



# Long-Term Care & Services for Seniors Division

## Hillsdale Terraces Newsletter

### Issue 3, September 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 officially in the fourth wave of this COVID-19 pandemic. The Delta variant is highly transmissible, so we need to be vigilant. Sadly, we have a COVID-19 outbreak at Hillsdale Estates. We have been working closely with Public Health to manage these cases and to prevent further spread of the virus within the home. 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 Ann Nicoll,  
Administrative Assistant at 905-579-3313 ext. 5108.

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## 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.



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## 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.

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## **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](http://www.durham.ca/vaccinetracker).

### **COVID-19 vaccine update**

The homes are working closely with Public Health to organize a third dose for residents.



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## **Hillsdale Terraces news**

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### **Family Council**

#### **Welcome to Hillsdale Terraces**

Family Council would like to welcome all new residents who now call Hillsdale Terraces home. We encourage new families to join Family Council to access support and guidance during their family member's transition to long-term care. We provide a mechanism for family members to learn and gain an understanding of the home and how it operates. We invite guest speakers from the community and from within the long-term care home to present information/resources on various topics that affect residents living in long-term care. We advocate on collective concerns raised by families to improve our residents' quality of life. We are a member of Family Council Ontario, which is an organization that works to represent the interests of Family Councils by seeking opportunities to inform policy that will improve the quality of life in long-term care.

Our next Family Council meeting will be held on Wednesday, September 8 at 2 p.m. in the Boardroom. Our guest will be Joanne Iacono, Administrator, who will provide Family Council with an administrative update on the initiatives she and her team are working on.

## Best wishes and welcome

Family Council would like to acknowledge and thank Spatzie Dublin, Director of Food Services, for her dedicated service to the residents of Hillsdale Terraces and would like to wish her a wonderful retirement. We welcome Catherine Pazzano to Hillsdale Terraces as the new Director of Food Services.

We would like to thank Chantal Kiers, Social Worker, for her support of Family Council this past year while Natalie McGovern-Martin was on maternity leave. Thank you, Chantal, we wish you all the best in your future endeavors. Welcome back, Natalie!

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## Residents' Council

### Residents' Council meetings

After taking the summer off, Residents' Council will resume meetings on September 8 at 1:30 p.m. in the Auditorium.

Residents' Council meetings devote much of their agenda items to discussions about food service, food quality, nutrition, and suggested enhancements to the dining experience. Spatzie Dublin, Director of Food Services, faithfully attends Residents' Council meetings and has great conversations with residents regarding food services. Residents' Council will truly miss Spatzie's attendance at their meetings and wish her a wonderful retirement!

September

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## Volunteer Corner

### Welcome back!

We are excited to welcome volunteers back to the home! We are in the process of recruiting college and university students for placements in the fall.

### Interested in volunteering?

If you know someone who is interested in volunteering, please contact Verlynn Gaspard, Volunteer Coordinator, at [verlynn.gaspard@durham.ca](mailto:verlynn.gaspard@durham.ca) to get more information.



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## Recreation and Therapy

### Visits and events

The summer was filled with outdoor visits with friends and families, and it was nice to be able to enjoy the outdoors once again. Outdoor music events occurred, with mother nature being cooperative with us. We had our first outing to Wind Reach Farms to enjoy the outdoors at the end of August.

The Recreation team completed their Seniors' Month "Our Hands Tell a Story" project and it was shared with staff and residents.

In September, we will celebrate Labour Day, Grandparents' Day, and Oktoberfest.



### Welcome

This summer, we welcomed Rachel Henderson to our Recreation team.

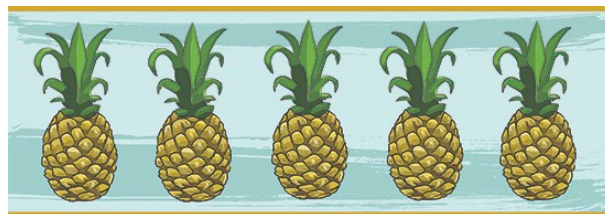


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## Nursing

### Welcome back and goodbye

Natalie McGovern, Social Worker, will be returning to the Terraces late September. We would like to thank Chantal Kiers for her assistance and support over the past year. We wish Chantal well on her return to Income Support.



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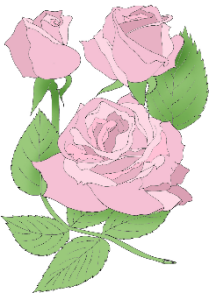
## Environmental Services

### Parking

Please note the new signage around the exterior of the building, which clearly identifies parking areas.



### The Rose Garden project

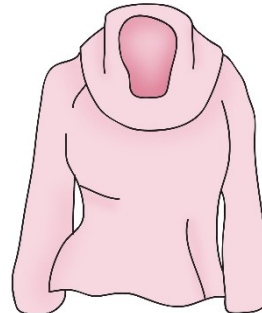


The Rose Garden project is in full bloom. New flooring, wall protection, and baseboards have been installed in the resident home area, and some new furnishings are expected before the end of the month.

Due to a worldwide plastic resin shortage, there are manufacturing delays with many products, including furnishings. This has delayed our patio furniture delivery for the Rose Garden patio—stay tuned for updates!

### Labelling clothing

As fall is quickly approaching and many families will be bringing warmer clothes in for residents, please remember to get the items labelled before placing them in the resident's room.



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## Food Services

### Garden Party

The Garden Party on August 5 was a success, thanks to the residents, family members, and staff who attended, as well as a flutist! Without your involvement in planning and executing the party, we could not have made it such a happy time for everyone.



## Menus

The Summer/Fall menus that launched in July have been well received. Two resident BBQs have been injected into the menus to allow for all residents to participate in their dining areas.

The level of in-house cooking and food preparation has increased to include more soups, salads, and casserole items.

## Dietetic student

We were fortunate to have Christine Hoogkamer, a dietetic student from Brescia-UWO, who completed her management competencies in the Food Services department. She was very helpful in completing Meal Satisfaction surveys with residents on seven of our eight units. The feedback we received will enable us to enhance the overall dining experience for the residents.

## Retirement

I will be retiring at the end of September.

It has been a wonderful journey, learning, growing and working with the staff in the four homes. Residents and family members have always given advice, suggestions, support and encouragement to keep going.

Without any doubt, we have always put the residents first. I am grateful to have been part of Hillsdale Terraces for the past 15 years with all the highs and lows—and let's not forget COVID-19. COVID-19 solidified us as an awesome, compassionate team.

I wish you all good health, lots of laughter, and many joy-filled days working and living at Hillsdale Terraces.

Signing off, but not disappearing,

~Spatzie Dublin



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## Administration

It is hard to believe that the summer is over already. I hope that everyone had a chance to have a wonderful summer and relax and rejuvenate. This last quarter has been one of reopening for our home. We saw the return of the general visitors, residents returning to the dining room for meals, as well as the return of some socially distanced recreational programming in our Auditorium. This fall, we will continue to be diligent in our infection control practices, and our screening and surveillance programs, as we closely monitor the Delta variant situation in the province.

Our team have been very busy this last quarter. We are moving back to being close to full occupancy and have recently welcomed 23 new residents since May. Our Falls Prevention team, along with our Medical team, have started a new initiative looking at falls and fracture risk. Our Palliative Care team has developed new processes that have improved communication with family members, and it has been such a success that they are now sharing their work with other long-term care homes. Our registered staff have also recently completed training on pain management. Our Recreation team is working hard to restart our volunteer program. Food Services is in the middle of a large-scale quality improvement project on food production. Our Environmental department has been hard at work with capital improvements around the home and on Rose Garden.

There are also some changes to our leadership team with our beloved Infection Control Nurse, Debbie Read, retiring. Debbie was our lead during both SARS and the COVID-19 pandemic. We wish her a very happy and well-deserved retirement. We are also very sad to see our Director of Food Services, Spatzie Dublin, retiring. If you know Spatzie, you will know that she loves her residents and has devoted her career to them. We will miss you, Spatzie.

~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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