



**Long-Term Care & Services for Seniors Division**  
**Hillsdale Terraces Newsletter**  
**Issue 1, March 2021**



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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**

We are well into 2021 and while there have been some positive actions – such as the rollout of the Pfizer-BioNTech COVID-19 vaccine to residents, staff and essential caregivers and the move to the rapid antigen testing – we still have a long way to go, but we need to remain hopeful.

The pandemic has definitely changed our day-to-day routines and we need to remain vigilant. We must continue delivering care in a safe way, and I want to acknowledge the staff and essential caregivers for adhering to the infection prevention and control measures put in place for the safety of everyone.

We are happy to share a high-level summary of the results of our 2020 Resident and Family Satisfaction Survey with you in this edition of the newsletter. Obviously these have been less than ideal times, but I was pleased to see the many positive comments, especially related to communication. As always, there are opportunities for improvement and each administrator will be reviewing them closely with their team.

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 response to COVID-19.

~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



### Annual Satisfaction Survey

Many thanks to the residents and families who responded to the 2020 Resident and Family Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need attention. This survey included new questions about care, support and communication.

This year 97 per cent of eligible residents and 33.5 per cent of families completed the survey throughout the division. This response rate is similar to 2019.

Divisionally, resident satisfaction about overall care and services was 86 per cent, which is three per cent lower than 2019, and family satisfaction was 97 per cent, which is three per cent higher than 2019.

Administrators and their leadership teams will review the detailed feedback, share it with residents and family councils, and prioritize the areas that have been identified to make operational improvements.

This survey also provides us with an opportunity to see where we are doing well, providing positive reinforcement to our many hardworking staff. An infographic and detailed report that outlines each home's satisfaction survey results is posted in each home.

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## Infection Prevention and Control

### COVID-19 Update

#### **Recommendations for use of personal protective equipment for care of individuals with suspected or confirmed COVID-19**

Droplet and contact precautions continue to be recommended for the routine care of people with suspected or confirmed COVID-19. A surgical mask/face shield or goggles is appropriate for droplet/contact precautions.

#### **What are contact and droplet precautions?**

Contact and droplet precautions are steps that visitors and staff need to follow when going into or leaving a resident's room. They help stop germs from spreading so other people don't get sick. Contact and droplet precautions are for residents who have germs that can spread by touching the patient or surfaces in their room, and when a patient coughs or sneezes.

#### **SARS-CoV-2 Variant of Concern**

COVID-19 is a virus and, like most viruses, it mutates or changes as it reproduces inside the cells of an infected person. The changed virus can then be spread to others and may continue to mutate as it moves from person to person. COVID-19 viruses that have changed or mutated are called variants (Variant of Concern). Recently, new variant COVID-19 strains were identified in the United Kingdom, South Africa and Brazil. These strains are Variants of Concern (VOC) because they appear to spread more easily than other strains. They have since also been identified in many other countries around the world, including Canada.

Symptoms for the variants are the same as the usual COVID-19, including cough, fever, shortness of breath, runny nose, sore throat, or other symptoms. To learn more visit [SARS-CoV-2 Variant of Concern \(VOC\)](#).

## COVID-19 Update continued

### Reduce your risk and help prevent the spread of COVID-19

While the new COVID-19 variants seem to spread more easily, they are thought to spread in the same way as the usual virus. This means that the same types of preventive strategies will be effective. However, the new variants can more easily take advantage of any relaxation of those preventive measures.

To protect yourself and those around you, continue to follow all public health guidance, including:

- washing your hands and frequently sanitizing
- wearing a mask/face shield/goggles
- practicing physical distancing
- staying home when sick
- following all public health measures in effect.

These are all critical steps to preventing the spread of the virus, regardless of what strain it is.

## Influenza Vaccine Update

Every fall, each home delivers influenza vaccines to long-term care residents and staff.

While control measures for the COVID-19 pandemic do help protect against influenza, vaccination is essential to protect against the seasonal flu.

We are pleased to share the results of the flu vaccine compliance for residents and staff in the fall of 2020.

### Staff

Fairview Lodge, 79 per cent; Hillside Estates, 89 per cent; Hillside Terraces, 82 per cent; Lakeview Manor, 85 per cent.

### Residents

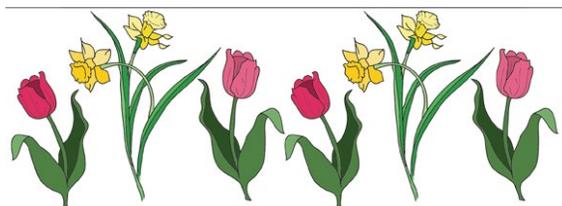
Fairview Lodge, 91 per cent; Hillside Estates, 97 per cent; Hillside Terraces, 96 per cent; Lakeview Manor, 91 per cent.

## COVID-19 Vaccine Update

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

Hillside Terraces, 93.5 per cent; Fairview Lodge, 93 per cent; Hillside Estates, 93 per cent; Lakeview Manor, 88 per cent.

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



## Rapid Antigen Testing

As of February 16, rapid antigen (RA) testing will be phased in for staff, essential caregivers, support workers and general visitors once permitted at the Home. Testing for essential caregivers (ECs) has begun.

Staff and ECs who enter long-term care homes two or more days within a seven-day period will be required to undergo RA testing on non-consecutive days (up to three times) in that period before granted entry to visit a resident.

Testing clinics will be open seven days a week. Please check with your home on the times of the testing hours. Please note that it takes between 15 to 20 minutes for the test results to be processed prior to leaving the swabbing area.

If you previously tested positive for COVID-19, you may not be required to undergo the RA test. Please consult the Infection Control Practitioner to discuss your situation.

Please refer to our webpage at [durham.ca/litcupdates](https://durham.ca/litcupdates) for further information about RA testing.

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## Hillsdale Terraces news

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### Family Council

#### Family Council Meetings



As January was Alzheimer Awareness Month, we welcomed Loretta Tanner, Public Educational Manager of the Alzheimer Society of Durham Region (ASDR) to our January 13 meeting. Loretta updated us on how the ASDR has been delivering programs and services to people living with dementia and their caregivers. She also provided information on physical activity and stimulation programs including Minds in Motion and Together Apart, a guide for visiting from a distance.

An administrative update was provided by Catherine Pazzano, Acting Assistant Administrator. Catherine reported on the status of the resident COVID-19 vaccination program at Hillsdale Terraces. We also discussed the status of COVID-19 rapid antigen testing being proposed by the Ministry of Long-Term Care.

At our February meeting, Susan Locke, Manager of Quality, Risk and Compliance, presented results of the 2020 Resident and Family Satisfaction Survey. Detailed survey results have been posted in the home, along with an infographic that summarizes the Divisional and Terraces results. Action to address priority areas will be built into the Divisional Strategic Plan and the Hillsdale Terraces Operational Plan.

Tanis Head, Coordinator of Recreation and Therapy, attended our February meeting and shared an update on the social activities and creative engagement being provided to residents by Recreation staff, given the COVID-19 restrictions. Residents have adapted positively to the technology used to deliver music and activities virtually. Tanis also outlined programs for residents who have challenges with communication, including reminiscence therapy, music therapy, virtual church services and friendly visits.



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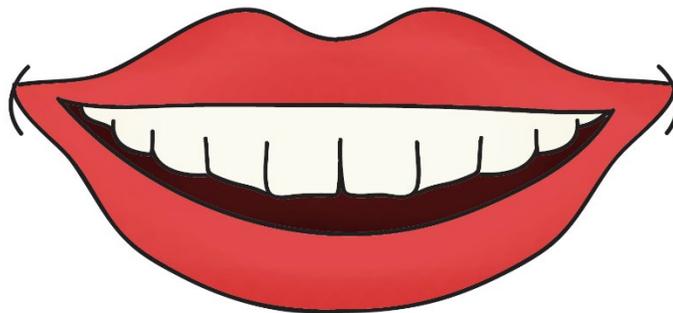
## Family Council continued

### Family Council Meetings continued

Family Council met virtually via Zoom on March 10 at 2 p.m. Spatzie Dublin, Director of Food Services, attended to outline changes to the menu. Stephanie Breurkes, Nurse Practitioner, attended to introduce the new Behavioural Supports Ontario (BSO) team and provided an update on the BSO program.

### Dental Services

Residents and their caregivers have been asking for dental services to be made available at Hillside Terraces. Now that stay-at-home orders have been lifted, two dental clinics were offered, one in February and one in March. Family Council appreciates the efforts Joanne Iacono, Administrator and her team have made to make this important service available to residents.



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## Residents' Council

### Residents' Council Meetings

Residents' Council continues to meet virtually each month. In January, an in-house survey was conducted to ensure that the voices of residents were heard. We heard from 26 residents and, of those residents, 21 stated that they have enough to do in their rooms during lockdown and – all that chose to be – were connected with their families and friends. They were able to address any food concerns they had and or suggestions. This was a good way to connect with the residents when we couldn't meet via Zoom technology.

Residents' Council has been a great way for residents to make suggestions to the leadership team on how to make changes during the pandemic. Their input has helped to shape how we have rolled out programs or adjusted to how we do our daily care and routines/guidelines.



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## Recreation and Therapy

### Staffing News

The Recreation and Therapy team welcomes Julia Good as our newest part-time Recreation Programmer. Julia will be working on Vineyard View and Rose Garden. Please welcome Julia when you see her.

Our newest Resident Care Aide joined us mid-February and works on Ocean View. Please welcome Tammy Floyd.

We wish Lindsay Green-Mozdzen, Adjuvant, all the best as she moves to our sister home, Lakeview Manor, to be closer to home. Thank you, Lindsay, for your care and compassion. We wish you all the best with your future.

### Miracle Makeover

In case you may have missed Miracle Makeover on Global TV featuring Frances Percy-Campbell, Adjuvant, please visit [Miracle Makeover: Front-line worker surprised with a \\$25,000 kitchen renovation](#). Frances was given a beautiful nomination from her daughter and peer, and she was the lucky recipient of a kitchen makeover worth more than \$25,000. This story is reflective of her work and represents all healthcare workers that work so hard daily to meet the needs of the population they care for. Congratulations, Frances!

### Resident Programs

Because of COVID-19, we have been challenged with trying to meet the needs of our residents on a one-to-one basis. We increased our technology to ensure our residents stay connected with family, friends, the community, Residents' Council and staff. We ensured residents had enough activities to do in their rooms. Programs have been adapted and residents are continuing to stay connected as we move through the months. We look forward to the days when we can meet as a group, face-to-face, and celebrate special events once again.

Therapeutic Recreation Month is celebrated each February. In February, Tanis Head, Coordinator of Recreation and Therapy, presented to Family Council on the virtual programs we are offering residents and the creative ways we have been trying to meet their needs.



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## Nursing

### Clinical Placements

We are pleased to announce we have resumed clinical placements for Personal Support Workers (PSWs), Registered Practical Nurses (RPNs), and Registered Nurses (RNs). These Durham College student placements commenced at the beginning of March.

In May, RN and RPN students will begin their consolidation placements.

We recognize the importance and value of providing an opportunity to our community to experience long-term care, as well as expand the workforce. Thank you to our dedicated, committed staff who have welcomed the students to our home.

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## Environmental Services

### Parking

The Environmental Services department will soon be painting the parking lot to clearly identify staff (white lines) and visitor (yellow lines) parking spots.



### Waste Receptacles



Please use the waste receptacles outside for the disposal of all waste, including Personal Protective Equipment (PPE), such as masks and gloves. We have been finding large amounts of discarded PPE throughout the grounds.

### No Smoking on Property

A reminder to staff that smoking is not permitted on the Hillsdale Terraces/Estates property. This includes in your vehicle while parked on the property.

### Resident Clothing/Washable Items Reminder

To ensure clothing and washable items are returned to your loved one after laundering, they must be labelled by our Environmental Services staff. Please do not let the resident wear the clothing or use the item until it has been sent for labelling.

If an item needs to be labelled, please see Nursing and fill out a "Record of Clothing for Labeling" form and place it in a clear bag with the item. The bag will then go into a basket at the Nursing station so that Environmental Staff know to label it. Thank you.



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## Food Services

### Menus

The Winter/Spring menus started on February 8. We have made minor changes to the menus from valuable feedback we received from residents and staff.

Resident theme meals will remain on week three of the menu cycle. Residents are encouraged to submit some of their favorite items that they have not had recently. These items will be built into the theme meals.

Some suggestions we received for resident theme meals are: Ballpark Theme, East Coast Platter, Perogies Special and an Oktoberfest Celebration.

We are currently working on the 2021 Summer/Fall menus with a tentative start date of July 5, 2021.

We are excited to announce that the Food Services department will be gaining a part-time cook in March. This position will enable us to increase the variety of items on the menus that we can prepare from scratch.

### New Technology

The Food Services departments within the four Durham Region Long-Term Care homes are working with MealSuite and Synergy to bring new technology into the main kitchens. This entails the addition of touch screens for production staff. The screens will also help the environment with reduction of paper used for production sheets.

Within the next year we are looking forward to moving this technology to the unit serveries and dining rooms.

### Food Services Equipment

We are updating two of the Burlodge carts, starting with Ocean View and Lighthouse Lane. The functionality of the new cart is similar to the current model, however the ease for the staff to operate is greatly improved.



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## Administration

The first quarter of 2021 has proven to be a time of hope and excitement at Hillsdale Terraces. In the early morning of January 12, we stood with tears in our eyes as the COVID-19 vaccine for our residents and staff arrived through the front door. We gathered and did a very emotional clap-in as the vaccine was carried in via a small cooler. The excitement and hope that filled the air was incredible. It is a day that I will remember throughout my career.



After being on pause for many months, we have reopened our doors to new admissions. We are happy to welcome new residents and their families once again. We have established a four-room isolation pod on Forest Hill, where newly admitted residents must self-isolate for 14 days. The Recreation department made these rooms very comfortable with the addition of televisions and activities to keep them occupied while they self-isolate.

This quarter we continuing to receive routine inspections by the Ministry of Long-Term Care, Ministry of Labour, and Public Health Inspectors to ensure we are doing everything possible to keep our residents and staff as safe as possible. We welcome their keen eyes and immediately put in place any recommendations they have, or any new practices they have seen work at other long-term care homes. Happy to say they have not left the home with any unmet orders.

This month we are starting with rapid antigen testing, which will give us COVID-19 test results in 15 minutes. Vaccinated staff will be tested every other day, while non-vaccinated staff will be tested daily. Essential caregivers will also be tested every other day; however, they must wait to have their results read prior to going to the home areas. This is another tool in our toolbox to keep COVID-19 out of our home.

As always, I thank you all for making Hillsdale Terraces the wonderful place it is.

~Joanne Iacono, Administrator

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

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