The next Family Council meeting is scheduled on March 11 at 2 p.m. in the Boardroom. Family members and friends are encouraged to attend.

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## **Residents' Council**

### **Donation purchase**

Residents' Council will be purchasing a popcorn maker for movie programs.

### **Residents' Council meetings**

All residents are encouraged to attend monthly Residents' Council meetings on the second Wednesday of each month in the Auditorium.

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## **Volunteer corner**

The Annual Volunteer Event will be taking place on April 8 at 6 p.m. in the Hillsdale Estates Auditorium. This year's theme is, "It is time to applaud Hillsdale's volunteers." We will celebrate the dedication and time that the volunteer team contributes to the home to help our residents. Volunteers ensure residents' needs are met and provide friendly visits.



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## Recreation and Therapy

### Spring events

Now that spring is upon us, we look forward to spring programs and getting outside to enjoy the fresh air. March brings many celebration days to look forward to including: a new Fine Art program for our artistic residents, portable sugar shack demonstrations, a hands-on exotic animal show, St. Patrick's Day programs, clothing sale, and Women's History Month.



### Resident Ambassador Program

We are currently looking for resident ambassadors to take on leadership roles in the home. If you are interested in participating in this exciting program, please let Recreation staff know and your name will be added to the list.

### Welcome Program

We will be starting a Welcome Program that will invite new residents to join us for a social in the Auditorium to meet their peers and management staff. This event will take place three times a year. Our first welcome event will take place on April 6 at 2 p.m.

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## Nursing

### Point of Care documentation

The Nursing Program is busy preparing for Point of Care (POC) documentation.

In March, education for all staff in the nursing program will be rolled out. Work will be going on behind the scenes to configure the system for the April 7 go-live date.

POC documentation will enhance the flow of information and communication to all staff and ensure we are using up-to-date technology. This will help support the highest quality of care.

We have a fulsome, comprehensive implementation strategy and are looking forward to a smooth transition utilizing a champion model throughout the home.

Additional information will be posted throughout the home in March. Please let the Nursing Leadership Team know if you have any questions regarding this exciting new initiative.

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## **Nursing continued**

### **Palliative Poem**

Although my time is near  
I don't want you to fear  
Changes in my body shall surely appear.  
As my time draws near  
My restlessness may appear  
I can be relieved through medications you see.  
There is no need to fear, I remain comfortable my dear.  
As my time draws near  
Changes will surely appear  
No need to fear  
I am still here my dear.  
A tender touch and whisper in thy ear  
Is all I need to hear and sweet memories my dear.  
My time is here, and Jesus is near.  
There is no need to fear  
I will always be near.  
This so I want you to hear my dear.

~Written by a Rose Garden staff member who would like to remain anonymous.

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## **Environmental Services**

### **No parking**

We would like to remind drivers not to park in the entrance circle. This is a no parking area and must remain accessible at all times to emergency vehicles. Vehicles that do not comply are subject to a ticket issued by the City of Oshawa.

### **Spring cleaning**

As spring is upon us, it's time to de-clutter your loved one's room. This helps all staff maintain a clean and safe environment for all.

### **Clothing donations**

Recently we have been receiving a lot of inquiries about clothing donations. Please understand that while we appreciate the sentiment, we are unable to accept clothing donations as we have limited storage space, and there is no fair way to distribute donations. Please do not leave donations (clothing and other items) at the nursing station or elsewhere on the unit. Thank you for understanding.



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## Food Services

### Peanut allergy

Due to a peanut allergy on Rose Garden, we have deemed the area a **nut free environment**. This is a precaution for the resident who has a severe peanut allergy. The Rose Garden menus have been revised to reflect a peanut free menu, without removing many of the items that the other residents enjoy and that are not a risk to the new resident.

We have removed any food item that contains or may contain peanuts from the menu. Peanut butter is no longer offered at breakfast, and peanut butter and jam sandwiches have been removed from the menus and replaced with jam/jelly or a meat protein sandwich. All food products on the menus have been checked for any possible cross-contamination with peanuts. The family is supportive of the changes to reduce the resident's risk. Overall, the entire team continue to be vigilant to ensure no peanut products are brought on the unit.

### March celebrations

March is Nutrition Month and Registered Dietitian Day is celebrated on March 11. Check the Quality Board in the hallway outside of Administration and the main kitchen for information and recipes.



### Welcome

Effective March 15, two part-time Food Service Workers will be joining the Hillsdale Terraces team, transferring to us from Hillsdale Estates. Please welcome Melanie McFarlane and Chelsea Turcotte to the Terraces.

### Training

Training has begun on the Synergy component of the Sysco project. This component involves the building of menus and nutritional analysis.

### Resident Food Committee

There have been some changes made to the Resident Food Committee. To increase participation, Resident Food Committee meetings will be joined with Residents' Council meetings starting March 11.

Food Services will continue to have meetings with residents and family members to plan events such as the food show, Christmas dinners, high tea, and product taste testing.

### Food Show

The 2020 Food Show is scheduled on June 25 from 1:30 to 3:30 p.m. in the Auditorium.

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## Administration

### Thank you

After seven years as the Administrator at Hillsdale Terraces, I would like to say thank you to all residents, families, staff and volunteers that I have had the pleasure to meet and work with. I will truly miss you all as I start my new role as the Administrator at Fairview Lodge on April 21. I know you will be in good hands as Joanne Iacono, currently the Assistant Administrator at Hillsdale Estates, will be taking on the role as Administrator at Hillsdale Terraces. Please welcome Joanne to the home and show her how great the Terraces truly is.

I would like to acknowledge and thank staff for their willingness and ability to adapt to the changes regarding all the new technology over the past year. This year will see more training and new technology implemented to improve person-centred care.

~ John Rankin, Administrator

### Operational Planning

We will be holding our Operational Planning Day on March 11. On this day the Hillsdale Terraces team will create the 2020 Operational Plan. We will be reviewing trends, satisfaction survey results and current practices within the home.

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

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