



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 2, June 2022



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

June marks Seniors Month in Ontario. The theme for 2022 is Stay Active, Connected, and Safe. This is a time to recognize our seniors and the contributions they make to our communities. Across our homes, various activities will take place to celebrate and show our seniors how much they are appreciated.

The division and all four homes have created business plans for 2022. Our focus is to reconnect with residents and families. The management of this pandemic required numerous rounds of resident isolation, the curtailing of many social activities and restrictions on visiting. We are striving to strengthen the sense of community in our homes and are finding ways to re-engage. I encourage you to get involved in Resident and Family Council to the extent you are interested and able to do so. If you or anyone you know is interested in volunteering their time, please contact the Coordinator of Recreation and Therapy for more information.

We continue to welcome new residents, staff and volunteers to our homes, and if you have any concerns or suggestions, please speak to a member of the management team.

I wish you a healthy and happy summer, and 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

In January of 2023, our long-term care homes and Adult Day Programs will be surveyed by Accreditation Canada. Accreditation is a process where we review our processes and compare them to national standards in leadership, long-term care, community support services, infection control and medication management. This helps us to identify areas where we are doing well and areas where improvement is needed. In the next year, we will be working with staffing groups, Resident and Family Councils, and community partners to review areas of the standards, and provide input and feedback on our current operational processes



New Regulations in Long-Term Care

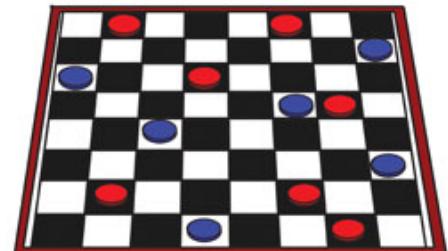
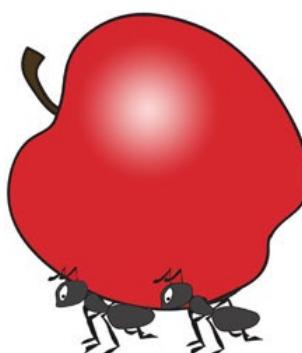
As of April 11, 2022, the Fixing Long-Term Care Act, 2021 (FLTCA) will regulate Ontario's long-term care home sector. The new Act lays the foundation for long-term care residents to receive enhanced quality of care and enjoy a better quality of life by improving staffing and care, improving accountability and enforcement; and building modern, safe, and comfortable homes for residents.

These regulations, and the policies and processes that will define them, will be implemented in a phased-in approach, and will focus on areas such as emergency planning, infection prevention and control, resident well-being and quality of care, staffing, palliative care, quality practices and accountability.

For more information regarding the FLTCA, please visit shorturl.at/brBDU

Adult Day Programs

Due to the pandemic, our Adult Day Programs have been closed. In the next few months, the Adult Day Programs at Hillsdale Estates, Lakeview Manor and the Lakeridge Health Port Perry site will be opening. We look forward to welcoming back clients from the community.



Hillsdale Terraces news

Family Council

Family Council Meetings

At our May 11 Family Council meeting, we welcomed Allan Latter, Assistant Administrator, Hillsdale Terraces. Allan presented on the 2022 Hillsdale Terraces Operational Plan, with an emphasis on initiatives identified as opportunities for improvement in the Resident and Family Survey.

Catherine Pazzano, Director of Food Services, was our guest speaker at our June 8 meeting. Catherine updated families on the 2022 Food Services plans.

The June meeting is the last before the summer break. Enjoy the wonderful summer weather and experience the beauty and tranquility of the Serenity Garden.



National Nursing Week

In 2022, National Nursing Week was celebrated May 9 to 15, and PSW Day was celebrated on May 19. Family Council would like to express thanks and gratitude to our dedicated nursing staff for the important work they do caring for our residents. As a thank you, coffee, tea and hot chocolate was provided for all to enjoy in the staff room.



Family Council Week

Family Council Week was celebrated June 5 to 12. There was a display in the front lobby with information about the role and benefits of Family Council and highlights of accomplishments and educational sessions offered to families. We would like to thank the families that support Family Council. It is your involvement that helps to make a difference in the lives of your loved one.



Residents' Council

Residents' Council Meetings

Residents' Council has finally been able to meet in person and will continue to do so while permitted. In July and August, we will take a break from meetings to enjoy the short summer months but will resume in September.

Residents' Council Raffles

Residents' Council raised approximately \$2,000 with basket draws during the pandemic. These funds will assist with future programs and nursing initiatives to help improve quality of life for residents.

Volunteer Corner

Volunteer Appreciation Week

In April, Hillsdale Terraces celebrated Volunteer Appreciation Week. We recognized and thanked all volunteers at Durham Region's long-term care homes who put their "Empathy into Action" and enrich the lives of our residents.

Welcome back volunteers and students

Just a friendly reminder that volunteers are welcome back at Durham Region's long-term care homes. Hillsdale Terraces is seeking caring, compassionate, and community-minded individuals to join our team as a volunteer. If you know someone who would like to enrich the lives of others and make a difference in our community, visit durham.ca/LTCvolunteer for information about volunteering.

We are also accepting high school students looking to complete their mandatory community hours, as well as post-secondary students looking to complete their clinical placements.



Recreation and Therapy

Seniors Month

In June we celebrate Seniors Month. This year's theme is Stay Active, Connected, and Safe. The pandemic has reaffirmed the importance of staying connected with loved ones and the reassurance of feeling safe. The Recreation and Therapy department did their best within ministry guidelines to keep our residents active, despite all the restrictions. We will be celebrating Seniors Month with many special events throughout the month to acknowledge our population and celebrate our residents.



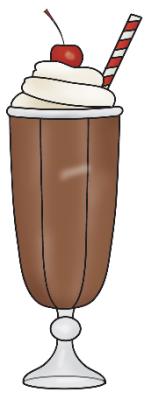
Recreation and Therapy continued

Summer events

This summer we plan to work with Family Council to have an August garden party. Throughout the summer months we will be re-establishing outings, outdoor concerts and barbeques.

On Saturday, June 11 we partnered with Hillsdale Estates to host an outdoor event. This event included an antique car show and entertainment by Shades of Grey. We secured vendors to sell their crafts/products.

We are planning a virtual mega bingo event with Hillsdale Estates. Stay tuned for more details.



Welcome and goodbye

The Recreation Department welcomes Meron Tesfazion, part-time Recreation Programmer, and Hayley Neuman, Recreation Programmer Summer Student. We want to wish Frances Percy-Campbell a happy retirement and thank her for 15 years of care and service to our residents.

Provincial election, June 2

On June 2, Hillsdale Terraces hosted a provincial election polling station for residents only. Residents were able to cast their vote in the boardroom on the third floor from 9 a.m. to 5 p.m. Recreation and Therapy were available to porter residents to the polling station.

Nursing

COVID-19 vaccinations

The Hillsdale Terraces Nursing Team are to be commended for administering the fourth COVID-19 vaccination dose to all eligible residents!



Clinical lead positions

Hillsdale Terraces now has designated full-time clinical leads for the following programs:

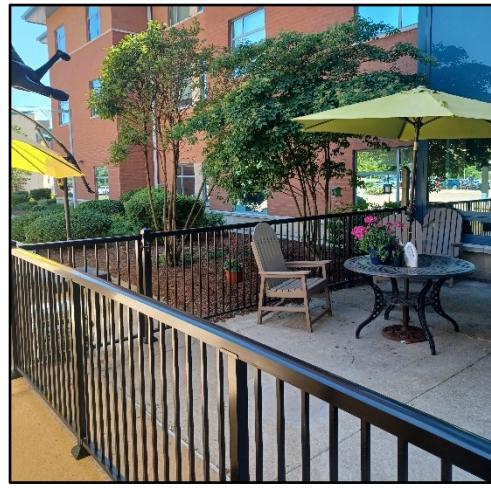
- Pain and Palliative
- Falls, Restraints, Personal Assistance Service Device (PASD) and Personal Care
- Skin, Wound and Continence
- Medication Management

The clinical leads commenced their positions the end of March. Angela Bisschop, Manager of Nursing Practice, is working with the clinical leads to ensure they are well equipped with the resources, skills, and knowledge they require to be successful in their roles.

Environmental Services

Vineyard view patio redesign

Out with the old and in with the new! You'll notice the original blue metal privacy fence at the front of the Terraces has been removed and a beautiful black open-air railing stands in its place. Not only was the space expanded during this redesign, but the new look will let the residents and visitors enjoy some natural light. Tables and chairs and umbrellas for a splash of colour and shade were purchased.



Electric vehicle charging stations

Four electric vehicle (EV) parking stations have been installed at Hillsdale Terraces for use by everyone. The charging stations accept all major credit cards and have a 1-800 number posted should you require assistance. We kindly ask that you only park there during charging and move your vehicle when charged to allow others to utilize it.



Resident clothing

Please follow the Terraces procedure for having resident clothing labeled as soon as it is brought in. This greatly reduces the chance of an item going missing. Nursing and Environmental staff are happy to assist in the process should you have any questions.



Food Services

Resident dining

There are some exciting things planned in Food Services for Hillsdale Terraces' residents in the coming months. Our spring/summer menu was launch on April 25. Over the coming months we have planned barbeques and many delicious theme-meals for your dining enjoyment.



One of our goals is to increase the number of homemade foods featured on the resident menus at Hillsdale Terraces. At this time, 25 per cent of menu items at lunch and dinner are made in-house. We plan to increase that as the year unfolds.

To support these enhancements, we will be hiring more cooking staff and purchasing some additional equipment for the main kitchen.

Food service technology

We are currently preparing for our next phase of the food service technology expansion. Later this year, we will be expanding the use of our food service software system to tableside and snack cart service, which will allow staff to have easy access to resident diet and nutrition information.

Food Services staff updates

Please join us in welcoming the following staff who have recently joined the Food Services team: Sharon W., Jeyakumari T., Nuzhan M., and Celine G. We also have some students joining our department over the summer.

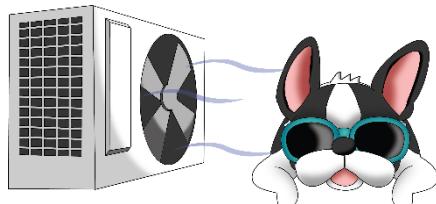
Hot weather and hydration

During the warmer weather, each department in the home implements a contingency plan for hot weather, in accordance with established procedures.

Residents in long-term care, and seniors in general, are more vulnerable to hot weather illness than the general population.

The purpose of the Hot Weather Illness Prevention and Management Program is to prevent and/or manage hot weather-related illness and to maximize the comfort level for residents, volunteers, and staff during extended periods of hot, humid weather. The program also aims to identify the factors that may place residents at increased risk of developing heat-related illnesses and conditions.

Hillsdale Terraces is fully climate controlled through its building automation system, which helps keep the temperature consistent and comfortable during these hot periods.



Food Services continued

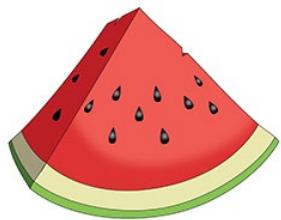
Hot weather and hydration continued

Did you know? As we get older, we:

- have less water in our body, so we get dehydrated faster
- have a lower desire to drink, even when active or sweating
- may be taking medications that make us lose water

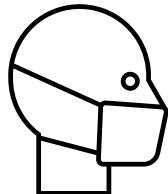
What can we do to stay hydrated?

1. Stop frequently throughout the day to drink sips of water
2. The recommended intake of fluids is eight full glasses of water a day.
3. Aim for two glasses of fluids at each meal.
4. Eat fruits that contain a lot of water, such as watermelon. These can be cut up or pureed into smoothies if needed.
5. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.
6. Wear a hat outside to reduce exposure to the sun.



Administration

COVID-19



Summer is almost here! Winter held on as long as it could, but now we can enjoy the outdoors and the warm sun. While I wish I could say that COVID-19 is behind us, this sixth wave has kept us in high alert mode. Social distancing, screening, swabbing, isolations and enhanced monitoring and precautions remain a part of our lives here at the home. I want to thank everyone for their continued diligence in following all precautions to keep us all safe.

Summer students

We welcome summer students from local universities and colleges who will be working at Hillsdale Terraces over the summer. We have a total of 16 students joining us this year working in various departments.

Screening and Swabbing Supervisor

Our Screening and Swabbing Supervisor, Emila Siwik, has secured a full-time permanent position as Divisional Trainer for the Long-Term Care Division. Emila, who is always cheerful and positive, will be missed but we are very happy for her. We welcome Julie Genge as our new Screening and Swabbing Supervisor. Julie comes to us from the Health Department and has also worked in long-term care. Julie will be a wonderful fit for our home; please welcome her when you see her.



Administration continued

2022 projects

This spring/summer we will be focusing on preparing for our many projects, including computerized documentation for our PSWs, more homemade scratch cooking in our kitchen, preparing for accreditation, and ensuring we are in full compliance to the new Long-Term Care Homes Act and Regulations.

As always, if you have any questions, concerns, or even just want to pop in to say hello, my door is always open (as is any member of the leadership team).

~Joanne Iacono, Administrator

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

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