



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 1, March 2021



Supported by

Ontario

Central East Local Health
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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

LTC and Services for Seniors Division News

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

The word 'March' is written in a large, purple, serif font. It is decorated with several yellow daffodils and green stems on either side.

If you require this information in an accessible format, please contact Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.

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.

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 the [Public Health Ontario website on SARS-CoV-2 Variant of Concern \(VOC\)](#)

(<https://www.publichealthontario.ca/en/laboratory-services/test-information-index/covid-19-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; Hillsdale Estates, 89 per cent; Hillsdale Terraces, 82 per cent; Lakeview Manor, 85 per cent.

Residents

Fairview Lodge, 91 per cent; Hillsdale Estates, 97 per cent; Hillsdale 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.

Hillsdale Terraces, 93.5 per cent; Fairview Lodge, 93 per cent; Hillsdale 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's [COVID-19 Vaccine Fact Sheet](#).



Rapid Antigen Testing

As of February 16, 2021, 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 the [Durham Region Long-Term Care Update](http://www.Durham.ca/LTCUpdates) webpage (www.Durham.ca/LTCUpdates) for further information about RA testing.

Hillsdale Estates News



Nursing

COVID-19 Vaccinations at Hillsdale Estates

It is crucial to provide our residents with protection against the COVID-19 virus. Hillsdale Estates, in collaboration with Lakeridge Health Oshawa, administered the first dose of the Pfizer-BioNTech COVID-19 vaccine to 240 residents and 50 staff on January 13, 2021. On February 5, the second dose of the Pfizer-BioNTech COVID-19 Vaccine was administered to residents. The Pfizer-BioNTech vaccine provides 95% effectiveness after 14 days of the second dose being administered.

Although we are living in very strange times, our exceptional long-term care staff have been doing remarkable work despite all the challenges presented by this pandemic. We continue to operate in accordance with the direction of public health and continue to remain hopeful for a future that is free of COVID-19. Even with a large majority of staff, essential caregivers and residents vaccinated, we must continue to practice the measures dictated by public health such as physical distancing, wearing a mask, and staying home if feeling unwell.

The president of the Residents' Council and the first Hillsdale Estates resident to receive the first dose of the Pfizer-BioNTech COVID-19 Vaccine by Lakeridge Health Oshawa.



Hillsdale Estates Leadership Team assisting with first dose of the Pfizer-BioNTech COVID-19 Vaccine.

Administration

Team Update: Social Work

WELCOME: Trinity Trinkwon – MSW Student



*Trinity Trinkwon,
B.Sc. Psych., MSW
Student*

In January, Hillsdale Estates welcomed Trinity Trinkwon to shadow our Social Worker, Erika Gilbert. Trinity is a Master of Social Work student from the University of Toronto. She is in her first year of graduate studies and will be continuing her practicum at Hillsdale Estates with Erika Gilbert until the end of May. Trinity has an Honours Bachelor of Science degree in Psychology from the University of Toronto and a Graduate Certificate in Addictions and Mental Health from Durham College. She participated in leading cognitive behavioural therapy groups for children in Durham Region and facilitated patient involvement in therapeutic groups at the Ontario Shores Centre for Mental Health Sciences. In her spare time, Trinity enjoys watercolour painting, yoga, and spending time with family. We are excited to have Trinity join our valued team and for her to gain valuable experience working in the long-term care sector.

Social Work: Life Stories Initiative

The way we live our lives is such a unique, unparalleled, and beautiful story.

The Life Stories initiative is being piloted by Erika Gilbert, Social Worker, in collaboration with our admissions team and Melissa Lombardi, Resident Care Coordinator. This is a voluntary project for new residents of Hillsdale Estates to partake in upon admission.

This project was created in an effort for our staff to further understand and support our residents. It is comprised of a questionnaire regarding various aspects of the resident, including personal life, past, and likes/dislikes. This document can be filled out electronically or by hand within six-weeks of admission and submitted to Erika Gilbert.

This valuable information is vital in creating a welcoming environment to aid in the adjustment period for new residents at Hillsdale Estates. Any additional inquiries can be directed to Erika Gilbert at extension 6323.

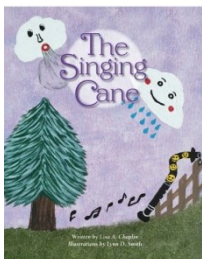
New Admissions



Hillsdale Estates is working in partnership with Lakeridge Health Oshawa and Ontario East Home and Community Care Support Services (formally called the Central East LHIN) to begin the admission process into the home. Priority will be given to hospitals and we are aiming for full occupancy of Hillsdale Estates by March.

Long-term care is a fundamental component of our healthcare system in Ontario. New residents are currently being placed in Honey Harbour with adherence to all public health standards, including isolation of new admissions for two weeks prior to being admitted to their permanent room in various areas throughout the home. So far, we have welcomed 22 new residents between January 27 to February 25, 2021. Efforts have been made to ensure that there is equal distribution of residents across the home based on their care requirements.

“The Singing Cane”



Members of our Hillsdale Estates community have created a beautiful book that combines both original poetry and art created by caregivers in honour of their late father. This book was designed by sisters Lisa and Lynn. Their mother currently resides at Hillsdale Estates and their father is a former resident at Hillsdale Estates who passed away of Alzheimer’s Disease four years ago.

The book, "The Singing Cane," was released on January 20, 2021. Inquiries regarding purchasing the book can be directed to their [business email](mailto:thesingincane@gmail.com) at web address thesingincane@gmail.com at the cost of \$14 per book plus shipping. A portion of the sales made from the purchase of the book will be donated to the Alzheimer's Society of Durham Region. If you wish to obtain further information, please visit their [Facebook page](https://www.facebook.com/TheSingingCane) (<https://www.facebook.com/TheSingingCane>) or their [Instagram page](https://www.instagram.com/TheSingingCane) (<https://www.instagram.com/TheSingingCane>).

Activities

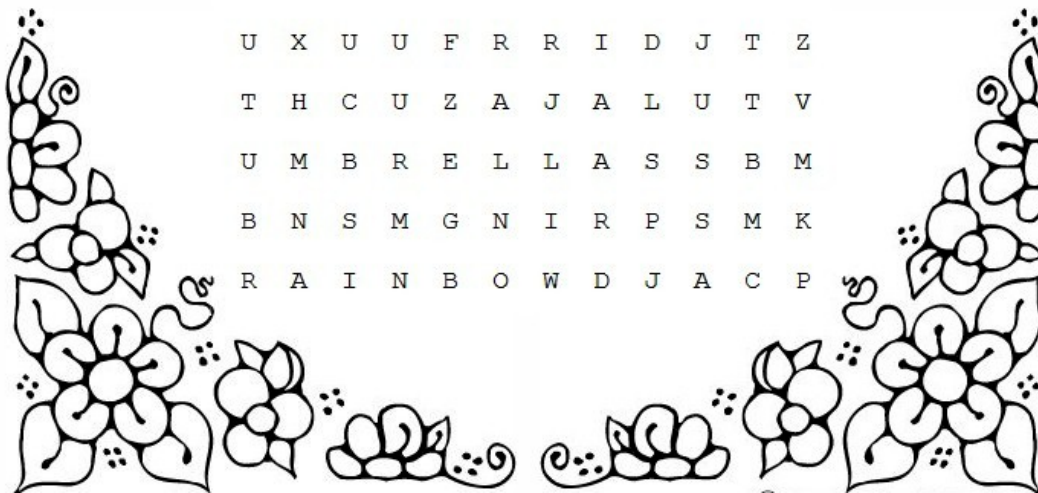




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BUDS
 DAFFODILS
 FLOWERS
 GRASS
 RAIN


RAINBOW
 SEEDS
 SPRING
 TULIPS
 UMBRELLA



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

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