



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newslett



Supported by

Ontario

Central East Local Health
Integration Network

Issue 2, June 2021

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

As I write this message, we are still in a province-wide lock down. I am hopeful that the COVID-19 case numbers will continue to trend in the right direction and that we can move closer to "normal." Our long-term care homes continue to work hard to keep the residents safe through this third wave.

In April, two significant reports were released; one from the [Office of the Auditor General](#) and one from [Ontario's Independent LTC COVID-19 Commission](#). Both reports noted the devastating impact COVID-19 had on seniors living in Ontario's long-term care homes, as well as the staff who care for them, and that change must happen to ensure this never happens again. Residents living in long-term care or other congregate settings deserve to feel safe and well-cared for, and their families need to trust that their loved ones are protected and receiving the best care possible. This is truly a watershed moment for long-term care. Our Division is currently reviewing the recommendations and assessing the potential impact on our operations.

At the beginning of May, we took the opportunity to recognize and appreciate all the hard-working staff in our long-term care homes, recognizing not only Nurses' Week and PSW Appreciation Day, but all the other disciplines as well. Each member of the team is important and contributes to the quality of life and safety in the home, and I appreciate everyone for their contribution.

If you are new to our homes, I welcome you and hope that your first weeks or months have been positive. I want to thank everyone for your understanding during this difficult time. I 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 Tammy Clarke, Administrative Assistant, Hillsdale Estates at 905-579-1777 Extension 6314

Accommodation rate increases

The Ministry of Long-Term Care had suspended the long-term care (LTC) home accommodation rate changes for the 2020 to 2021 rate cycle to help support residents and families who may be experiencing financial challenges due to the pandemic. As such, the rate increase that was scheduled to be applied on January 1, 2021, did not take place. Rate increases are now scheduled to resume on January 1, 2022. The homes will have information about the rate increases and will share those with residents and families upon receipt from the ministry.



Quality



Accreditation

In May of 2022, our Long-Term Care Homes and Adult Day Programs will be surveyed from Accreditation Canada. Accreditation is a process where we review our processes and compare them to national standards in leadership, long-term care, community support services, infection control and medication management. This helps us to identify areas where we are doing well and areas where improvement is needed. In the next year, we will be working with staffing groups, Resident and Family Councils, and community partners to review and provide feedback.

In May, we began administering the Accreditation Canada surveys, Worklife Pulse and Patient Safety Culture, to all staff in Long-Term Care and the Adult Day Program. Along with our annual resident/family satisfaction survey, this provides valuable feedback to our leadership team. Each home will have an accreditation board and we will be sending out more communication in the upcoming months.

Future State of Nursing Project

We would like to inform you that the Region of Durham's Long-Term Care is developing the Future State of Nursing Project, which will enhance the nursing operating model at Fairview Lodge, Lakeview Manor, Hillsdale Estates, and Hillsdale Terraces. The Future State of Nursing will standardize nursing roles and responsibilities, clinical practice expectations, and build capacity. The goal is to engage and empower our nursing team, improve clinical outcomes, and increase resident, family, and staff satisfaction at all levels of the organization.

This project will be developed and implemented strategically in four phases over the next two-and-a-half-years: Discovery and Research, Input, Planning, and Implementation. We are currently in phase one of this project, the Discovery and Research phase, which started in October 2020. The project team is developing the future state nursing model and will share project updates to keep you informed.



Infection Prevention and Control

COVID-19 Variants of Concern (VOC)

All viruses have the potential to mutate into new variants of the original virus. The SARS-CoV-2 virus, which causes COVID-19, has mutated with new strains named after the location where they were first found. Three different Variants of Concern (UK, Brazil, and South Africa) have been isolated in Ontario. Hundreds of cases have been found in the Greater Toronto Area alone. These VOCs spread easier and can cause more serious infections. Universal masking, protecting your eyes, performing hand hygiene, maintaining two meters of physical distance, going out only for essential reasons (such as work, medical appointments, grocery shopping, etc.), as well as getting vaccinated, are critical.

COVID-19 vaccination

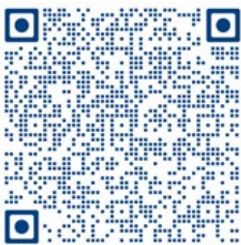
Vaccination is important

How do vaccines protect against COVID-19?

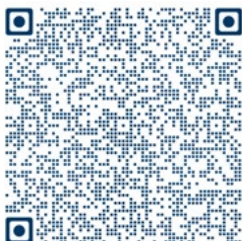
- Viral vector-based vaccines work by presenting our body with something that looks like the infection but is non-infectious. Viral vector vaccines use a modified version of a different virus (the vector) to deliver important instructions to our cells. The benefit of viral vector vaccines, like all vaccines, is that those vaccinated gain protection without ever having to risk the serious consequences of getting sick with COVID-19.
- Our immune system responds by producing antibodies, natural protection, to fight a real infection.
- These antibodies will remain in our system to prevent illness should we be exposed to the COVID-19 virus in the future.

Learn more about the vaccine: durham.ca/COVIDvaccines

Visit bit.ly/3fylQJp or scan to watch Dr. Dan Ricciuto's COVID-19 Vaccine videos:



Visit bit.ly/2QOGSJK or scan to read COVID-19 Vaccine Fact Sheet:



Infection Prevention and Control continued

COVID-19 vaccine update



We are pleased to report the percentage of residents who have received both doses of the Pfizer vaccine.

Hillsdale Terraces, 93 percent; Fairview Lodge, 93 percent; Hillsdale Estates, 93 percent; Lakeview Manor, 93.5 per cent.

Staff and essential caregiver vaccinations are ongoing. To learn more, read the [Durham Region Health Department COVID-19 Vaccine Fact Sheet](#).

Hillsdale Estates news

Residents' Council

It is with a heavy heart that we announce the passing of Donna Kirtley, longtime resident and President of Residents' Council of Hillsdale Estates. Donna was very well known to all for her helping hand, kind heart and great sense of humour. She will be missed by all.

Volunteer Corner

At the current time, we do not have volunteers in the home. Our coordinator of Therapy and Recreation Services is working with the team to develop a plan for volunteer recruitment and retention, once we are through the pandemic stages and volunteers are permitted in the homes again.

Recreation and Therapy

Here is some deeper insight into the Recreation and Therapy department. Collaboratively with other disciplines, Recreation and Therapy Services uses a systematic process of assessment, goal setting, program/intervention development, individual and group facilitation, documentation, and evaluation.

- Programs are designed to promote independent functioning within the physical, emotional, mental, spiritual, behavioural and social domains.
- In addition to the recreational programming staff, Hillsdale Estates provides access to physiotherapy and occupational therapy for residents.
- Therapy staff offer 1:1 and group programs to enhance mobility, physical and cognitive abilities and dexterity, such as exercise programs, walking programs and sensory stimulation.
- Resident Care Aides (RCA) help meet the psychosocial needs of the residents and support to all our teams.
- Screeners are our first line of defense, and work hard to keep us all safe.
- 1,826,433 minutes of recreation intervention have been provided to residents.
- 35,908 recreation programs have been offered to residents.
- 30,294 1:1 visits have been provided for residents.

- The Occupational Therapist (OT) receives approximately 140 referrals per month.
- Physiotherapist (PT)/Adjuvants provide therapy treatments to 99 residents.
- On average, the screeners actively screen more than 300 people per day.
- Recreation and Therapy staff have demonstrated their resiliency by being able to shift their focus at a moment's notice to ensure the residents' diverse needs are being met.

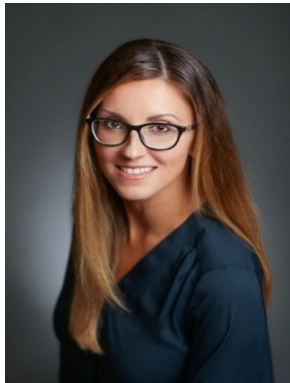
June is Seniors' Month in Ontario.

2021 marks the 37th annual Seniors' Month. This year's theme is Stay Safe, Active and Connected. This is a time for us to recognize our amazing older adults and the contributions they've made. Throughout June, there will be opportunities to celebrate seniors living in our home with the events on the monthly calendar. We encourage you to start something new!

Nursing

Nursing Leadership

In April the Nursing Department welcomed Julia Fineczko into the role of Director of Nursing.



I wanted to take this opportunity to introduce myself and to share my vision with you as the new Director of Care for Hillside Estates. My professional education is in nursing and I've worked as a registered nurse in emergency medicine, mental health and addictions. My experience in leadership crosses both mental health and long-term care and includes model of care redesign, developing interprofessional teams, and achieving measurable and sustainable outcomes. I had the opportunity to work briefly at Hillside Estates in 2019 as the Resident Care Coordinator on the fourth floor. During my time here, I witnessed firsthand the dedication and commitment our staff have for our residents and their families. Now as Director of

Care, I plan to work collectively and with intention to build on this very important foundation.

My vision for nursing is strengthening connections. Strengthening connections between staff and leadership, departments, our residents and families, unions and community partners. This means defined role descriptions within the nursing department and a clear reporting structure, so staff know who their immediate supervisor is. It means working with leaders in other departments to create clear processes when the residents' care needs cross over from nursing to our business office, food services, recreational programming, therapy, and environmental services and support; building on the great work to date, and our Philosophy of Person-Centred Care.

In collaboration with unions and their representatives, we will work towards stabilizing the workforce so that we see consistency in care providers because we know from our resident and family surveys that you value these relationships. We will continue to work with community providers to provide exceptional care within the home and to support residents with complex needs within and outside of the home. While it is true that Strengthening Connections is just one of the themes in the Long-Term Care Strategic Plan, to me it is foundational to all the others: transforming care, supporting the team to achieve excellence, and preparing for the future.

I invite you on this journey with me, with us, and I welcome your feedback. You have my unwavering commitment and the commitment of our leadership team.

I look forward to hearing from you.
Julia.

Hot weather illness prevention and management program

During the warmer weather, each department in the home implements a contingency plan for hot weather, in accordance with established procedures.

Residents in long-term care, and seniors in general, are more vulnerable to hot weather illness than the general population.

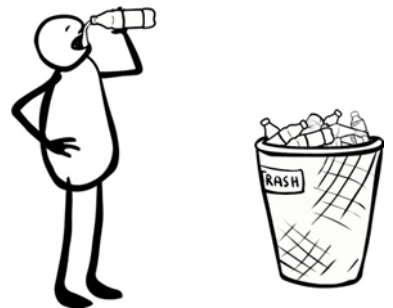
The purpose of the Hot Weather Illness Prevention and Management Program is to prevent and/or manage hot weather-related illness and to maximize the comfort level for residents, volunteers and staff during extended periods of hot, humid weather. The program also aims to identify the factors that may place residents at increased risk of developing heat-related illnesses and conditions.

Hillsdale Estates is fully climate controlled through its Building Automation System, which helps keep the temperature consistent and comfortable during these hot periods.

Tips for staying hydrated in the warmer weather

Did you know that, as we get older, we:

- Have less water in our body, so we get dehydrated faster?
- Have a lower desire to drink, even when active or sweating?
- May be taking medications that make us lose water?



What can we do?

1. Stop frequently throughout your day to have sips of a drink.
2. The recommended intake of fluids is eight full glasses a day.
3. Aim for two glasses of fluids at each meal.
4. Eat fruits that contain a lot of water, such as watermelon. These can be cut up or pureed into smoothies if needed.
5. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.
6. Wear a hat outside to reduce exposure to the sun.

Environmental Services

Parking

Did you know that as a visitor you can park at either Hillsdale Estates or Hillsdale Terraces parking lot.

Spring/summer cleaning

Over the next few weeks, please consider packing away clothing articles that are no longer needed for the new season. We encourage residents to have these items stored with their families.

Please remember that all new clothing items need to be labelled in order to always be returned to its proper owner after it has been laundered.

Hillsdale Estates pond

Hillsdale Estates is fortunate to have a pond to enjoy throughout the summer season. The pond is home to fish, turtles, plants and birds. It also has a decorative fountain, which aerates the water to keep everything healthy.

We encourage residents, families and staff to enjoy this water feature, however we also remind you to be cautious. The pond should only be viewed from the windows or the sidewalk outside. We do not allow any person without a life jacket near the pond. Thank you for your co-operation.

Security update

Providing a safe and secure home at Hillsdale Estates is a top priority and we have increased security services patrolling the outside area of both the Estates and Terraces—and will continue to do so as needed.

The patio area off the main lobby is for resident use. The gate that leads to Centennial Park is locked and will remain locked, keeping this a secured area for all to use.

If you have any security questions, please call Environmental Services at ext. 6321.

Food Services

Food Services leadership

The department has seen some leadership changes over the past few months while Catherine Pazzano took on the role of Acting Assistant Administrator at Hillsdale Terraces.

Thank you to Peter Chrisostomou for a job well done in leading the department over the past few months. Peter brought with him some great ideas for change and efficiencies, along with his great sense of humour!

In June, Catherine Pazzano, Director of Food Services, will return to her role and Peter will return to his role as Food Services Supervisor. With this, we say goodbye and thank you to Rachel Ford, who has done a great job stepping into the temporary Food Services Supervisor role at Hillsdale Estates.

Food Services initiatives - scratch cooking

Food Services is excited to announce that we have been working behind-the-scenes for several months now on how to introduce scratch cooking and making items homemade for our residents. We are happy to say that we have received approval for an additional full-time cook, which will allow us to start making homemade items with the launch of our new Summer/Fall menu in late July.

Our new cook will be focused on making supper meals from scratch five days a week, while our current cook will make homemade soups and other items for lunch. We 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. We look forward to the launch of our new menu in July.

Administration

Celebration of staff

During the second week of May, we celebrated all staff during Health and Safety Week. Staff have worked tirelessly every day to support the most vulnerable and are the heroes in the fight against COVID-19. Despite the challenges this year, our teams continue to provide exceptional person-centred care, going above and beyond in supporting residents and bringing smiles to their faces.

The teams work hard to ensure the best quality of life to those entrusted in our care in an increasingly challenging environment. Thank you to all staff for their dedication and commitment to the residents of Hillside Estates.

May 10 – Nurses Day:

Nurses make up the biggest part of the healthcare workforce. They work collaboratively with the interprofessional care team to provide safe, quality care to residents. Nurses also work in administrative and leadership positions in various sectors and participate in research, and advocate for changes in policy and system improvements. In fact, in the 1880s, Florence Nightingale was the first nurse who made significant changes in the healthcare system with her experiences of soldiers dying unnecessarily because of poor sanitation and the spread of infections.

Nurses are regulated care providers and registered with the College of Nurses of Ontario. The College of Nurses establishes entry to practice requirements, promotes standards of practice and quality assurance, and responds to practice concerns. In the province of Ontario, there are currently:

- Registered Nurses – 111,413
- Registered Practical Nurses – 57,758
- Nurse Practitioners – 4, 176

We have 28 Registered Nurses, 83 Registered Practical Nurses, and one Nurse Practitioner providing care to our residents at Hillside Estates.

Personal Support Workers – celebrated May 11:

Personal Support Workers (PSW) play a vital role in the healthcare system. They work in a variety of settings, including the hospital, community, and long-term care sector. PSWs provide care that meets the supportive, physical, and psycho-social needs of the resident, in addition to their activities of daily living.

PSWs are unregulated care providers that can perform certain tasks as delegated by the registered nursing staff under the Regulated Health Professions Act.

Over and above that, PSWs are an integral part of the care team, with their vast experience, insights, and advocacy advancing resident care.

There are more than 100,000 PSWs in Ontario, and we have 279 PSWs at Hillside Estates providing care to our residents.

Environmental Services, Nutrition and Food Services – celebrated May 12:

Environmental staff are an essential support service, protecting residents and staff in LTC. To many, we are considered “Infection Control Specialist,” “Germ Busters,” “first and last line of defense,” “Hero,” and “Warrior.” We go above-and-beyond just cleaning, sanitizing, and disinfecting; we are people with big hearts and support all departments, whether it’s cleaning, mattress changes, bed movements, wheelchair cleaning, garbage disposal, delivery, inventory, painting, laundry, meal assistance, fixing leaks, providing you with heat and air conditioning, ensuring the building is still standing—all with a smile. More importantly, we are a team ready and dedicated to service all of you, as we support all departments centred around residents. Everything we do has a direct impact on making the resident and their environment feel and sound like home. We take pride in what we do and are dedicated in serving you.

According to Dietitians of Canada, two-thirds of residents in LTC are diagnosed with dementia, one-fourth with diabetes, two-thirds with hypertension and half require texture-modified diets. This puts most residents at risk for malnutrition and dehydration. The Nutrition and Hydration Care Plans are resident-focused and can include texture modifications, therapeutic diets, and nutritional supplements. This can be complex, so it requires a whole team! The Food Services team includes the registered dietitian, assistant chefs, food service maintenance workers, senior accounting clerk, and the food service aides.

A food service aide is a unique food service role that focuses on delivering nutritious meals to residents and patients in healthcare settings. Food service aides have a lot on their plate, whether it’s making sandwiches in the main kitchen and preparing desserts or delivering meals in the resident home areas. What makes food service aides unique in long-term care versus acute care is that a food service aide in long-term care must complete a Food Service Worker certificate from an approved post-secondary institution.

Fun fact: Many believe that Caesar salad was named after Julius Caesar. In fact, it was created by Caesar Cardini, a restaurateur and Italian immigrant who operated a restaurant in Tijuana Mexico!

Administrative & Business Professionals Day – celebrated May 13:

We recognize the work of secretaries, administrative assistants, executive assistants, personal assistants, receptionists, client services representatives, and other administrative support professionals! Administrative roles are incredibly diverse, and they provide real benefit to the people they support and the organization at large.

During World War II, there was a shortage of skilled administrative personnel in the United States due to Depression-era birth-rate decline and booming post-war business. The National Secretaries Association, founded in 1942, was formed to recognize the contributions of administrative personnel to the economy, support their personal development, and to help attract workers to the administrative field.

The day in the life of an administrative professional is varied from moment to moment. While organization is key to their success, their flexibility and ability to handle the unexpected make them valuable to any business.

Fun fact: There are nearly half a million administrative professionals in Canada!

Recreation, Therapy and Social Work Day – celebrated May 14:

Have you ever thought about the word “Recreation”? What if you changed the way you say it, to “re-creation”? The dictionary would say this word means: the state or instance of creating again or anew.

The word re-creation describes the department of Recreation, Therapy and Social Work perfectly! These staff have been asked to re-create their roles and routines throughout the pandemic, sometimes with only a moment’s notice.

The Recreation team grew from 12 recreation programmers to a total of 60 recreation programmers and RCAs in just a few months. Recreation and Therapy lost their traditional activity and therapy spaces to dining and clinic spaces, and programs/treatments as we knew them changed completely.

Our new social worker began her long-term care career with us during a pandemic, and effectively transitioned her role into one that provides supportive care to the residents, families and staff.

And don’t forget the nine dedicated screeners who have risen to the challenge and are our first line of defense in preventing COVID-19 from coming through our front doors.

They have risen to every challenge that has come at them with grace, humility and perseverance.

Social workers are integral members of the interprofessional healthcare team, with their focus on supporting the health and social wellbeing of individuals, and families. They work in a variety of settings, including hospitals, communities, and long-term care homes. Social workers in long-term care specifically support residents by acknowledging and addressing their biopsychosocial needs; this may include connecting residents with peers, helping them to establish coping skills and work through grief. Social workers also work with residents and their families to navigate the healthcare system and support changing dynamics. They are advocates and are grounded in ethics, values, and humility.

Mobile Vaccination Clinic

We were very excited to host a mobile vaccination clinic on May 29. This was organized in collaboration with Hillsdale Terraces and Durham Paramedics. We were able to offer spots to staff and essential caregivers requiring their first or second dose.



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

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