



Long-Term Care & Services for Seniors Division

# Hillsdale Terraces Newsletter

## Issue 2, March 2023



### 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 Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108

## **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**

## **Quality continued**

### **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.

# Hillsdale Terraces news

## Family Council

### Family Council meetings



There were two very informative presentations at the January 11, 2023, Family Council meeting.

- Stephanie Breurkes and her Behaviour Support Ontario (BSO) team, Joy Ogbimi and Amy Kozak, provided information about personhood/life stories, assessments used, referrals, monitoring, team communication, monthly rounds and staff meetings.
- Angel Cheung, Infection Prevention and Control Practitioner, provided a summary of the 2022 outbreaks experienced at the Terraces, as well as her 2023 goals for the IPAC program. Angel also presented results of the recent hand hygiene audit, which showed 98 per cent compliance.

Ashley Ferraccioli, Education Manager at the Alzheimer Society of Durham Region (ASDR), was the guest speaker at our February 8, 2023 Family Council meeting. Ashley's presentation, Caring for Caregivers, gave an overview of programs available to the caregivers of individuals living with dementia. Feedback from families who have taken programs through the Alzheimer Society to help maintain their health and well-being have been very positive. Family caregivers are encouraged to see how Alzheimer Society programs can help them, too.

Veronica Martineau, Policy Analyst for the Region of Durham LTC Division, will be the guest speaker at our March 8, 2023 meeting. Veronica will be presenting on the results of the 2022 Hillsdale Terraces Resident and Family Satisfaction Survey. This is the first year that surveys developed by Canadian research and evaluation company Malatest were used. Results of these surveys, which gauges quality of life from the resident and family perspective, will be used by the Region of Durham LTC Division for strategic and operational planning.

Family Council meetings continue to be held virtually at 2 p.m. on the second Wednesday of each month. We are planning to resume in-person meetings at the Terraces beginning with our April 12, 2023 meeting. Families interested in learning more about Family Council are encouraged to contact Susan Leask at [htfamilycouncil@gmail.com](mailto:htfamilycouncil@gmail.com) or Natalie McGovern-Martin, Social Worker, at [natalie.mcgovern-martin@durham.ca](mailto:natalie.mcgovern-martin@durham.ca). Information about the role and activities of Family Council is posted in the Terraces lobby on the Family Council bulletin board.

### LTC and Services for Seniors Strategic Plan

Family Council was invited to provide input into the LTC Division Strategic Plan for 2023 to 2025, which is currently being developed. Families submitted feedback on what they consider to be strengths, weaknesses, opportunities and threats, and identified priorities they would like the LTC Division to work on.



## **Residents' Council**

### **Christmas raffle**

Thank you to Residents' Council for donating \$300 towards three gift baskets. The gift baskets were raffled to help raise funds to support program enhancements in our Dementia Care Unit.

### **Accreditation**

Residents' Council members participated in Accreditation by attending a scheduled meeting with Accreditation Canada surveyors. Residents' Council members answered questions regarding the home's culture, and advised of their involvement and participation in making changes and suggestions to improve life within the home.

### **Therapeutic cats**

The Behavioural Supports Ontario (BSO) team has requested the approval from Residents' Council to purchase therapeutic cats, for residents enjoyment, from the donations account.



### **Congratulations Susan Leask**

On January 31, Susan Leask received the Ontario Senior Achievement Award at Queen's Park in recognition of her commitment to volunteering. This award was presented to Susan (centre in picture below) by the Honourable Elizabeth Dowdeswell, Lieutenant Governor of Ontario (left in picture below), and the Honourable Raymond Cho, Minister for Seniors and Accessibility (right in picture below).



Susan has been a dedicated and active volunteer at Hillsdale Terraces since 2015, as well as Family Council Chair. As Family Council Chair, Susan has built a strong and consistent Family Council membership that welcomes, educates and supports families who join. Susan represents families at Strategic and Operational Planning Days, Quality Improvement committee meetings and at Regional LTC Advisory Committee meetings. Since 2017, Susan has been volunteering her time working in the Serenity Garden, transforming it into a multi-season sanctuary for residents, families and staff. Her contributions to resident care, tasks and projects have made her an invaluable member of the Hillsdale Terraces family.

Please join Residents' Council in congratulating Susan!

## Volunteer Corner



We would like to continue to thank all volunteers of Hillsdale Terraces for their efforts during these very unpredictable times. Your helping hands do not go unseen.



We continue to look for new volunteers throughout the community who are looking to give back to their community and are interested in spending time with our residents. If you would like to volunteer, or know of anyone interested, please forward them to our Volunteer Services webpage at [Volunteer in one of our homes - Region of Durham](#) or connect with Verlynn Gaspard, Volunteer Coordinator/Recreation Programmer at Hillsdale Terraces.

## Recreation and Therapy

### Recreation and Therapy staff news

#### Congratulations

In January we congratulated Ashley Vilander for the birth of her baby girl.

#### Welcome

We welcomed back Meron Tesfazion, Recreation Programmer, in a temporary full-time position to cover Garden Gate and Forest Hill recreation programs.

Welcome Prachi Soni, temporary full-time Physiotherapy Assistant, who is providing therapy coverage.

#### Goodbye

Daus Daud, Physiotherapist, has left the Terraces and we are currently in the process of looking for a new physiotherapy contract to cover his part-time position. We wish Daus all the best in his future endeavours.

### Events

In January we hosted a Meet and Greet Wine and Cheese event for new residents who joined us in 2022. The event was enjoyed by all who attended. Residents also enjoyed a Swiss Chalet Luncheon with their friends, and they look forward to more programs where food and the company of friends from other units can be enjoyed.

In February we celebrated the following fun events:

- Groundhog Day on February 2
- Super Bowl on February 12
- Valentine's Day on February 14
- Mardi Gras on February 21

We look forward to the following events in March:

- Daylight Savings Time on March 12
- St. Patrick's Day on March 17
- The first day of spring on March 20



Happy Valentine's Day

# Nursing

## Welcome



Over the past few weeks, you have likely noticed lots of new friendly faces around the home. Two new Registered Nurses, three new Registered Practical Nurses, and seven new Personal Support Workers have joined the Terraces Nursing Team. Please join us in welcoming each of them to our home!

## Gentle Persuasive Approach (GPA)

Joy and Amy, our BSO staff, have both completed their Gentle Persuasive Approach (GPA) training certifications. This new certification will enable them to provide in-home GPA training to current staff. GPA training is designed to improve the delivery of compassionate, person-centred care to residents living with dementia from their care providers. Staff will learn and practice skills to improve their confidence and ability to respond respectfully to behaviours associated with dementia.

## Staff belongings and break areas

A friendly reminder that the on-unit staff lunchrooms have been converted back to resident lounge spaces. These lunchrooms were temporarily set-up to assist in social distancing during the height of the pandemic. Please continue to use the staff lunchroom on the second floor and the locker rooms for personal belongings such as coats, boots and bags.

# Environmental Services

## Parking lot repairs

Thank you to all for your patience during the two-day parking lot repairs. We understand parking can be difficult at the best of times and want to assure everyone that we are looking at available options to alleviate parking issues in the future.



## Labeling of clothing

We hope everyone had a wonderful holiday season!

We would like to thank those who brought gifts of clothing in early to be labelled. Doing this helps the Environmental Services Department get those items sent back to families and friends in time for gift giving.



## Lost and found

The first "Lost and Found" clothing event of 2023 was held on January 25, 2023, in the Auditorium in hopes of returning unlabeled clothing to their owner. We plan on doing this multiple times throughout the year.

## Food Services

### Food Services updates

The Food Services Department continues to improve the menu offerings for residents at Hillsdale Terraces. Our menu features homemade soups, entrees, side dishes and some desserts. We also regularly offer fun and delicious theme meals based on resident feedback and suggestions. Some of the theme meals offered so far this year include New Year's, Lunar New Year, Curry Day, National Poutine Day, Super Bowl Sunday, Valentine's Day and, Shrove Tuesday among others. Special meals are being planned for St. Patrick's Day, Easter, as well as Mother's Day and Father's Day.

### 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 Synergy.

By March 2023, Hillsdale Terraces will be introducing its next phase by bringing the software to dining and snack service. 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 servery, where the Food Service Aide will plate the meal according to the resident's 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.



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

### March is Nutrition Month

March is officially Nutrition Month across Canada. This year the focus is Unlocking the Potential of Food. [Unlockfood.ca](http://Unlockfood.ca), the award winning, bilingual public website, is continuously updated and 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 Terraces has two Registered Dietitians on staff, as well as Food Services supervisors, chefs, and trained Food Service Aides to support residents and maximize their well-being.



## **Administration**

### **Additional staffing**

On a very positive note, the provincial government is continuing with a multi-year funding initiative that will see long-term care homes move to a minimum of four hours of care per resident in nursing care, as well as increasing hours for allied health. Additional funding will start to flow to the Terraces on April 1, 2023, in which we will see an increase to our Personal Support Worker complement.

### **New technology**

This year, we are continuing to explore new technology in the home to improve workflows and improve resident safety. We will be focusing on the implementation of a new meal ordering system in our dining rooms. Staff will be able to see food allergies, likes and dislikes when taking a resident's order at mealtimes and snack times.

### **Satisfaction Survey results**

Many thanks to the residents and families who responded to the annual Satisfaction Survey. Homes will now review the results and incorporate the feedback into their operational plans. Summaries of the results will be posted in the home, and updates will be provided to the Residents' and Family Councils in the upcoming weeks.

### **Tax time**



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 (for the 2022 tax year) is April 30, 2023. Please connect with Nadia Angai, Senior Accounting Clerk, or a member of the business office for further information.



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## Administration continued

### Goodbye Angel

It is with mixed emotions that we say goodbye to Angel Cheung, our Infection Prevention and Control Practitioner. Angel will be leaving the Terraces to take on a temporary secondment position with Durham Region Public Health.

Angel has been a valuable member of our team and has made a significant impact during her time here. We wish her all the best.



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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

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