



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 3, September 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



I hope everyone has been able to enjoy the beautiful weather over the summer. It was pleasant to see some kind of normal return in the homes, with residents and their families enjoying the outdoor spaces and activities.

We are now in a seventh wave of COVID, with infections increasing in the community and in our homes; new cases are identified daily. All screening and surveillance protocols currently remain in place in all four of our long-term care homes. On July 15, Associate Deputy Minister Erin Hannah released a memo on [Itchomes.net](https://www.itshomes.net) outlining a pandemic response update, which included information related to the expansion of eligibility for fourth doses of the COVID-19 vaccine for individuals 18 to 59 years of age.

The management of this pandemic has required numerous rounds of resident isolation, restrictions on visiting, and the curtailing of social activities. To strengthen our sense of community, we are finding creative ways to re-engage with residents, family members and staff. I encourage you to get involved to the extent that you are able. Attending Resident Council and Family Council meetings is a good way to stay connected and if you or anyone you know is interested in volunteering, the Coordinator of Recreation and Therapy in each home has information about getting involved. As well, if you are a new resident, family member, staff member or volunteer, we welcome your questions, concerns, and suggestions— please speak to any member of the management team.

Please continue to be vigilant about safety and positive about the difference you can make. I hope you enjoy this edition of the newsletter.

~John Rankin, Acting 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

Long-Term Care and Services for Seniors will go through Accreditation from January 30 to February 3, 2023. Accreditation is a process to go over and review all our organizational practices 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, will identify action plans to meet those standards. Part of Accreditation is getting feedback from staff, residents and families. All feedback has been sent to Accreditation Canada. We will receive a report highlighting areas where we excel and areas where improvement is needed.

Every month, there will be a communication update on a topic related to operations or care.

This fall, we will administer the annual Resident and Family Satisfaction Survey. Residents who are capable will be given the survey and, if needed, will receive assistance to complete it. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the Resident and Family Satisfaction Survey this fall.

New Regulation Update

In April, the Fixing Long-Term Care Act, 2021 (FLTCA) was enacted to 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.

Since July, updates have been made to the Region’s Long-Term Care Home website ([FLTCA](#)) to provide more information on new requirements of the Act.

In each upcoming newsletter, we will summarize a few of the main areas of change.

Below is a summary of changes to:

- the Infection Prevention and Control program
- Emergency Management
- Screening and Declarations



Quality continued

New Regulation Update continued

Infection Prevention and Control program

The Fixing Long-Term Care Act and Regulation have built on the requirements of the past Long-Term Care Homes Act and added new requirements, including:

- Dedicated Infection Prevention and Control (IPAC) lead for each home
- Additional training, education, and certification for IPAC leads
- IPAC practitioner duties include:
 - Conducting audits of specific activities performed by staff in the home (e.g., Hand hygiene, donning and doffing of Personal Protective Equipment)
 - Reviewing infectious disease surveillance results
 - Ensuring a system for tracking and evaluation of the Infection, Prevention and Control program
 - Regular consultation with interprofessional team
 - Training staff, volunteers, families and other stakeholders on Infection Control topics
 - Leading outbreak management and preparedness
 - Ensuring there are evidence-based policies to support practices
 - Reviewing Personal Protective Equipment stewardship plan in the home
 - Identification of staff roles, responsibilities and accountabilities related to the delivery of an IPAC program that are clearly defined and communicated regularly to all staff

Screening and Declarations – Implementation date: May 11, 2022

The new regulation has introduced enhanced screening requirements for staff, volunteers and members of its governing structure that include restrictions on hiring staff and accepting volunteers based on offences against vulnerable individuals and acts of professional misconduct by a regulated professional.

Requirements also include all staff and volunteers sign a declaration indicating they have not been charged with any offenses listed in the regulation or charged with professional misconduct.



Quality continued

New Regulation Update continued

Emergency Management – Implementation date: July 11, 2022

There are new requirements for emergency management for long-term care homes, including:

- Ensuring consultation with all stakeholders
- Hazard identification and risk assessment
- Guidelines for sharing and posting plans
- Ensuring access to reliable communication equipment for obtaining emergency assistance
- Plans for food, fluid and drug provision for emergencies that interrupt normal operations
- Plan for resources, supplies and Personal Protective Equipment
- A process for review and evaluation when emergency plans are enacted
- All emergency plans must be posted within the home, available to all residents and families, and posted to the organization website
- The addition of new emergency plans for Loss of Essential Services, Gas Leaks, Pandemic, and Heat Related Prevention and Management



In our next newsletter, we will review the updated requirements for:

- Quality Management Program
- Palliative Care and End of Life Program
- Compliance and Enforcement



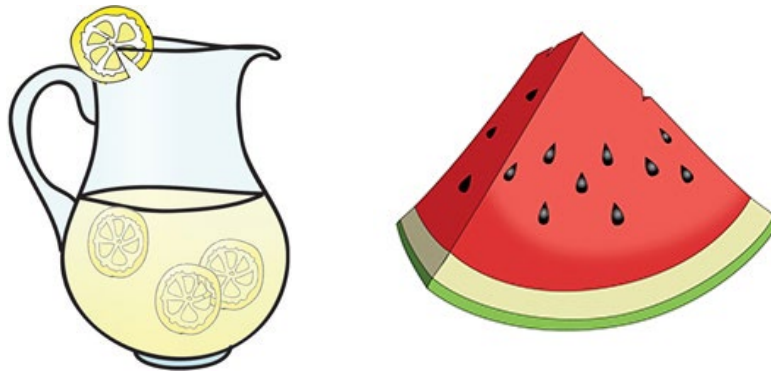
Hillsdale Terraces News

Family Council

Garden Party

We hope residents and families had a wonderful summer and participated in the many events held at Hillsdale Terraces. One of the most popular events was the annual Garden Party in the Serenity Garden on August 10. Residents enjoyed light refreshments and were entertained by fan favourite Joyce Squires, resident pianist Marina De Silva and a poetry reading by resident Lily Young.

Family Council would like to thank Tanis Head and her Recreation team, and Catherine Pazzano and her Food Services team for making this year's Garden Party another resounding success.



Family Council meetings

Welcome Angel Cheung, Infection Control Practitioner

At the June Family Council meeting, members met Angel Cheung, the new Infection Prevention and Control Practitioner at Hillsdale Terraces. Angel previously worked at Public Health, which gave her valuable experience preparing for her role as an Infection Control Practitioner in long-term care. Welcome to Hillsdale Terraces, Angel!

In April 2022, the Ministry of Long-Term Care released Infection Prevention and Control (IPAC) Standards for long-term care homes. As a requirement of this standard, long-term care homes are required to involve Residents' and Family Councils in the coordination and implementation of the IPAC program. We look forward to meeting with Angel at our future meetings to provide feedback on the impact that IPAC measures have on residents, families and caregivers.

Next Family Council meeting

Our next Family Council meeting will be held on Wednesday, September 14 at 2 p.m. Firdaus Daud, Physiotherapist will be our guest speaker, and will provide an overview of physiotherapy services at Hillsdale Terraces and answer questions from families. Resident families and friends are welcome to attend.

Residents' Council

Residents' Council meetings

Residents' Council took a break from formally meeting in the summer months and will resume meeting in September. Residents' Council meets on the second Wednesday of each month.

Agenda items for the September meeting include the Resident/Family Satisfaction Survey roll-out in October and the Divisional Accreditation survey that will take place in January 2023.

Volunteer Corner

Welcome back!

We have had the pleasure of having volunteers back in the home helping with programs, outings and spending one-on-one time with residents. We continue to actively recruit new volunteers; if you know any students who need their mandatory school hours, please contact the Volunteer Department for further information.

We welcomed back drumming circles, the Oshawa Library, therapy pet visits, and music programming with Ian. It has been a true pleasure initiating these programs once again.

Recreation and Therapy

Events

Although the past couple of years created challenges for our departments, we managed to detour around them to provide creative programs for the residents—as they say in Hollywood, “the show must go on!”

The summer weather was very kind to us this year and we were able to plan celebrations and musical events outside. We enjoyed an outdoor car show with vendors and live music, and many songs were sung under the summer skies with our entertainers. Residents enjoyed themed meals and barbeques.

Axe throwing contest

We had an axe throwing competition in July with our friendly neighbors from Hillsdale Estates. Due to the heat, we decided to stay indoors and do it separately and keep score. There were healthy, competitive vibes between the residents, and all had fun.

- Each resident received three shots.
- Each resident cheered for their peers.
- Each resident was competitive.
- Each resident laughed.



Recreation and Therapy continued

Events continued

Axe throwing contest continued

We took our scores, added them up and divided the total by the number of participants to get the average best score. We don't like to brag, but we won! You can see the trophy proudly displayed at the reception area. Next month, we will challenge our friendly neighbors to a new game.



Virtual Bingo

We will continue to schedule virtual Bingo with Hillsdale Estates where the jackpot builds. Residents and staff are filled with anticipation and excitement for the final Bingo!

Welcome

Please welcome Nicole Jones to the Therapy Department. Nicole will be joining us at the end of September as an Adjuvant.

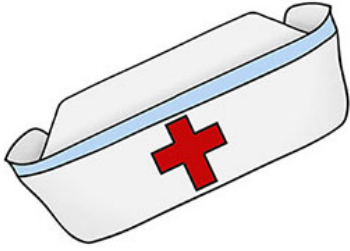
Inclusive Communities Grant



Hillsdale Terraces has partnered with the Diversity, Equity and Inclusion Division (DEI) to receive an Inclusive Communities Grant. We will be receiving seven tech packages that will include iPads, wireless keyboards, wireless headsets with microphones, screen protectors, safety cases and carrying bags. We are excited to be offered this opportunity and work with DEI on this grant to provide evaluations of the tools and increase communication with the community.

Nursing

Nursing students



We continue to work with our local colleges and universities to provide opportunities for Personal Support Worker (PSW), Registered Practical Nurse (RPN) and Registered Nurse (RN) students to complete their clinical placements. Clinical placements give students valuable work experience in long-term care, while the homes benefit by expanding our workforce. Thank you to our staff for welcoming the students to the home and being preceptors/mentors.

COVID-19 vaccinations

Currently, vaccines continue to be our best defense against COVID-19. At the Terraces, we continue to administer COVID-19 vaccines to residents who are eligible.

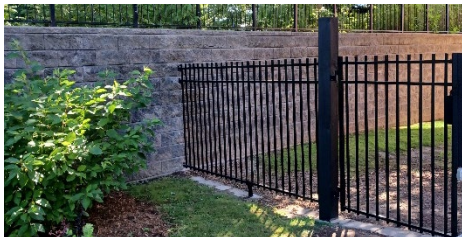
The Ontario government is currently encouraging all individuals to stay up-to-date on all COVID-19 vaccinations. Up-to-date means a person who has received all recommended COVID-19 vaccine doses, including any booster dose(s) when eligible. On July 14, the Ontario government expanded eligibility for a fourth dose (second booster dose to the primary series) to individuals 18 years of age or older. Research has emerging evidence that the vaccine is effective against infection, provides better protection against severe illness and potential hospitalization from COVID-19.

Environmental Services

Outdoor improvements

We worked very hard during the spring/summer months to complete the following upgrades/improvements to our outdoor spaces. We hope you enjoy!

- Expanded Vineyard View patio area
- Beautiful new gate going into the Serenity Garden
- Re-lining of the parking lot
- New patio furniture and umbrellas
- Improvements to the gardens and foliage



Resident clothing

Please remember to have all clothing items brought to a nursing station to be documented and labelled.

Food Services

Homemade/scratch cooking updates



We are very excited to share some amazing news from the Food Services Department. One of our goals for 2022 is to increase the number of homemade foods featured on the resident menus. At this time, all soups are being made from scratch and we are increasing the number of homemade entrees on our menu in the coming months. To support these enhancements, we have hired more cooking staff and purchased some additional equipment for the main kitchen to improve our resources in making homemade cooking more attainable for our Food Services Team.

Food Services staff updates

Please join us in welcoming a new staff member who has recently joined the Food Services Team, Rebecca Mikkelsen. Rebecca is our new full-time Assistant Chef. She has a culinary background and recently transferred here from Lakeview Manor. Rebecca brings a passion for creating delicious food for residents to enjoy.

Food service technology

We are currently preparing for the next phase of the food service (FS) technology expansion. In November of this year, we will be expanding the use of our FS software system to tableside and snack cart service, which will allow staff to have easy access to resident diet and nutrition information directly from a tablet. This tableside service will also allow residents to order their meals right from the screen and have their personal menu available to them. We will be training staff and will provide further communication closer to the November launch.

Fall/winter menu

The fall/winter menu for Hillsdale Terraces residents will begin on October 24, with an emphasis on more homemade menu items and a fall/winter theme. If any residents, family members or staff have recipes they would like to bring to the Food Services team, we are always looking for new recipe ideas! As well, if you have any requests for menu adjustments/additions, please feel free to speak with a member of the Food Services team and we will review them for possible additions to the menus.

Supply chain disruption

Unfortunately, like many other sectors, the food service sector has been experiencing unprecedented supply chain disruptions in recent months. This has meant we have sometimes had to provide substitutions for resident menu choices. A wide range of food items have been affected, including nutritional supplements. Despite these challenges, we have continued to provide suitable substitutes and choices for Hillsdale Terraces' residents.

Administration

It is hard to believe that summer is over already. I hope that everyone had a chance to have a wonderful summer and relax and rejuvenate.

Our team has been very busy this last quarter working on continuing improvements to our outdoor spaces, increasing the number of homemade scratch cooking items on our menu and enjoying residents' special events, such as our garden party, axe throwing contest and barbeques. We also implemented a new emergency medication system in the home.

One of our largest initiatives was the implementation of Point of Care (POC) electronic documentation for our Personal Support Workers (PSWs). You may see the PSWs working and carrying a brightly coloured iPad documenting the care they provide throughout the day. This computerized software allows the PSWs to see all the tasks that



are required for each resident, view individual care plans, and it also has a communication component to share information back-and-forth with the registered staff. This system also allows managers to see care task progression throughout the day and run reports in real time to respond to any concerns. This has been a project more than two years in the making and we are very happy that POC finally rolled out here at the Terraces on June 21. Shown above from left to right are, Megan Lee, RPN and Shirley Connelly, RPN POC trainers and Joanne Iacono, Administrator, POC project lead, celebrating the POC roll-out by offering delicious cake to all staff.

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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