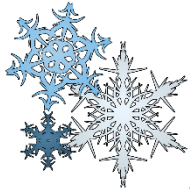




**Long-Term Care & Services for Seniors Division**  
**Hillsdale Terraces Newsletter**  
**Issue 3, December 2020**



**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**

Since our last newsletter, the COVID-19 situation in Ontario and throughout most of Canada has gotten much worse. As the second wave continues to grip our province, we all need to do our part to protect ourselves and our loved ones and keep the community safe. I strongly urge each one of you to continue to be cautious at work and in your personal lives, which includes wearing masks when you cannot social distance and limiting your interactions with others.

A few weeks ago, on November 16, the province moved Durham Region into the orange "Restrict" zone for public health measures to stop the spread of COVID-19. On November 23, we moved into the red "Control" zone. As we shared earlier, we are now limited to only one essential caregiver visit at a time and that the essential caregiver must provide proof of a negative swab result within the past seven days and attest that they have not become positive since that time. All other visits have been cancelled, as have short stay and temporary absences.

As the holiday season approaches, we know this will be a difficult time for residents and families. Our staff are dedicated to making this time as special as we can for the residents in our care.

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 responding to COVID-19 in our homes.

I wish you the very best for the holiday season and hope that 2021 brings you health and happiness.

~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

### Annual Satisfaction Survey

Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. We realize that this has been an unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

### Visitors in Long-Term Care

Our homes will be following the provincial COVID-19 Response Framework: Keeping Ontario Safe and Open, which categorizes public health regions into colour levels. Rules for visitors will vary based on the colour level of Durham Public Health. We are committed to ensuring visits are enjoyable and safe, allowing for proper physical distancing and infection control practices.

Please visit [durham.ca/lcupdates](https://durham.ca/lcupdates) for more information and updates on visiting our long-term care homes.

### Resident Absences

In compliance with the Ministry of Long-Term Care's COVID-19: Visiting Long-Term Care Homes policy, the Region has made the difficult decision to suspend all short stay and temporary absences in our four homes; Fairview Lodge, Hillsdale Estates, Hillsdale Terraces and Lakeview Manor. Only medical absences for outpatient appointments will be permitted.

Please visit [durham.ca/lcupdates](https://durham.ca/lcupdates) for more information and updates on absences from our long-term care homes.

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## Infection prevention and control

### Influenza and COVID-19 update

#### The Importance of the Flu Vaccine During the COVID-19 Pandemic

Our lives have changed drastically as we navigate through this pandemic together. With most of our attention on the COVID-19 virus, it is easy to forget other threats to our health and well-being. We need to be reminded of the seasonal flu (influenza) as we approach our next flu season. Annual vaccination is the best and simplest way to protect yourself and others from the flu.



## Influenza and COVID-19 update continued

### What is Co-infection?

- Co-infection occurs when an individual is infected with two or more viruses at the same time.
- We are susceptible to the infection of both the influenza virus and the COVID-19 virus (especially when the flu season arrives this fall). Infection by both the seasonal flu and COVID-19 can pose a serious risk to our health.
- Co-infection between COVID-19 and influenza may increase the risk of severe complications among critically ill individuals. This includes cardiac injury, organ injury, and inflammation.
- The upcoming flu season may worsen the COVID-19 impact and put everyone in a more difficult position to control the pandemic.

### Impact of the Seasonal Flu

- Increases the demand on hospitals and puts a strain on their capacity.
- Co-infection between the flu and COVID-19 may increase the severity of symptoms.
- Decrease in supplies needed to combat COVID-19, including PPE and testing kits.

### Impact on our Long-Term Care Homes

- The seasonal flu will pose an added burden as we continue to combat the effects of the COVID-19 pandemic.
- Adults living in long-term care facilities are at an increased risk of complications or death due to the seasonal flu and COVID-19.
- Effects of the flu, including a decline in health and abilities, may remain permanent.
- It is important that we get our vaccination to protect not only ourselves, but the residents we care for in our long-term care homes.

### Benefits of the Flu Vaccine

- Prevents illness from the flu.
- Reduces hospitalizations associated with the flu.
- Reduces complications associated with chronic health conditions, including cardiac events.

Control measures put in place for the COVID-19 virus pandemic include social distancing, hand hygiene and mask use. It also helps to protect against influenza; however, vaccination is essential to protect against the seasonal flu.

HAPPY  
HOLIDAYS

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## **Suspension of LTC Co-Payment Increase for 2020-2021 Cycle**

Bulletin to Residents of Long-term Care Homes: Important News Regarding Long-Term Care Home Accommodations Charges. News released November 26.

The Ontario government is suspending long-term care resident co-payment rate increases for the entire 2020-21 rate cycle (July 1, 2020 to June 30, 2021). The rate increase that would have gone into effect in January 2021 will no longer take place. Rate increases are now scheduled to resume in July 2021.

Residents who are currently on the LTC Rate Reduction Program will not be impacted by this suspension as their reduced rate is based off of what they can afford. Residents will be required to reapply when the current Rate Reduction cycle expires on June 30, 2021.

The Ontario government will ensure that long-term care homes will not lose any revenue resulting from this suspension. The government will fully fund the level of care increases that would have been collected from basic accommodation co-payments. In addition, the government will compensate for the preferred accommodation premium increases that would have been applicable during the suspension period.

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## **Congratulations to LTC Staff on your C2E Award**

Congratulations to the Long-Term Care staff who went above-and-beyond in categories of Innovation and Service Excellence in 2019.

### **Innovation**

#### **Carol Berkers**

- For development of the Empty Nest program to provide compassionate support of caregivers and families of new long-term care residents.

#### **Allan Latter, Joan Stride**

- For outstanding innovative development and successful implementation of the WorkForce Scheduling software system.



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## Congratulations to LTC Staff on your C2E Award continued

### Service Excellence

**Joanne Iacono, Shirley Connelly, Alana Mountaine, Shannon Lewis, Julie Perrin, Jennifer Walker, Jennifer Little, Maricar Dulay, Megan Lee, Rob Clayton Lisa Alloway, Barb Surge, Jennifer Huitson, Heather Toll, Narges Farahvash, Kevin Spurs, Jennifer Bishop, Tanis Head**

- For above-and-beyond dedication to designing, creating, and successfully delivering the PointClickCare charting solution to Long-Term Care nursing staff.

**Sean Bailey, Boris Stebih and John Powell**

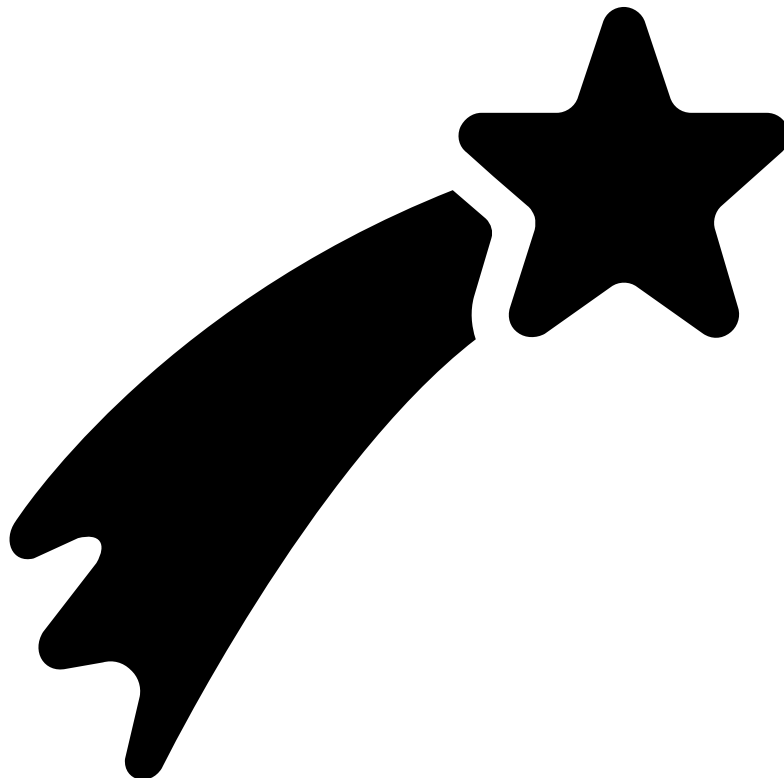
- For service excellence in timely and expert response to mechanical failure of the cooling tower at Hillsdale Terraces, and ensuring the safety and comfort of the residents.

**Nicole Smith, Rose Ramiah and Elizabeth Brownlee**

- For outstanding initiative and exceeding expectations in leading, facilitating, and ensuring excellence through Excellence in Resident-Centred Care employee training.

**Judy Fraser**

- For dedication to the Long-Term Care division through championing excellence in processes, service and embracing best practices.



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# Hillsdale Terraces news

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## Family Council

### The Serenity Garden

The Serenity Garden that provided a habitat of food, water, shelter and space for a variety of songbirds, butterflies, bees and small mammals has been put to bed for another year. Once residents were able to venture into the garden, they experienced the enduring happiness that the love of a garden gives.

“To nurture a garden is to feed not just the body, but the soul.” -Alfred Austin, poet



### Family Council meetings

Family Council resumed our monthly meetings in September via Zoom and welcomed Chantal Kiers, Social Worker, who will be supporting Family Council; Joanne Iacono, Administrator; and Stephanie Breurkes, Nurse Practitioner.

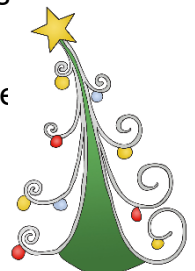
Susan Locke, Manager of Quality, Risk and Compliance, presented results of the 2019 Resident and Family Survey for Hillsdale Terraces. She encouraged families to respond to the 2020 survey and provide feedback to the administrative team on what they are doing well and opportunities for improvement. Results will be available in 2021.

Joanne gave her first administrative update, including: preparation for a second wave of COVID-19, an outline of visitor policies aligned with the Ministry of Long-Term Care guidelines, and an update on Hillsdale Terraces' Behaviour Support Ontario (BSO) Team.

At our October meeting, Heather Toll, Registered Dietician, and Stephanie Breurkes, Nurse Practitioner, provided an update on the Divisional Palliative Care Program that Hillsdale Terraces is piloting. Family Council discussed and supported the letter sent by Durham Region to the Assistant Deputy Minister of Long-Term Care regarding short stay absences and visitor protocols.

At our November meeting, Family Council members discussed preliminary recommendations made by the Patient Ombudsman in a Special Report on Long-Term Care released in October 2020 and recommendations made by the Ontario Long-Term Care COVID-19 Commission. Members also agreed to sponsor two Hillsdale Terraces residents for Christmas again this year.

Our next Family Council meeting will be held January 13, 2021 at 2 p.m. via Zoom. We encourage family members and friends to join us.



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## **Family Council continued**

### **Holiday wishes**

We wish all Hillsdale Terraces' residents, families and staff a Merry Christmas and best wishes for 2021. Stay safe and take care.

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## **Residents' Council**

### **Residents' Council meetings**

Residents' Council continues to meet via Zoom. The residents enjoy seeing their peers from other units, while chatting and sharing common concerns and suggestions. We will continue to do Zoom meetings until we can meet as a large group.

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## **Volunteer Corner**

### **Volunteers, we miss you!**

We truly miss our volunteers and look forward to the day they can visit and assist us in the home with programs and the tuck shop. For now, we will continue to do a travelling tuck shop to help residents get the items and toiletries they need. We will be sending our volunteers holiday cards to let them know we miss them and are thinking of them during the season.

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## **Recreation and Therapy**

### **Staff news**

Welcome Caitlin Jones, part-time Recreation Programmer, and Danielle Bauch, full-time Recreation Programmer, to the team. Congratulations to Verlynn Gaspard on her full-time position.

Congratulations Ana Makwana, Physiotherapist, on her healthy baby boy!

### **Resident Care Assistants (RCAs)**

This year, the RCAs have helped immensely with programs and one-on-one interactions with residents. They assisted with indoor and outdoor visits and, moving forward, they will assist with booking Zoom visits with residents and their loved ones.

### **Christmas events**

Recreation, Therapy and the RCAs are busy planning Christmas unit events for the residents. Although Christmas won't be the same this year, we are doing our best to work with the community to make it a special Christmas.



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## Nursing

### In this together!

Thank you to families, visitors and staff for your ongoing support during the pandemic. Your kind words, gestures of thanks through emails, letters, and phone calls have been greatly appreciated by all.

As we continue to work through the pandemic, let us continue to be patient, kind and compassionate to one another. We are all in this together!

### Nursing Department initiatives

The Nursing team has gone live with a new Infection Prevention and Control module in Point Click Care (PCC). PCC is our electronic health record documentation system. This will help to improve communication across the health care team for acute infections.

Our Registered Nurses are in the process of completing Public Health Ontario's Infection Prevention and Control certificates, ensuring the facilitation of evidence-based practices.

On November 30, Hillsdale Terraces went live with the revised admission/readmission order set, immunization order set and opioid overdose and Naloxone administration protocol. Kudos to registered staff for continuing to provide valued input and feedback to improve the tools they utilize in their practice.

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## Environmental Services

### Snow removal and salting

As winter is upon us, please don't hesitate to contact the Environmental Services department should you see an area requiring snow removal or salting

### Parking

We are aware that parking is becoming difficult and as plowing will soon begin it may be even more difficult. We ask that staff not park in visitor or designated parking spaces.

### Building projects

- The outer main door will be replaced in December. This may cause a slight inconvenience when entering the building.
- We will be setting up a new screening station at the main doors to allow for better traffic flow.





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## Food Services

### Christmas celebrations

Navigating through the pandemic, we have faced many challenges that have helped us grow stronger and be more resilient. Unfortunately, Christmas celebrations will look quite different this year.

Unfortunately, due to COVID-19, our annual Christmas Open House and Resident and Guest Christmas Meals will be cancelled this year. However, we will be working with Recreation staff to ensure that unit Christmas parties are enhanced with finger foods and treats.

The Christmas Day and New Year's Day main meals will be served at lunch time as requested by residents.

### Theme meals

The University of Western Ontario students developed several theme meals based on resident and staff input for 2021 and will be sharing them with the sister homes. Thank you to all who assisted the students to develop the menus.

We appreciate your feedback and support throughout the year, enabling us to make changes to enhance our food and dining services.

### Menus

In October, the menus were changed to adjust for fall and winter. Changes were made to salads and salad plate items. This change allowed the Food Services department to provide more fall produce on the menus until the winter/spring menus start in February. We will advise you in January of the winter/spring menu start date and will leave copies of the menus on each unit.

### Thank you

On behalf of all members of the Food Services department, we thank you for the opportunity to serve you, and we extend our warm wishes for a healthy, joy-filled holiday season.



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## Administration

As we bid farewell to 2020, we realize what a difficult and stressful year this has been for everyone. The resiliency of staff, family members and residents has been remarkable. Even in these difficult days, we continued to see smiles and hear laughter throughout the home. A strong feeling of family and solidarity has emerged. We are Durham Strong.

Allan Latter, Assistant Administrator, has recently started a six-month secondment to focus on a scheduling and payroll project. We wish Allan the best of luck on his project. In the interim, we have hired Catherine Pazzano as Acting Assistant Administrator. Catherine is currently a long-standing Regional employee and is a department head at Hillsdale Estates. She will be joining our team in January.

Rose Garden will be getting a small facelift—wraps will be installed on each room door. These wraps are individualized and are reminiscent of home front doors. We hope this will help set the tone of a home environment and will help the cognitively impaired residents with wayfinding to their rooms. We hope to do additional improvements to this home area in the future that will embrace the philosophy of resident-centered care.

While we expect Christmas to look very different this year, our goal is to make it as enjoyable for the residents as possible. We will not be holding any large Christmas gatherings and parties this year; however, our Recreation team is planning small, unit-based activities that can be done with social distancing guidelines. Should you wish to acknowledge staff during the holiday season, please note that we cannot accept food or beverage items. A card goes a long way. I would like to take this opportunity to extend my sincere thanks and appreciation for the support, dedication and commitment of our staff, volunteers, families, residents, the home Leadership Team, Regional Council, and our many community partners! Together, we make Hillsdale Terraces a great place!

~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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