



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 1, March 2023



Supported by

Ontario

Central East Local Health
Integration Network

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



Spring is just around the corner and it is a time for renewal. In our LTC Division, we have begun the development of a new strategic plan that will provide direction for us into the next three years. We look forward to sharing it with you once it is complete and thank you to all who provided input into the plan.

Last month, our Division underwent a weeklong, on-site survey by Accreditation Canada. We were pleased to welcome peer surveyors to observe and evaluate our processes and practices against national and international standards of excellence. I want to thank everyone who worked so hard to prepare for this and to residents, families and staff who participated in meetings and interviews. We have a great deal to be proud of. Please take the time to read about our journey in this edition of the newsletter.

I also want to share that the Region of Durham has begun working on preliminary design plans for our new 200-bed home in north Pickering that we hope to have built and ready for occupancy by late 2025 or early 2026. These are exciting times.

We continue to welcome new residents, staff and volunteers to our homes, and we encourage you to get involved in Resident and Family Councils to the extent you are interested and able to do so. If you have any concerns or suggestions, please speak to a member of the management team.

I hope you enjoy this edition of the newsletter.

~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 at 905-579-1777 ext. 6314.**

Quality

Accreditation

The Long-Term Care homes and Adult Day Programs have just completed the survey conducted by Accreditation Canada.

Accreditation is an ongoing process of assessing health care and social services organizations against national and international standards of excellence to identify areas for improvement to their services. Accreditation is a voluntary process for long-term care and there is a huge amount of work that goes into preparing for the on-site survey.

The on-site evaluations are: observing staff providing services; interviewing staff, residents, families and others; reviewing documents and files; and recording results. Many of you may have had the opportunity to interact with one or both of our surveyors.

The survey consisted of 599 criteria upon which we were rated. We met 582 of the criteria, with 11 not applicable, for a score of 99 per cent. This is an exceptional accomplishment and congratulations to everyone for that achievement.

The surveyors were very complimentary of our commitment to person-centred care, safety, quality improvement, infection control, medication management, risk management, emergency management and other processes. They commented on the exceptional quality of food; our beautiful, clean, welcoming homes; and the high level of engagement with residents and caregivers.

These results would not be possible without each and every one of you. The final report will be shared with all staff, residents and families once received.



ACCREDITATION
CANADA

Annual Resident/Family Satisfaction Survey

Many thanks to the residents and families who responded to the 2022 Annual 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 year we used a new survey tool called the InterRAI Resident and Family Quality of Life Survey. This is a best practice tool widely recognized across Canada and utilized by Ontario Health in the development of their quality performance measures for Long-Term Care.

This year, 48 per cent of eligible residents and 22.3 per cent of families completed the survey, which is a decrease from last year in both areas.

Divisionally, resident satisfaction on overall care and services was 82 per cent, which is three per cent lower than in 2021. Divisional family satisfaction was 92 per cent, which was four per cent lower than last year.

Individual home reports will be available soon and will be posted in each home and available to resident and family councils.



Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. Homes will be reviewing feedback and performance measures to determine priorities for improvement.

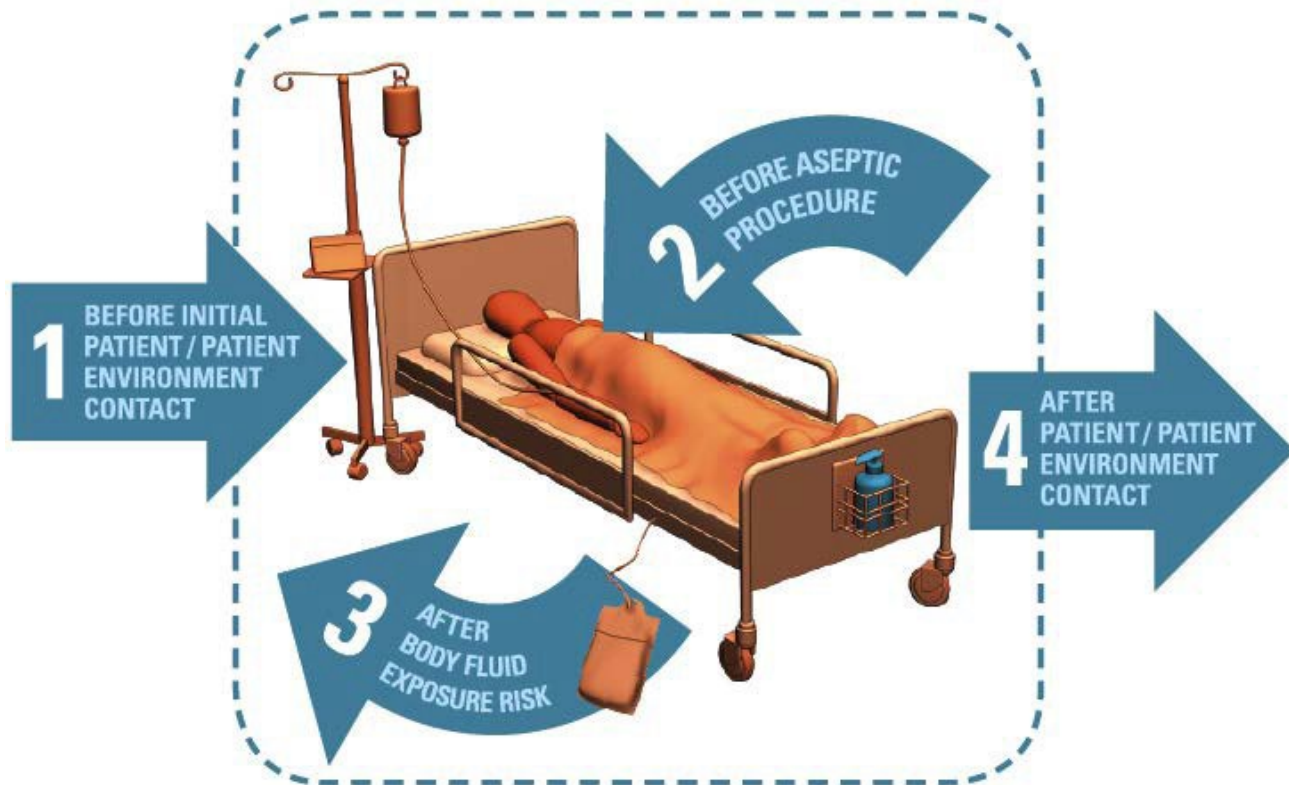
The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health. We will seek feedback from staff, residents and families in the development of these plans and, when completed, will be posted to our website and shared with all.

Infection Prevention and Control

As an independent vaccine site, we continue to work with our residents and staff to ensure up-to-date vaccination for COVID-19. Our influenza campaign went well this fall– thank you to all those who participated.

Within our home, we have been working closely with our team, providing education and gentle reminders about the importance of hand hygiene; reducing the potential for illness to be transmitted from one person to another. The four moments of hand hygiene are before initial patient/environment contact, before aseptic procedure, after body fluid exposure risk and after patient/environment contact.

Your four moments for hand hygiene



Our teams have been focusing on our resident dining experience, ensuring proper resident and staff hand hygiene is complete prior to and after dining. Our team is working together to assign one staff member to be present at the entrance to assist our residents with hand sanitizing and for staff/visitors assisting in the dining room to be wearing aprons. Let's continue to work together to ensure this process is complete, and our residents and staff are proficient with hand hygiene.

Let's wash those hands!

Your IPAC Practitioners,
Ryan and Jackie

Hillsdale Estates news



Family Council

Hillsdale Estates' Family Council is an autonomous, caregiver-led group where members can give and receive ongoing peer support; help form positive partnerships with the home to improve resident-centred care and caregiver supports; learn about the home's operations, policies and rules; bring concerns forward through a collective voice; and advocate on behalf of residents to help improve their quality of life.

Hillsdale Estates' Family Council always welcomes new members. If you are interested in learning more about Family Council or wish to join, please visit the Hillsdale Estates' Family Council website at [HillsdaleEstatesFamilyCouncil.com](https://www.HillsdaleEstatesFamilyCouncil.com) or their Facebook page at [facebook.com/2016HillsdaleEstatesFamilyCouncil/](https://www.facebook.com/2016HillsdaleEstatesFamilyCouncil/)

Residents' Council

Residents' Council aims to empower residents living in long-term care homes to participate in the operations of their homes and to be involved in decisions that affect their lives. The Council is run for residents by residents and meets monthly.

We are pleased to announce the elected 2023 Leadership Team:
Angel Olisoff, Joe Burgess.

The next Resident's Council meeting will be held on March 28, 2023, at 2 p.m. The meeting is open to all residents at Hillsdale Estates and, if residents are interested in participating, the Recreation staff on their home area can assist.

Divisional holiday drive



Our Residents' Council hosted a divisional holiday drive. All four homes participated in the non-perishable food and item collection, which made for a little bit of friendly competition between the homes to see who could collect the most items!

Thank you to everyone for their contributions to the donation drive for The Denise House (women and children's shelter). Numerous items were collected to support The Denise House clients.

Volunteer Corner



Spring is right around the corner, which means that it's time to get involved with your community! Come and volunteer to gain great experiences and new friends along the way!

Thinking of becoming a valuable volunteer?

Log into our website www.durham.ca and click on Careers and Volunteering, select Volunteer Opportunities in our Long-Term Care homes. It is there that you will be able to download a volunteer application or email it to your preferred home you would like to volunteer at. You could also drop off your completed application to our front desk. We are currently looking for volunteers to fill the following positions: gift shop assistant, special events and outings, daily program assistant, mail delivery and one-to-one visiting.

Volunteering is very rewarding and enriches the lives of our residents! Join us today, we need your help! As always, if you have any suggestions, questions or concerns, you can email Cladell Rock cladell.rock@durham.ca or call her at (905) 579-1777 extension 6332.

Recreation and Therapy

Special events and entertainment in the auditorium

The Recreation Team is thrilled to once again, be offering entertainment and special events in the auditorium. Due to the infection control requirements of the pandemic, guidelines for attendance have been put in place to ensure the safety of the participants. Please see the guidelines below:

- 1) Participation in auditorium events requires registration. You can do this by contacting the Recreation Programmer in your home area. Contact information has been provided on the back of the calendars to assist you in reaching them.
- 2) The Recreation Programmers will manage the RSVPs to ensure that **all** residents have the opportunity to participate throughout the month. At times, this may result in adjustments being made to the RSVP list and some residents may not be able to participate in every event. Since the capacity limits recently increased, we are hopeful this will not happen very often.
- 3) Guest participation at this time is restricted to one guest per resident. Guests count toward the total number of participants and if more guests attend then less residents are able to attend.

- 4) RSVPs should be received by the Recreation Programmer in your home area at least 48 hours in advance (preferably not the same day as the event).
- 5) Participants will be cohorted to their home area for the duration of the event.
- 6) Residents will be encouraged to wear a mask, unless eating or drinking.
- 7) Refreshments are for resident consumption only. Guests must wear their masks at all times and eating/drinking is not permitted.

Community outings

Outings to the community are offered monthly. Residents who are interested in participating in a bus outing can register by following these three steps:

- 1) Choose an outing you wish to participate in.
- 2) Contact the Recreation Programmer in your home area (staff and family members can assist if needed.)
- 3) Be sure to leave a message stating your name and the order of preference of the outings you wish to participate in.

We will do our best to accommodate your first choice and all other requests will be placed on a waitlist. With limited outings being offered, we want to ensure that the sign-up process is as fair and equitable as possible.

Nursing

As we enter into our fourth year of living with COVID-19, Hillsdale Estates is finally almost back to full capacity. This brings many new faces within the nursing portfolio and many new residents adjusting to life at the Estates. Understanding how nursing care works in a communal home can be difficult at first, as residents and families get used to staff, what they do and who can answer questions.

Our Personal Support Workers (PSW) are our first point of contact. Every home area has PSWs who are responsible for a specific number of residents. PSW staff ensure that all resident care is documented electronically and are the first people who can help answer questions about care.

We do have Registered Practical Nurses in each home area. In addition to medications and treatments, they are available to help answer questions about care, connect residents and families with the rest of the medical team, and to assess resident health needs in real time. They are the first ones to talk to for help in managing day-to-day medical care.

We have Registered Nurses (RN) who are the nursing leaders on the home areas and are the next line of help. While there are more RNs on days than evenings and nights, the RN team is accountable for the overall direction of residents under their care. The scope of the RN includes: care planning, regular care conferences, coordination with our doctors and nurse practitioners, and managing health care emergencies.

Our Resident Care Coordinators (RCC) are the managers of each of our floors in the home. The RCCs oversee the nursing team and help address concerns and complaints that may arise from day to day. When issues aren't resolved by staff, the RCC is the next step in problem solving. The RCCs work with the Assistant Director of Care helping to address and direct concerns to relevant departments in the home.

Hillsdale Estates is committed to providing an environment where residents may live with dignity, security, safety and comfort while having their physical, psychological, social, spiritual and cultural needs met. We are not a hospital, but we work to provide the best possible support that we can, empowering resident rights while balancing our obligations under the *Fixing Long-Term Care Act, 2022*.

As we move away from the challenges of the pandemic, it is my hope that knowing who to talk with may help us better meet your needs. Welcome to those of you who've just joined us and best wishes to all of you!

Social Work team update



Welcome Vithusan Arunakirinathan, Master of Social Work student.

In January, Hillsdale Estates welcomed Vithusan Arunakirinathan for a Social Work Practicum under the supervision of Erika Gilbert and Sherin Surenthiran. Vithusan is a Master of Social Work student from the University of Toronto and will be here until the end of May.

Vithusan has an Honours Bachelor of Health Science Degree in Human Health from Ontario Tech University and a Graduate Certificate in Addictions and Mental Health from Algonquin College. Most recently, Vithusan has been working as a Case Manager at CAREA Community Health Centre, working with individuals and families experiencing homelessness. In his spare time, Vithusan enjoys playing board games, spending time with friends and going for walks in nature. We are excited to have Vithusan join our valued team and for him to gain valuable experience working in the long-term care sector.

Caregiver resources: support groups at Estates

Caregiver Connections: Drop-in support group

Hillsdale Estates recognizes the significant importance that our caregivers have in supporting our residents' health and well-being. The journey of being a caregiver in Long-Term Care may have many ups and downs and can sometimes feel overwhelming or lonely. Additionally, caregivers may wonder how they can best support their resident and cope with these life changes.

Hillsdale Estates' Social Work team (Erika Gilbert and Sherin Surenthiran) are currently developing a Caregiver Connections program. This program will provide drop-in support groups, with a specific group for caregivers who are spouses and a separate group for caregivers who are adult children/siblings/other family/friends. The goal of these groups is to provide a space for caregivers to meet other caregivers, share information and tips, and discuss topics that may assist in enhancing their well-being. As well, a Social Worker will host the group and connect people to resources at Hillsdale Estates or in the community.

Caregiver Transitions seminar

The Region of Durham's Long-Term Care (LTC) Social Workers have developed a new virtual seminar, Caregiver Transitions. This program is designed for caregivers who have had a resident recently transition to living in a Durham Region LTC home. This is a single, one-hour education session, with a focus on helping caregivers learn about LTC, what you can expect as part of the typical LTC caregiving journey, Social Workers' scope of practice and more. We hope this will support caregivers as they continue to adjust and navigate this new journey as a LTC caregiver.

There will be further communication about the launch of these groups, so stay tuned.

If you are interested in more information or would like to share feedback to aid in the development of this program, please connect with:

Erika Gilbert (Social Worker for fourth floor, Apple Blossom and Moonlight Bay – extension 6323 or Erika.Gilbert@Durham.ca) or

Sherin Surenthiran (Social Worker for third floor, Trillium Trail and Pineridge Place – extension 6441 or Sherin.Surenthiran@durham.ca).

Environmental Services

Furniture and supplies in resident rooms

Residents are encouraged to keep and display personal possessions, pictures and furnishings in their rooms. This is your home. As in any home, it is important to have personal items around that are special to you or make you feel more comfortable.

Prior to bringing in any **electrical items or furniture**, please contact Environmental Services at extension 6326. The Environmental Services team will ensure your items are in good working order to ensure the safety of everyone living in the home.

It is also important to remember that extension cords are not to be used in any resident room. Power bars with built-in breakers that are CSA approved are the best option.

Please be aware that air purifiers, humidifiers and aerosols are not permitted in any resident rooms because they interfere with the facility's HVAC system and Fire Suppression System.

Food Services

Food and nutrition technology initiatives



The Food Services department is expanding its' use of technology! All dining rooms now have an electronic menu screen. Residents, families, and staff can use the touch screens to see the daily and weekly meal and snack choices. By clicking on a particular menu item, the nutritional information for that food or beverage is displayed. The screens can

also display the menu options for all the diet types and textures we offer. Be sure to check it out!

We also recently installed touch screens in the dining serveries, which gives food service staff access to resident diet information directly from our managed software program called MealSuite Touch - Synergy.

Food Services departments at all homes will introduce its next phase by bringing MealSuite Touch software to dining and snack service. This project will begin in February at Hilldale Terraces, March at Fairview Lodge, April at Lakeview Manor and May at Hilldale Estates. Staff will access resident diet/nutrition interventions via iPads and residents can place their meal orders with staff via iPads. Those meal choices will then flow to the screen at the server, where the Food Service Aide will plate the meal according to the residents' choices while ensuring adherence to their diet, texture and fluid requirement, as well as other nutritional interventions.

Additionally, this same software program will be accessed by staff via iPads during snack passes to reference the residents' unique dietary requirements. All PSWs, Recreational Programmers and Food Service Aides will be trained on the MealSuite Touch software.

These quality improvement initiatives are exciting and expected to improve efficiency and reduce paper use, while reducing risk and improving services for residents.

Nutrition Month

March is officially Nutrition Month across Canada. This year the focus is “Unlocking the Potential of Food.” Unlockfood.ca, the award-winning, bilingual public website, is continuously updated and now has more than 345 articles and millions of pageviews each year. This website is a place to help Canadians get a taste of how a dietitian can help them with their food and nutrition challenges, as well as how and where to find a dietitian. Hillsdale Estates has two registered dietitians on staff, as well as food service supervisors, chefs and trained Food Service Aides to support residents and maximize their well-being.

Administration

Oral Health partnership

The Long-Term Care and Services for Seniors division recently announced their new partnership with Durham Region Oral Health Dental Division for all four long-term care homes beginning January 2023. Direct Dentistry had been the service provider for the homes for the past several years, but the contract ended in December.

The Region’s Oral Care team will be providing services on-site that include, but are not limited to, the following:

- Screening for all new residents and annual screening to assess resident needs.
- Denture care including repair, replacements and labeling
- Cleanings.
- Access to emergency services as needed/assessed.
- Education to residents and staff, such as proper oral care.
- Completing financial accessibility forms for those who qualify (low income)
- Direct billing to insurance companies (when applicable).

From the business office

Please note, the Business Office will be closed Good Friday and Easter Monday.

Don't forget it is tax time! If families require a rate reduction, taxes need to be completed on time to get the notice of assessment back. The tax filing deadlines for all Canadians is April 30, 2023 for the 2022 tax year.

Please connect with Mary-Anne Finlay or a member of the business office for further information.

Medical Director



Please welcome Dr. Ripple Dhillon, who is our new Medical Director effective February 1, 2023. Dr. Dhillon has worked as a family physician in Oshawa since 1995 and has worked in the long-term care setting for more than seven years. Here is our current medical coverage in the home effective Feb. 1:

- **Second Floor:**
 - Pineridge Place – Dr. Azi
 - Trillium Trail – Dr. Azi
 - Moonlight Bay – Dr. Thomas
 - Apple Blossom Blvd. – Dr. Thomas

- **Third Floor:**
 - Willow Way – Dr. Dhillon
 - Lavender Lane – Dr. Dhillon
 - Golden Pond – Dr. Mohapatra
 - Blueberry Hill – Dr. Mohapatra

- **Fourth Floor:**
 - Maple Grove – Dr. Syed
 - Primrose Path – Dr. Syed
 - Honey Harbour – Dr. Syed
 - Strawberry Fields – Dr. Syed

Thank you for your feedback

On behalf of the LTC and Services for Seniors Division, thank you families, caregivers, residents, external partners and staff for providing your recent feedback for our SWOT analysis.

The information gathered is used to inform a successful strategy for the future. Your feedback is imperative in assisting with our divisional priorities and planning process. We will take all the feedback from the four homes and it will be presented at this year's Divisional Strategic Planning Day. Once again, thank you to all!



Fun facts

March brings with it the promise of gardening and warmer sunny days as the earth turns its frostbitten cheek to winter and springs forth from the vernal equinox. March is the first month of spring, which begins on March 20.



Don't forget to "spring forward" and set your clocks one hour ahead on March 12, as it is the start of Daylight Saving Time, which begins at 2 a.m.

March 17 is St. Patrick's Day! According to folklore, folks wear a shamrock on St. Patrick's Day because the saint used its three leaves to explain the Trinity.



Electronic greeting cards

This is a reminder that family and friends can still send electronic greeting cards to their loved ones in any of the Region's long-term care homes. To send an e-card, visit durham.ca/LTC and click on the Long-Term Care Homes tab on the left side. Then:

1. Click "Send a greeting card to your loved one in long-term care"
2. Fill out the resident's information
3. Select the type of greeting
4. Send message

Messages will be printed and delivered to residents during the week. Senders should consider these messages like an electronic postcard, as the contents of the greeting will not be private.

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

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