



# Long-Term Care & Services for Seniors Division Hillsdale Terraces Newsletter 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, optimism abounds as we look toward the relaxation of some of the COVID restrictions in both the community and our homes. 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 Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108.

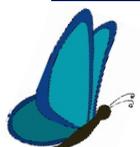


---

## 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?

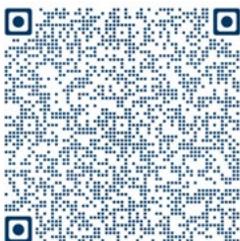
- Viral vector-based vaccines work by presenting our body with something that looks like the infection but is non-infectious. Viral vector vaccines use a modified version of a different virus (the vector) to deliver important instructions to our cells. The benefit of viral vector vaccines, like all vaccines, 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](https://durham.ca/COVIDvaccines)

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



Visit [bit.ly/2QOGSJK](https://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 Terraces news

### Family Council

#### Family Council meetings

At our Family Council (FC) meeting on May 9, we were pleased to welcome Sarah Hadfield, program coordinator of Palliative Care at Victorian Order of Nurse (VON) Durham Region, Home and Community Services. Sarah presented information on a new program being offered, C.A.R.E – Caregivers Achieving Resiliency and Empowerment. This program is for caregivers of individuals living with a life limiting illness and includes a monthly education series, telephone support, and a bi-weekly peer support group. We encourage family caregivers to take advantage of these free support programs. More information is available at [vondurham.org](http://vondurham.org).

During the celebration of Nurses Week (May 10 to May 16) and PSW Day (May 19), Family Council was pleased to express thanks and appreciation to our dedicated staff for the great care they provide to our residents. As a thank you, coffee, tea, and hot chocolate were provided for all to enjoy.

Our June Family Council meeting was held virtually on Wednesday, June 9 at 2 p.m. Our guest was Jennifer Walker, Director of Care. Families provided Jennifer with input on care they would like residents to receive, and 4.0 hours of direct care per resident per day once government funding is increased. Jennifer also provided FC with an update on the nursing initiatives she and her team are working on.

Our June meeting was our last before the summer break. We hope residents, families and friends enjoy the wonderful summer weather and experience the beauty and tranquility of the Serenity Garden.



---

## Residents' Council

### Residents' Council appreciation

Residents' Council kindly donated \$1,000 to recognize staff for their hard work and dedication throughout the pandemic. They felt that individually wrapped cookies with "Thank you for taking care of us" written on them was the best way they could say thank you. It was like a Hallmark card cookie! Residents' Council has also donated a blanket warmer for one of the home areas. Thank you, Residents' Council, for your generosity and appreciation towards staff and your peers.

---

## Recreation and Therapy

### Staffing news

We are excited to welcome our new part-time adjuvant, Vaibs Dalal, to our Therapy team. We have expanded our adjuvant hours to every other weekend to assist covering occupational and physiotherapy needs and to provide more exercise programs on the weekends.



### Seniors' Month

The Recreation team and Resident Care Aides (RCAs) have been working hard to get our gardens and resident home area balconies decorated for the warm weather. June is Seniors' Month and our home's theme is "Our Hands Tell a Story...what's your story?" This theme will use photography and life histories to provide a glimpse into the lives of our residents and their passions, occupations, families, and hobbies.

---

## Nursing

### Vaccination

We continue to encourage all staff to get vaccinated against COVID-19. We are working closely with Durham Region Paramedic Services and Lakeridge Health to hold Vaccination Clinics in the home.

Currently, 95% of all residents are fully vaccinated!!

### Retirement announcement

Our Infection Control Nurse, Debbie Read, will be retiring at the beginning of July. Debbie has worked for the Region of Durham as an Occupational Health and Infection Control Nurse since March 2001 and has been a Registered Nurse (RN) since 1993. She will be missed by all. We wish Debbie all the best and happiness in the next chapter of her life.



---

## Environmental Services

### Parking lot

The Environmental Services team has recently closed the parking lot to power sweep and repaint the parking spot lines. We apologize for any inconvenience this may have caused.

### The Rose Garden Project

In Full Bloom: The Rose Garden Project.

You will notice some very exciting things happening in the Rose Garden resident home area over the next several weeks. New concrete has been poured and the patio has been extended. New outdoor furniture will be arriving, and the beautiful wrought iron fence is letting that sunshine in. There will be new flooring placed throughout the resident home area (except in resident rooms) the week of July 12 and the painting is well under way. We are very excited to create a homelike environment for our residents living in Rose Garden!



---

## Food Services

### Menus

The seasons have changed and so must our menus! The new Summer/Fall menus will be starting on July 26. Residents and family members, should you have any questions, concerns or wish to have a copy of the three-week cycle menus, please feel free to contact a member of the Food Services team: Spatzie Dublin (director) at ext. 5150, Christina Micic (supervisor) at ext. 5151, or Lavern Forrester (supervisor) at ext. 5170.

### New technology

Our menu program (Synergy) has gone through a large upgrade and has become Synergy 2.0. The Synergy 2.0 upgrade gives us more flexibility to meet the needs of our residents and allows us to customize different meal/snack items for residents based on their individual nutritional needs. It will also help us to reduce waste by being better able to predict what the residents want to eat. This upgrade is one of the first steps we are taking towards our transition to even more exciting changes in the Food Services department—like touch screens in the dining rooms. The production touch screens in the main kitchen have just been

installed. Thank you to the Terraces' Maintenance staff for their hard work. The next step is the installation of the data component, which will be installed by the fall.

### Staffing news

The Food Services department would like to welcome several new team members that will be starting in June. Please help us extend a warm welcome to Delvian Metcalf, Raj Sharma, Lola Leon, Lisa McGann and Kayneeta Adams when you see them around the home! We are excited to have them as part of the Hillsdale Terraces and Food Services teams!

Shannon Grinnell, our part-time cook, started in March and has completed her training. Shannon will be a great addition to Food Services and will enable the department to increase the homemade items on both the meal and nourishment menus.



---

### Administration

As the warmer weather approaches, it is so nice to see the residents and their essential caregivers and general visitors sitting outside visiting once again. The Ministry of Long-Term Care has established its own Roadmap to Recovery for the long-term care sector, which carefully reviews the easing of restrictions for long-term care homes across the province. Last week was the return of the outdoor general visitors, along with social and temporary absences now being granted to fully immunized residents.

This week also marks an important milestone for our home. While our staff immunization rate is in the mid 80 per cent for first dose, the second dose fully vaccinated rate has now hit above 75 per cent. This vaccination rate amongst staff, along with an over 95 per cent vaccination rate for residents, allows us to resume full communal dining without the need for social distancing. We will be slowly converting the dining rooms back to the pre-COVID set up the week of June 14. Once the dining rooms have been converted back, essential caregivers who are fully vaccinated are permitted to return to the dining rooms to assist loved ones with eating assistance. Resident home area recreational programs may now be held in the activity rooms without the need for social distancing.

Hillsdale Terraces staff continue to remain strong and are working hard to ensure your family member gets the best care possible through these difficult times. We want you as family members/POAs to know we are not only here for the residents, but for you as well, and we will work with you to ensure you understand the ever-changing Ministry Directives. We hope that all families remain safe and encourage you to get your vaccination. If we work together, we will reach the point where we can open back up to everyone and celebrate together. Thank you for your continued support and compliance. I wish everyone a happy and safe summer.



~Joanne Iacono, Administrator

---

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

Hillsdale Terraces  
600 Oshawa Boulevard, North  
Oshawa, Ontario L1G 5T9  
905-579-3313  
durham.ca



[www.twitter.com/regionofdurham](https://www.twitter.com/regionofdurham)



[www.youtube.com/regionofdurham](https://www.youtube.com/regionofdurham)



[www.facebook.com/regionofdurham](https://www.facebook.com/regionofdurham)

---

