



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 4, December 2022



Supported by

Ontario

Central East Local Health
Integration Network

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 you have enjoyed our beautiful, warm autumn. The fall colours seemed especially stunning this year.

We will soon mark an end to 2022 and look optimistically toward 2023. We are expecting the next several months to be challenging from an infection control standpoint, with several respiratory viruses circulating in the community. We continue to make resident and staff safety a priority while recognizing the importance of balancing safety with the overall well-being of residents. We will continue to monitor the situation and work closely with our partners in Public Health.

Over the past number of months, the leadership team has been reviewing the new Fixing Long-Term Care Act, 2021 and the Regulations to ensure we are in compliance. I want to thank the team for all their hard work and commitment. The team is also working hard to prepare our homes for accreditation by Accreditation Canada. This voluntary, on-site survey will take place in January and you can learn more about it in this newsletter. We look forward to sharing our successes and challenges with the peer surveyors.

It is getting close to the holiday season and the homes are busy planning activities to celebrate. On behalf of the Long-Term Care Division, the Social Services Department, and our Regional Council, I wish all residents, caregivers, staff, and volunteers the happiest of holidays and best wishes for a safe, happy and healthy New Year.

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 Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.

Quality

Annual Resident & Family Satisfaction Survey

Part of the requirements of our Quality Management Program is to regularly hear feedback from residents and families. This year, we are using 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.



We are currently conducting the survey with capable residents in the homes and mailing out to families. Please take time to review and complete the survey. Your feedback is important and helps us to understand the areas in which we excel and those which need attention. Survey results will be available in each home and to Residents and Family Councils in early January.

Accreditation

The Long-Term Care homes and Adult Day Programs will be doing an accreditation survey, conducted by Accreditation Canada, the week of January 30 – February 3, 2023. Accreditation is a method for our organization to review our processes related to care and services comparing them against national standards. Accreditation demonstrates our commitment to quality improvement and helps us to identify areas where improvements can be made. We are in the final weeks of preparation before accreditation and the accreditation schedule will be posted in the homes when available. We will also be booking stakeholder meetings with the surveyors in the upcoming weeks.

Quality Committees



Part of the Fixing Long Term Care Act, 2021 (FLTCA) outlines an extended membership for our home quality committees. The expanded membership includes senior leaders, all program leads, physician, pharmacist, dietitian, member of the registered nursing staff, a member of Personal Support Worker (PSW) staff, residents, and family councils. Homes are currently setting up a schedule and structure for these meetings in each home.

Adult Day Programs

Our Adult Day Programs (ADP) are open at Hillsdale Estates, Lakeview Manor and the Port Perry location at Lakeridge Health Port Perry. These day programs provide structured programs to clients with the goal of assisting clients to achieve and maintain their maximum level of functioning within the community. The Adult Day Programs are open weekdays to provide client care from 9 a.m. to 3 p.m. and offer support and information to caregivers. Further information can be found at durham.ca/ADP



Hillsdale Estates news

Family Council

Hillsdale Estates' Family Council is an autonomous, caregiver-led group where members can give and receive ongoing peer support; help form positive partnerships with the home to improve resident-centred care and caregiver supports; learn about the home's operations, policies and rules; bring concerns forward through a collective voice; and advocate on behalf of residents to help improve their quality of life.

Hillsdale Estates' Family Council always welcomes new members. If you are interested in learning more about Family Council or wish to join, please visit the Hillsdale Estates' Family Council website at HillsdaleEstatesFamilyCouncil.com or their Facebook page at facebook.com/2016HillsdaleEstatesFamilyCouncil/

Residents' Council

Celebrate Residents' Council

Residents' Council aims to empower residents living in long-term care homes to participate in the operations of their homes and to be involved in decisions that affect their lives. The Council is run for residents by residents.

On November 10, 2022, Residents' Council, in collaboration with the Food Services Department, hosted a steak luncheon for all residents. This year's menu included steak, baked potato, shrimp cocktail, corn and wine. During the November meeting, residents voted for the 2023 Residents' Council leadership team.

Volunteer Corner

Thinking of becoming a volunteer?

Volunteers play a large role in enriching the lives of others. The Regional Municipality of Durham's [four long-term care homes](#) and three Adult Day Programs are always looking for caring, compassionate and community-minded people to join our care teams.

- Are you 13 years of age or older?
- Are you community minded?
- Do you have time you are willing to share with others?
- Are you looking for something rewarding to fill your time?

Look no further, we would love to meet you!

Please complete your application online at durham.ca.

We are currently accepting applications for the following roles:

- Pet therapy
- Friendly visits
- Palliative care
- Pastoral care
- Mealtime Assistant
- Recreation Assistant
- Special Event Assistant
- Gift Shop Assistant
- Share a special skill (musical performer, gardening, craft projects)

If you have any suggestions, questions or concerns, please e-mail Cladell Rock at cladell.rock@durham.ca or call 905- 579-1777 ext. 6332.

Recreation and Therapy

Our Recreation and Therapy team is growing!

On September 13, we welcomed full-time occupational therapist Breanna Ling and physiotherapy assistant Nathan Bruce (student) to the Therapy team.

Both occupational therapists (Keelan and Breanna) will be available weekdays from 8 a.m. to 4 p.m. Nathan will be supporting residents on Mondays and Wednesdays from 7:30 a.m. to 3:30 p.m.

We are also pleased to welcome McKenzie Sullivan, recreation programmer, to the team. McKenzie's main home area will be Willow Way and we are absolutely thrilled to have him join us!

Thank you for your support of McKenzie, Breanna and Nathan as they settle in at our home!

Resident-centred programming

Thank you to resident Allan Passant and recreation programmer Ryan Batchelor for building this potting bench for our memory care area. Allan has always tinkered and, when we needed this bench built, we knew he was the one to help! Thank you, Allan, for lending us your expertise!



Electronic greetings

Family and friends can send electronic greetings to their loved ones in the home.

Go to the **Long-Term Care** page on the Region of Durham's website at durham.ca.

- Click "Greeting Cards"
- Fill out the resident information
- Select the type of greeting
- Send the message

Messages will be printed off and delivered to residents during weekdays. Senders should consider these greetings like electronic postcards; the contents of the greeting will not be private.

Special events in the auditorium

Special events are now being offered in the auditorium and require registration. Due to the infection control requirements of the pandemic, the auditorium only has capacity for 48 residents (approx. four per home area). Registration is being requested to assist the recreation programmers in ensuring that all residents have the opportunity to participate throughout the month. At times, guest participation may be restricted to make it possible for more residents to participate. If you are interested in participating in the auditorium events, please R.S.V.P. at least 72 hours in advance with the recreation programmer in your home area or by calling Alicia Sluggett at ext. 6337.

Kinsmen K-40

The Oshawa Kinsmen Club and their senior club, K40, have provided monthly entertainment and volunteer assistance to Hillsdale residents for more than 50 years. In 2018, Hillsdale recognized two of the original Kinsmen/K40 Hillsdale volunteers, Reg and Doreen Hicks, with certificates of appreciation for their 50 years of service. The Oshawa Kinsmen Club has disbanded and the K40 Club is in the process of disbanding.

The K40 club has decided to continue to provide monthly entertainment to Hillsdale residents until reserve funds run out. A plaque will be placed in both the Estates and the Terraces in recognition of Kinsmen/K40 volunteer service to Hillsdale residents.



Interested in recreational outings?

Follow these three steps to register for an outing offered on the monthly calendar:

1. Choose an outing you wish to participate in.
2. Call Alicia Sluggett at 905-579-1777 ext. 6337 (staff and family members can assist if needed).
3. Be sure to leave a message stating your name and the order of preference of the outings you wish to participate in. We will do our best to accommodate your first choice and all other requests will be placed on a waitlist. With limited outings being offered, we want to ensure that the sign-up process is as fair and equitable as possible.

Halloween fun at the Estates

Introducing our Infection Prevention and Control (IPAC) Practitioners:

Thing 1 – Ryan Poloz and **Thing 2** – Jackie Murray. What an amazing duo!



Group photo outside the main entrance of Hillsdale Estates. Includes members of the leadership team and recreation and therapy team members.



Thank you to everyone who participated in the Halloween festivities by dressing up in your

awesome costumes, entering the scarecrow competition and to those who participated in the staff spirit squad pumpkin carving contest.

Residents, staff, families and visitors were able to gaze the pumpkin field to see the creative pumpkin carvings contributed by staff. Winners of the contest are as follows:

1st Place: Cookie Monster

2nd Place: Dementia Butterflies

3rd Place: Sewn Shut



Remembrance Day Service

On November 9, a Remembrance Day service was held to honour our veterans. The service took place in our Auditorium and it was available virtually on television sets in residents' rooms.

Thank you to Oshawa Royal Canadian Legion Branch #43, Jay Franko for playing the piano, and Keith Jones for playing the bagpipes. And a special thank you to all our war veterans for what they did for our country and freedom.



Season's greetings

The warmth and love surrounding the holiday season is a joy to be savoured with family and friends. It is a time to give and share with one another. Wishing you the best this season has to offer.

The month of December will be filled with festive celebrations and holiday events for all to enjoy!

Nursing

Changes to the Nursing Leadership Team

Congratulations to Melissa Lombardi, who has moved into the new role of Assistant Director of Care. Melissa is well known at the Estates, as she previously worked as Resident Care Coordinator for the second floor.

We also congratulate Jeff Gardner, who is officially the Director of Care and is no longer in the role as Acting. We also congratulate Dawn Thomas, who is now permanent in the Nurse Practitioner role.

Environmental Services

Winter safety

Winter is a time to think about safety when walking indoors and outdoors. Please ensure you always wear winter footwear that grips on snowy, icy and wet surfaces.

Hillsdale Estates has mats at all entrance doors. We ask you to wipe off your shoes on these mats, so the floors remain dry and safe. If you see an unsafe condition inside or outside of the building, please give us a call at extension 6321 and we will attend to it immediately.

Gifts and labelling during the holiday season

The holiday season is a time when we all look forward to receiving gifts, including new clothes. Residents' clothes are very important to them and our laundry team at the Estates treat all clothes with tender loving care.

Please buy clothes for your loved ones that are machine washable, will not shrink or damage in hot water, and are colour-fast. All clothes need to be labelled immediately to prevent loss. Labelling forms are kept at all nursing stations. The form has three copies, with one copy of the filled-out form being given to the resident or family. All clothes are labelled by the laundry staff in the home and are done in the home area where you live. You are always welcome to watch the clothes being labelled.

If you believe your clothes or your relative's clothes are missing, please fill out a Missing Resident Belongings form immediately. These forms are kept at the nursing station as well. All Hillsdale Estates departments are informed about the missing article as soon as we receive the form, in order to co-ordinate the search throughout our home.

Giving Forest

The Recreation and Therapy department will be coordinating a collection of gifts for residents called the "Giving Forest." This initiative aims to assist residents during the Christmas season. The team will be setting up small trees with tags. Each tag contains a list of possible donation items for a particular resident. The objective is for every resident to have a present to open on Christmas morning. If you wish to donate, please bring items **unwrapped**, as our recreation team will ensure items are labelled and assist in wrapping. If you require more information, please contact Alicia Sluggett, Recreation and Therapy Coordinator, at extension 6337.

Food Services

Greetings to Hillsdale Residents and their families and friends from the Food Services department! We wish you joy and contentment for the holidays and the coming year.

The Food Services team is looking forward to providing delicious meals and refreshments throughout the holiday season at the various events planned, as well as special meals for Christmas and New Year's Day.



Fall/Winter menu

On October 24, the Food Services team launched the Fall/Winter menu! There are a number of homemade items on the menu, along with many new items such as jerk chicken, pork roast, sweet potato soup, chicken souvlaki, butter rum cake and caramel apple slices. In addition, some new snack items are banana loaf and banana chocolate chip muffins.

In September, members of Residents' Council voted to keep the mealtimes as is. Mealtimes are as follows:

Breakfast at 8 a.m.; lunch at 12 noon; and dinner at 5 p.m.
Snacks are at 10 a.m., 2 p.m. and 7 p.m.



Administration

Business Office

The Business Office will be closed on December 23 at noon, and all-day on December 26 and 27 to observe the Christmas statutory holidays. Resident banking will be available on December 29.

For New Year's, the Business Office will close at noon on December 30 and will be closed all day on January 2.

Holiday safety tips

Happy holidays! To ensure everyone has a safe, enjoyable and pleasant holiday season, please remember the following safety items:

- No candles, matches or lighters in resident rooms.
- All electrical items, such as decorative lights and ornaments, must be inspected and approved by our Environmental Services department.
- No extension cords; approved power bars must be used.
- Food safety:
 - Perishable foods are discouraged, as they pose a potential risk of contamination (e.g., meat or cheese). No one wants food-borne illness or pest problems!
 - Non-perishable food items must be kept in sealed, airtight containers (e.g., chocolates, candies, cookies, etc.).
 - All food and drink items brought into the home for the resident's own consumption must be labelled to include the name of the resident, food item and date brought into the home.
 - **The responsibility of family and friends bringing food into the home for a resident are:**
 - Label items and ensure it is stored safely in a suitable container.
 - Responsibility for the safety of the food. The home does not assume responsibility for foods brought in from outside the home.
 - Family and friends are to ensure that any perishable food brought in is consumed within 72 hours.
 - Family and friends are responsible for being aware of any foods that are unsuitable for the resident's therapeutic diet or texture requirements.

Thank you for your co-operation and all the best to you for a safe, healthy and happy holiday season!

A message from the Administrator

This year has given us many opportunities to grow as a leadership team. We have welcomed new members, said goodbye to some, juggled our duties and responsibilities while navigating through the pandemic. One thing that has never changed and remains our steadfast priority is ensuring that you are safe, protected and your needs are met. As we draw near to closing off 2022, we look forward to a new year filled with new challenges and opportunities to grow as a leadership team and to serve you.

With the end of the year quickly approaching, we would like to take the time to reflect on all the wonderful things and hard work that our staff have put in throughout the year. The teamwork and adaptability to handle these unprecedented times have not gone unnoticed and are fully appreciated by the leadership team.

We would also like to thank all families and visitors for your ongoing support. Your kind words and gestures of thanks through emails, letters and phone calls have been greatly appreciated by all. As we continue to work through this, let us continue to be patient, kind and compassionate to one another.

I hope you all find time to spend with family and friends, including the family here at the Estates. It's such a great time to reflect and be thankful for all we have.

Wishing you a holiday season that is filled with plenty of warmth, love, cheer and happiness.

~Gina Peragine, Administrator, Hillsdale Estates



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

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