



Long-Term Care & Services for Seniors Division

Hillside Terraces Newsletter

Issue 3, September 2023

Supported by
Ontario
HOME AND COMMUNITY CARE
SUPPORT SERVICES
Central East

Mission

Strong People...Caring Communities...Our Future!

Vision

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

We Value

Individuality, Collaboration, Accountability, Respect, Excellence

LTC and Services for Seniors Division news



Director's message



I hope you have enjoyed our lovely summer and look forward, as I do, to the cooler days and the beautiful fall colours ahead.

With fall comes the start of our "Let's Get Flu-less" campaign. More information will come over the next couple of months on the availability of resident influenza vaccinations. Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to complete the survey and to provide your comments on our areas of strength, as well as opportunities for improvement.

I am excited to share that our Long-Term Care Division will be undertaking a multi-year project to develop and implement an emotional model of care for our homes to improve the quality of care. This new multi-dimensional model of care will:

- build stronger relationships with residents, families, staff, volunteers and community partners.
- improve residents' quality of care and resident clinical outcomes.
- improve residents' and family satisfaction.
- increase staff satisfaction by engaging, empowering and promoting staff autonomy.
- create a home-like environment for residents and a positive work environment for staff.

We will be reaching out to you for your thoughts and ideas, and will provide regular updates as we progress through this important work.

To our new residents, care partners and staff, I hope you have felt welcomed into the home and have met some new friends. If you have any questions, comments or concerns, don't hesitate to reach out to any member of the leadership team. Please 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



Quality Improvement Plan (QIP)

Each home has developed their annual Quality Improvement Plan (QIP), which was submitted to Ontario Health. The QIP includes accomplishments from last year and improvement topics for this year, and can be found on the Regional website under each home: durham.ca/ltchomes.

Annual Resident and Family Survey



In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and families provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete, if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. More details on the Resident and Family Satisfaction Survey will be shared soon.

Infection Prevention and Control



Sun safety



Hopefully everyone has enjoyed the summer months! It is a wonderful time to get outside and enjoy the sunshine. Please remember to stay hydrated and wear sunblock when outdoors. If you begin to experience signs of dehydration (extreme thirst) or heat exhaustion (dizzy, overheating, concentrated urine, nausea), move to a cool dark area and drink plenty of fluids. If you continue to experience worsening of symptoms, seek medical attention.

Summer infection control updates

This past summer, we have gone through various changes related to infection control. On June 28, masks were no longer required in and around the home unless in the series of precautions:

- A resident is in isolation.
- Staff members are being followed by Return to Work and required to wear a mask while at the long-term care home before clearance.
- Following a point-of-care risk assessment.
- Resident Home Area and/or home is in an outbreak.

In addition, although the home is no longer rapid testing staff, rapid tests are available in the main lobby for personal use. If you require assistance with testing, please speak with Infection Prevention and Control (IPAC) in the home.





Infection Prevention and Control continued



Fall infection control updates

With the end of summer quickly approaching, we are preparing for the winter months ahead regarding infection control. The yearly flu campaign clinic will take place for both residents and staff. Additional details regarding this will be provided in the fall. Staying up to date with your COVID-19 vaccine continues to be the best layer of protection! Additional COVID-19 vaccines are recommended every six months for eligible residents in long-term care. A fall booster campaign is also in the works and will be available to residents and staff if interested. Please speak with IPAC in the home to sign up for a dose. IPAC Week is celebrated in the fall and opportunities for additional staff education will be provided.



Hand hygiene road show

A hand hygiene education roadshow will occur in September. Staff from each department can participate in a hand hygiene activity.

Fairview Lodge has been fortunate to have a Master of Public Health Student, Areej Obaid, completing a practicum on-site this summer. She has been instrumental in increasing the amount of hand hygiene audits, establishing auditing protocols for environmental cleaning and tailoring educational material to suit needs identified by the audits.



IPAC reminders

- If you are sick, please stay home.
- Ensure to perform your four moments of hand hygiene – including when providing meals, snack cart, medications and activity programs. Proper hand hygiene techniques can eliminate 80 per cent of infections.
- Ensure that all resident shower/tub room personal items are labelled. Residents should not be sharing these items.

Thank you for everything you do to keep the homes safe!

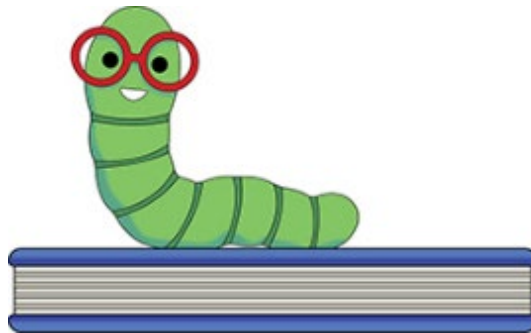
Nursing

Education and training



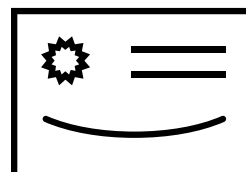
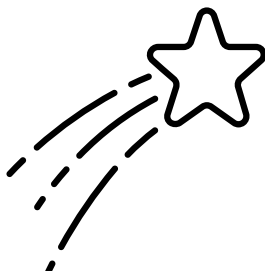
The nursing and training departments have been busy developing and delivering education and training to staff based on the learning needs assessment from last year. The following are some training opportunities that have taken place over the past couple of months.

- Three staff have received their Gentle Persuasive Approaches (GPA) coach certification.
- GPA training has been provided for staff at Hillsdale Terraces and Lakeview Manor, with sessions planned for Fairview Lodge and Hillsdale Estates this fall.
- The Clinical Leads and Managers of Nursing Practice attended quality improvement training.
- The Palliative Clinical Leads attended the LEAP Palliative Education and Falls certification training, which is now in progress for the Falls Clinical Leads.
- Wound care education has been planned for the homes with the rollout of the updated skin/wound policy, and the division has purchased a real-life wound care model for staff to practice and update their wound care skills. The wound care model will be making its rounds in the homes in the coming months. We hope you will have fun practicing and polishing your wound care skills!



Student placements

We are continuing student placements in all four homes and have started using the HSPnet system to streamline and improve student placements. We are always looking for staff to preceptor and mentor students, and we are planning a Preceptor Appreciation Week between October 23 to 27 in the four homes. Stay tuned for more info!



Hillsdale Terraces news

Family Council

Family Council meetings

At our last Family Council meeting before summer break, we enjoyed two presentations. Deanna Barker, Registered Nurse (RN), TENA representative, and Ewa Wolanin, Registered Practical Nurse (RPN), Hillsdale Terraces Wound, Skin and Continence Clinical Lead, presented information about the new TENA incontinence products that were implemented at all four Regional long-term care homes on May 1, 2023. Ewa gave families an overview of her role, which oversees the skin, wound and continence programs on each home unit. She provided a list of home unit "Continence Champions" for families to contact if they have specific questions regarding the TENA products.

Susan Locke, Manager of Quality, Risk and Community Supports, spoke to families about the requirement for all long-term care homes in Ontario to submit a Quality Improvement Plan (QIP) to Ontario Health annually. She outlined what this report must include, how long-term care homes determine their priorities, and how they monitor, evaluate and adjust their goals, reflecting their approach to continuous quality improvement. The 2023 to 2024 Quality Improvement Plan for Hillsdale Terraces is posted on the Durham Region website under Fixing Long-Term Care.

We look forward to resuming our meetings on September 13, 2023, and encourage families to join us. You will learn about programs and services at the home and in the community to benefit your loved one. Networking with other families is a great way to access caregiver support and guidance, based on their lived experience in the home.



Family Council Week

Many thanks to the families and staff who helped us celebrate Family Council Week by viewing our display of photos and information showcasing Family Council. Special thanks to our members who donated the four raffle baskets, our ticket sellers and the staff and families who supported the raffle. Congratulations to our winners: Nora Jutkiewicz (lemonade basket), Andrew Thomas (garden basket), Karen OneGate (relaxation basket) and Vicky Wood (charcuterie basket). The \$1,031 raised will be used to support Recreation and Therapy programs, staff recognition and our Adopt-A-Resident program at Christmas.

Garden Party



On August 9, 2023, residents and families enjoyed our annual Garden Party in the Serenity Garden. This year's theme celebrated lemons, with residents enjoying light refreshments, including lemonade and lemon squares. Resident Marina De Silva entertained us on the piano, and the ever-popular Joyce Squires gave a great performance with many residents and families singing along. Special thanks to Tanis Head and her Recreation team, and Catherine Pazzano and her Food Services team for making this year's garden party a memorable day.

Residents' Council

Residents' Council took a well-deserved break in July and August and will be reconvening on September 6 at 1:30 p.m. in the Auditorium. If you would like the opportunity to make improvements to our programs and services, join us! New members are always welcome.

Volunteer Corner

Hillsdale Terraces is always welcoming new volunteers! Come out and help to make a difference!

Tuck Shop

After a long three years, we are happy to announce that the Tuck Shop finally re-opened on Mondays and Wednesdays in June. We are looking for new Volunteers to help assist with running the Tuck Shop to open more frequently. If you know of anyone who may be interested, please direct them to Volunteer Services.

Volunteer Fair



Hillsdale Terraces and Hillsdale Estates have teamed up to join the Durham Region Volunteer Fair being held on September 21 from 10 a.m. to 2 p.m. at the Delpark Homes Centre, 1661 Harmony Road North, Oshawa. The purpose of the Volunteer Fair is to highlight the various volunteer opportunities offered by a diverse group of non-profit organizations, community groups and service providers in Durham Region. Please spread the word and come out and visit!

Recreation and Therapy

Summer is a very precious time, and we planned a lot of outdoor programs to enjoy the short season. Fun events this past summer included:

- Barbeques
- Christmas in July
- Caribana steel drum music
- Outdoor socials and games
- Theme days
- Indoor farmer's market
- Lemon-themed garden party with the help of Family Council
- National Butter Popcorn Day
- Outings and so much more



In September, we will be planning a celebration for Grandparents' Day.

Grandparents
Day 



Recreation and Therapy continued

Technology

Budii

Residents Council recently purchased an interactive, motion-activated projection system called a Budii. This computer system allows residents to engage in games that actively explore worlds within their reach through cognitive, physical, emotional and socially rewarding programs.

SMART boards

The home also received two more SMART boards for resident program enhancement. The boards will assist with group activities, music, digital games, writing boards and YouTube how-to/instructional videos, such as paint classes, movies and dance parties.

Nursing

Drop-in peer support groups for caregivers

In May, the Hillsdale Terraces' Social Work department launched in-person, monthly drop-in peer support groups for caregivers.

Peer support groups can help caregivers build connections and community; discuss physical, mental, emotional, social, and spiritual health and well-being; enhance coping skills and self-care strategies; and foster hope and empowerment.

Peer Support Group drop-ins are scheduled on the third Tuesday of each month in the third-floor boardroom:

- 1 p.m. for caregivers who are spouses and partners.
- 2:30 p.m. for caregivers who are adult children, parents, siblings, other family members and friends.



For more information, please contact Natalie McGovern-Martin, Social Worker, Hillsdale Terraces at 905-579-3313 ext. 5056 or email Natalie.McGovern-Martin@durham.ca.

Preceptorship program

We are commencing a preceptorship program for RNs, RPNs and Personal Support Workers (PSW) at Hillsdale Terraces.

Preceptors play a vital role in addressing the chronic staff shortage in the Long-Term Care sector by helping to prepare aspiring PSWs and nurses to fulfill the demand for quality healthcare.

Nursing summer students

We say goodbye to our summer students who worked with us from May to Labour Day. They provided some relief for our permanent full-time and part-time PSWs to have vacation time during the summer months.

Nursing continued

Continence products

We have successfully switched over our continence product to TENA. We have PSW Continence Champions on each unit to assist with any questions or concerns that residents, families and staff may have.

Supplies are available in each resident's lavatory (except for on Rose Garden) for all residents who require a continence product.

Thank you to residents, families, staff and our Clinical Lead, Ewa Wolanin, RPN, for working together to ensure a smooth transition.

Continuing work by the Nursing Team

- Building knowledge of Registered staff to ensure they are working to their full scope of practice. This will help to better meet the increasing complexity needs of our existing residents and community.
- Leveraging technology for medication safety practices.



Environmental Services

Parking

While we continue to work on solutions to our parking issues, we would like to remind visitors and staff that parking illegally is not acceptable. Vehicles parked illegally are subject to ticketing by the City of Oshawa.

Code Green exercise

The Terraces participated in a code green (evacuation) exercise in June with the Emergency Social Services Department. This exercise is mandated to be practiced every three years.

Thank you to all staff, residents and visitors who participated. The exercise was a great success.

Resident clothing

A reminder to those bringing in new clothing for residents, please ensure the proper documentation is completed to have the items labeled, as there are different colored labels for items that are laundered off premise. Please note on the form what items will be laundered off premise.



Environmental Services continued

The Terraces goose



In August, you may have noticed our goose friend hanging around the entrance to the Terraces. With some help from The Toronto Wildlife Centre (TWC), we were able to determine that the goose had a wing injury. TWC arrived on August 14 and safely captured the goose; they will be rehabilitating it at their facility.

TWC was instrumental in helping us at the beginning of 2020 by capturing and rehabilitating a coyote. They reiterated to us what a wonderful success story that was getting the coyote back into the wild.

As a reminder, Hillsdale Terraces and Hillsdale Estates are home to many beautiful wild creatures, please discourage anyone, including residents, from feeding or interacting closely with them.

We will provide an update on the goose if one becomes available.

Food Services

Food Services staff updates

Please join us in wishing our summer students well as they return to their studies this fall.

Food Services is pleased to welcome Millicent (Milly) Laing to the role of part-time Assistant Chef. Millicent is an experienced professional chef with a passion for preparing delicious meals and is looking forward to meeting Hillsdale Terraces residents.

Fall/winter menu

The fall/winter menu for Hillsdale Terraces residents will begin on October 16, with an emphasis on homemade menu items and cozy comfort foods for the cooler weather. 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! 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.



Guest meals and room bookings

Should visitors wish to dine with a resident, guest meal tickets are available for purchase at Reception during normal business hours.

For those wishing to book a space for an indoor gathering with a resident and guests, family dining rooms, activity rooms and our auditorium can be reserved based on availability. Please contact Reception during normal business hours to make arrangements.

Administration

It's hard to believe that the summer is over already. I hope that everyone had a wonderful summer full of relaxation and rejuvenation.

The Serenity Garden

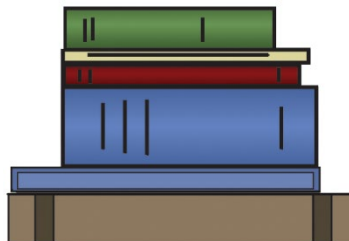


Looking for something to do while visiting with your loved one? Did you know that there is a beautiful garden located off Garden Gate? The Serenity Garden is a beautiful, peaceful place to meet with loved ones and friends. It is lovingly cared for by our Family Council Chair and volunteers.



Fun activities at Hillsdale Terraces

Looking for something active to do with your loved one? There is a billiards table available for resident and family use on Garden Gate and a shuffleboard table on Forest Hill. On the third floor, our library has a large variety of books and a computer gaming system for residents; this is a great place to sit and visit, and be able to look down into the lobby area.



Parking

With the recent increase of our staff complement, we do recognize that parking has become problematic. This is especially true around shift change from 2 to 3:30 p.m. We are looking at various options on how to expand our parking spaces. Please note that visitors can also park in the Hillsdale Estates visitor parking lot, which is located directly left of the driveway past the pond.

Administration continued

Relaxation of COVID-19 protocols

Family dining rooms

With the relaxation of COVID-19 protocols, we are happy to say that families can once again book the family dining rooms for meals and events. Additional details are in the Food Services update in this newsletter.

Mask-friendly home

With the mask mandate lifted, I would like to remind everyone that we continue to be a mask-friendly home. Masks are readily available when you enter the home if you choose to wear one. Please do not visit if you are feeling ill.

Vaccinations

We will soon be starting our resident and staff influenza vaccination and COVID booster campaigns, under the direction of Durham Public Health. More information to follow soon.

~Joanne Iacono, Administrator

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

durham.ca



www.twitter.com/regionofdurham



www.youtube.com/regionofdurham



www.facebook.com/regionofdurham

