



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 3, September 2021



Mission

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

Vision

Provide a community that embraces excellence in person-centered care

We Value

Innovation, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division News

Director's Message

We are officially in the fourth wave of this COVID-19 pandemic. The Delta variant is highly transmissible, so we need to be vigilant. Sadly, we did have a COVID-19 outbreak at Hillsdale Estates in August of 2021. While we worked closely with Public Health to manage these cases and to prevent further spread of the virus within the home, unfortunately we did have eight residents pass due to the virus. We send our most sincere condolences to the families and friends of those residents and will continue to keep them in our hearts. Public Health has since declared the outbreak over and the home continues to slowly reopen with their direction. Cases are continuing to rise in the community, especially in the unvaccinated and partially vaccinated cohorts. Being fully vaccinated is still the best way to stay safe, so if you have not already done so, please get vaccinated to protect yourself and others.

Over the past number of months, our homes have safely opened to new admissions. I would like to welcome new residents and family members. We are hoping to welcome volunteers, both previous volunteers and new recruits, to our homes very soon. Volunteers are very important members of our teams. We have missed them and look forward to seeing them again.

Once again, I want to thank the residents, families, and staff for your understanding during this difficult time and 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 response 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 Tammy Clarke,
Administrative Assistant at 905-579-1777 ext. 6314.

Quality



Accreditation

Long-Term Care and Services for Seniors will go through Accreditation in the spring of 2022. Accreditation is a process to review our organizational processes and compare them against sets of national standards. These standards are in the areas of Leadership, Long-Term Care Management, Infection Control, and Medication Management. The Accreditation process helps to identify if we are meeting the national standards and if there are any gaps, as well as action plans to help meet those standards.

Part of Accreditation is getting feedback from staff, residents, and families. We have just finished administering the staff Work Life Pulse and Patient Safety Culture surveys. All feedback has been sent to Accreditation Canada and we will receive a report highlighting areas where we excel and areas where improvement is needed.

Resident and Family Satisfaction Survey

This fall, we will administer the annual Resident and Family Satisfaction Survey. We have included questions regarding management and support during the pandemic again this year. Residents who are capable will be given the survey and will receive assistance to complete it if needed. Families who are identified as the “first contact” will be mailed the survey and asked to respond online or using a postage paid envelope. Watch for more details on the Resident and Family Survey this fall.



Community

Orange Shirt Day

Since 2013, September 30th has been commemorated as Orange Shirt Day. This year will mark September 30 as the first National Day for Truth and Reconciliation, a new public holiday under the Canadian Labour Code. The holiday is to honour First Nations, Inuit and Métis survivors, their families, and communities, and to ensure that public commemoration of the history and the legacy of residential schools remains a vital component of the reconciliation process. We encourage all our employees and their families to embrace the significance of the day so we can ensure the tragic history and ongoing legacy of residential schools is never forgotten.

Infection Prevention and Control

COVID-19 Vaccination

As of September 1, Durham Region has administered more than 947,000 doses of COVID-19 vaccines through community, hospital, pop-up and mobile clinics across Durham Region. 75 per cent of individuals 12 years of age and older, and almost 76 per cent of adults 18 years of age and older, are now fully vaccinated with two doses. This is a tremendous achievement and Durham should be very proud as we continue to work on getting all residents vaccinated. More information on vaccination rates in Durham region is available at www.durham.ca/vaccinetracker.



COVID-19 Vaccine Update

While working closely with Public Health, the homes were able to organize a 3rd booster shot for all residents on September 15, 2021. We are very excited for what this means for the home as we continue our fight against COVID-19 especially as we enter flu season.

Hillsdale Estates News

Family Council

With the reopening we hope to soon welcome our Family Council committee back to onsite to host their meetings. Until then, meetings will be held virtually on the last Saturday of the month at 10:00 a.m. and will continue to be virtual until further notice.

Residents' Council

Residents' Council meetings break for the month of August and September will resume in October.

Recreation and Therapy

Virtual Reality Programming

We are excited to share that we have partnered with OwlFlix Media (<https://motherhen.com>) to provide virtual reality tourism presentations for the residents. Owlflix creates and curates 360° virtual reality tourism videos that best suit the needs of the residents. Participants with limited mobility or resources are brought through an immersive environment that is both fun and informative. Residents now have the opportunity to travel to such places as the 1000 Islands, drive in a race car, go to Sulphur Mountain, do meditation by the water, and even go to the Calgary Stampede. There are so many videos to choose from!

Livestream Recreation Programming

COVID-19 has changed the way we interact, especially in how we provide recreation programs. Cohorting of residents and one-to-one engagement are essential but have proven to be challenging for the Recreation Programmers. Technology and the use of virtual activities have become a necessary and viable solution to engage residents on a daily basis. As such, on August 18th there will be an upgrade to our current cable system. With this upgrade, there will be a dedicated channel where Recreation Programmers can live-stream recreation content to the residents' rooms and to the activity rooms. What this means is that residents/staff can turn to the dedicated channel to view live programming from other parts of the home. For example, if there is a church program happening on the main floor, it can be broadcast to the residents' rooms, so they don't have to attend in-person; or if there is entertainment happening in the auditorium, it can be broadcast to the designated channel for residents to enjoy throughout the home. We are thrilled at the opportunities this will create for the residents in the days to come.

Resumption Plans for Services

Resumption plans are underway to have volunteers and pastoral services return to the home. We are planning for a Region-wide kick-off to volunteer recruitment in September.

Nursing

Nursing Leadership



In August, the home welcomed Marilou De Castro-Ibe to the role of Resident Care Coordinator for the fourth floor. Marilou will be covering for Sheryl Thorpe while she transitions into the role of Manager, Interprofessional Practice and Innovation, for the duration of 18 months starting Monday, August 23, 2021.

We wish Sheryl Thorpe all the best in her new temporary assignment!

Social Work



Please join us in welcoming Social Worker, Sherin Surethiran, to the team! Sherin will be the social worker for the third floor, as well as the Trillium Trail and Pineridge Place home areas on the second floor as of Friday, August 20, 2021!

Erika Gilbert will continue with social work support for the fourth floor, Apple Blossom, and Moonlight Bay home areas on the second floor.

Resources and Links for Caregivers

The following link provides some valuable resources for caregivers:

<https://sagelink.ca/wp-content/uploads/2021/06/Caregivers-Reading-Lists-20210622-SL.pdf>

Webinar for caregivers, titled “Caregiver Survival Guide: What You Need to Know,” hosted by the Toronto Public Library and CanAge (Canada’s National Seniors’ Advocacy Organization). Occurring on Oct. 26, 2021 at 1 p.m. Available at:

<https://www.crowdcast.io/e/najad0hg/register>

Attending Physician



Please join us in welcoming Dr. Syed to the medical team here at Hillside Estates. Effective August 18, 2021, Dr. Syed will be the attending physician for the residents living on Honey Harbour and Strawberry Fields.

Many of you will recognize Dr. Syed, as he completed his first-year residency here in Care of the Elderly and came back for another six months during his second year. He is planning his regular visits to the home areas on Wednesdays. Welcome, Dr. Syed!

Environmental Services

Environmental Services Team

Hillside Estates is a large home, operating 365 days a year. There are residents, visitors and staff coming and going all the time. The Environmental team has a critical role in the home, ensuring that it is clean and up to the specific guidelines of infection control. The team ensures the safety of the people we serve, often performing like an orchestra working collectively as one.

The Environmental team does more than just clean and sanitize; they deliver an excellent resident experience by ensuring residents, visitors and staff experience not only a clean facility, but an excellent customer experience. The staff are trained, motivated, passionate, committed and engaged to making a positive impact on each and every person.

To all the Environmental Services team, a sincere **thank you**. Hillsdale Estates residents, visitors and staff commend you for making a difference, and recognize the value that each and every one of you provides.

Food Services

On July 26, 2021, our Food services department launched the Summer/Fall menu. The food services team has been working very hard behind-the-scenes for several months now in preparation. The new menu features an increase in the amount of homemade food prepared for resident meals. The department has been able to enhance their cooking staff to support the menu changes.

The cooking production team will be making homemade soups and other items for lunch, as well as supper meals from scratch five days a week. They will focus on sourcing local Ontario ingredients and cooking several main entrees for supper daily. Homemade items will include shepherd's pie, lasagna, pasta dishes, macaroni and cheese, meatloaf, roasted (locally sourced) meats, stews, soups, and freshly cut and steamed vegetables.

Administration

Scent-Reduced Environment

Hillsdale Estates is responsible for providing a safe and healthy workplace for all employees. We are committed to fostering awareness of scents in the workplace and of the adverse effects they can have on a person's health.

In support of our commitment to health and wellness promotion, Hillsdale Estates asks that employees and guests be considerate of those who are sensitive to fragrance chemicals by refraining from wearing scented products, such as perfume, aftershave, scented lotions, soap, hair spray, deodorants, and powder.

The Estates recognizes Residents' Bill of Rights #4 that indicates: "Every resident has the right to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs." The home requests that residents consider scent-reduced options when using personal products or air fresheners in their rooms.

Residents' Bill of Rights

The Residents' Bill of Rights has 27 rights and is posted in the front foyer of Hillsdale Estates. This newsletter will feature a different right each month, and you can access them through the Ontario Association of Residents' Council website (www.ontarc.com).

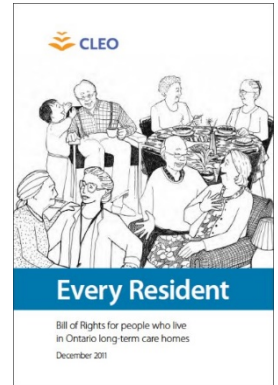
Resident right #7 - "Every resident has the right to be told who is responsible for and who is providing the resident's direct care."

In other words... You have the right to know who is looking after you, no matter who they work for or how they are employed.

For example, they could be staff from an agency or volunteers, they might work full-time or part-time, or be permanent or temporary staff. You still have a right to be told who they are if they take care of you directly.

People who are responsible for your medical and personal care include:

- Doctors,
- The Director of Nursing and Personal Care
- Registered nurses and registered practical nurses
- Personal support workers, who are also called health care aides
- Volunteers.



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

Hillsdale Estates
590 Oshawa Blvd. N.,
Oshawa, Ontario L1G 5T9
905-579-1777

durham.ca

 www.twitter.com/regionofdurham

 www.youtube.com/regionofdurham

 www.facebook.com/regionofdurham

