



# Long-Term Care & Services for Seniors Division

## Hillsdale Estates Newsletter

### Issue 4, December 2023

Supported by  
**Ontario**  
HOME AND COMMUNITY CARE  
SUPPORT SERVICES  
Central East

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#### **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

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## **LTC and Services for Seniors Division news**

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#### **Director's message**



Welcome to winter!

As the colder weather approaches, we tend to spend more time indoors and viruses thrive. In our community, we are experiencing an upsurge of respiratory infections. Last month, the Ministry of Long-Term Care reinstated the mask mandate for all staff in resident areas and strongly encourages visitors to wear masks as well. While I realize this is inconvenient for everyone, it is necessary. It is important to protect yourself by staying up-to-date with your vaccinations, keeping to yourself when ill, using appropriate personal protective equipment and washing your hands.

As the year ends, I want to recognize that we cannot be successful without the hard work of our dedicated employees every day in all our homes. It is important to us to see our residents experience quality of life and quality of care. If you have any concerns, questions or suggestions, please reach out to any member of the leadership team.

For those who celebrate, Merry Christmas, Happy Hannukah and Happy Kwanzaa. We have many events planned to help make this month a special one. I hope you have a wonderful holiday season, and a safe and happy New Year!

~ 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, 905-579-1777 ext. 6314**

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## Quality

### Annual Resident/Family Satisfaction Survey

Part 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.

Surveys have been sent to families and we have just finished administering the surveys to capable residents. A survey report will be available in each home and to Residents' and Family Councils in December. Results from the survey will help us to determine priorities for improvement.



### Accreditation

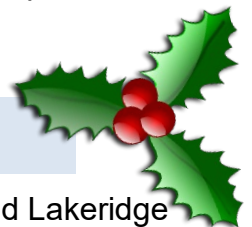
The Long-Term Care homes and Adult Day Programs are beginning work on the next Accreditation. Accreditation is a review of our processes related to care and services and compares them against national standards. This helps us to identify areas where improvements can be made. Accreditation demonstrates our commitment to quality improvement. We are enrolled in a new program through Accreditation Canada. In this program, we must complete outlined milestones before we can move on to the next phase. We are currently doing a self-assessment of our processes/practices to identify gaps and develop a Quality Improvement Action Plan. We look forward to involving staff, residents and families in this process.

### Program evaluation

This is the time of year where all the programs are evaluated to ensure we are meeting identified goals. The evaluation of programs is another way for homes to determine priorities for improvement for the next year.

### Adult Day Programs

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



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## Infection Prevention and Control



### Flu season

Flu season is here! Over the last few months, the homes have completed resident and staff immunizations for the flu and COVID-19. If you have missed the vaccine clinics, speak with your home Infection Prevention and Control (IPAC) for information about immunizations. Immunizations are our best defense and protection against a variety of viruses. Thank you to all who participated!

### Hand hygiene focus

This season, we are focused on increasing hand hygiene in the homes. Staff will complete hand hygiene based on the five moments of care and when donning/doffing a medical or respiratory mask. All residents are to have their hands cleaned either with soap/water, alcohol-based hand rub, or sanitizing hand wipes prior to meals and snacks. Hand hygiene helps eliminate 80 per cent of bacteria and viruses.



### Students

With the start of a new school year, Hillsdale Terraces and Hillsdale Estates welcomed third year nursing students from Ontario Tech University, Sumaitah and Daniella. Both are working on a variety of projects, including audits and immunizations.



## Conferences

In September, the divisional IPAC team met with Durham's IPAC Hub for the return of the in-person education day. This event was the kickoff campaign for flu immunization and education. In addition, the team also participated in the IPAC Greater Toronto Area Annual Education Day. The focus of this conference was to acknowledge both resident and staff mental health during the pandemic.



## IPAC Week

All four homes celebrated IPAC Week from October 16 to 20, and Health Fairs were also organized during the months of September and October.

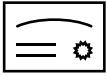


Happy holidays from the divisional IPAC team!





## Practice and Training Team



### Preceptor Appreciation Week

Preceptor Appreciation Week was celebrated in the Region of Durham's long-term care homes from October 23 to 27. The week recognized the significant role that preceptors have with providing long-term care and services for seniors.

Preceptors are responsible for supervising students during their practicum placements. They act as teachers and help students apply their theoretical learning to practical situations. Also, preceptors foster clinical skills, communication and leadership skills, and critical thinking amongst students.

The Region of Durham's Long-Term Care and Services for Seniors (LTCSS) division is fortunate to have an exceptional group of preceptors committed to providing guidance and support to learners. They play a crucial role in creating and sustaining a positive clinical environment that is safe and supportive.

During Preceptor Appreciation Week, LTCSS recognized and celebrated the valuable contributions of their preceptors. The Practice and Training team arranged various activities for the homes during this period and created a [Preceptor Appreciation video](#) to thank the preceptors for their exceptional work. If you are interested in becoming a preceptor or learning more about it, please get in touch with the Manager of Nursing Practice in your home, or your supervisor/manager.

Thank you to all the preceptors for their invaluable contribution to LTCSS!



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## Emotional Model of Care

### Project introduction

We are excited to share with you that the division has decided to implement an Emotional Model of Care, which is a resident-centred approach that prioritizes emotional health and well-being, alongside physical health.



We recognize that a resident's emotional state can have a significant impact on their overall health and well-being. By taking a more holistic approach to care, we can create a more supportive environment for our residents.

The Emotional Model of Care project aims to develop a comprehensive framework for our Long-Term Care homes to deliver more compassionate and empathetic care to residents. This project will involve researching existing emotional care models and identifying gaps in our Resident, Family and Staff Satisfaction Survey that need to be addressed. The project team will develop a new model that incorporates best practices and innovative approaches to emotional care.

The new model will first be pilot tested in a selected home and evaluated for its effectiveness in improving resident outcomes. The project will also involve developing training programs for healthcare providers to implement the new model and sustain it in the long-term.

The project started in November and is expected to take approximately two years to complete. We are committed to ongoing training and improvement to deliver the best possible care to our residents and families, while creating a supportive working environment for staff, volunteers and students.



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# Hillsdale Estates news

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## Family Council

Family Council is a great way to connect with other families and understand more about the home and long-term care environment. Meetings are held on the last Saturday of each month, except for July, August and December, as meetings are cancelled those months. In October, the Family Council resumed their meetings onsite at Hillsdale Estates in the Auditorium. Going forward, meetings will continue both onsite and virtually.

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](https://HillsdaleEstatesFamilyCouncil.com) or their Facebook page at [facebook.com/2016HillsdaleEstatesFamilyCouncil](https://facebook.com/2016HillsdaleEstatesFamilyCouncil).

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## 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 September 27, Residents' Council, in collaboration with the Food Services Department, hosted a steak luncheon that was enjoyed by many. Thank you to everyone for their efforts of collaborating and organizing this event.

The December Residents' Council meeting has been cancelled and regular meetings will resume in January.

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## Volunteer Corner

Winter is right around the corner, which means that it's time to get involved with your community! Come and volunteer to gain great experiences and new friends along the way.

### Thinking of becoming a volunteer?

Visit [durham.ca/LTCvolunteer](https://durham.ca/LTCvolunteer) to download a volunteer application or email it to your preferred home that you would like to volunteer at. You could also drop off your completed application to our front desk. We are currently looking for volunteers to fill the following positions: gift shop assistant, special events and outings, daily program assistant, mail delivery and one-to-one visiting.

Volunteering is very rewarding and enriches the lives of our residents! Join us today, we need your help! As always, if you have any suggestions, questions or concerns, you can email Ryan Batchelor at [ryan.batchelor@durham.ca](mailto:ryan.batchelor@durham.ca) or call her at (905)-579-1777 extension 6332.

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## Recreation and Therapy

### Gift shop and mobile cart

The Gift Shop is reopening with two types of services, including store hours at the main shop and a new mobile cart. The goal is to increase access to items for those residents who are unable to go to the main floor by having a mobile cart attend each floor once per week. As we build our volunteer program, we will be evaluating this model and making changes as needed. As always, your feedback is important to us. We have set up a comment box just outside the gift shop on the main floor. Feel free to drop us a line with your suggestions for the gift shop and the mobile cart.

### Halloween fun at the Estates

This is the second year that our staff spirit squad organized a pumpkin decorating contest for staff participants. A big thank you to all who participated; there were some incredible entries this year for the pumpkin decorating contest.

1<sup>st</sup> Place went to Rilee Logan from Environmental Services, 2<sup>nd</sup> Place to David Boyd, Food Services, and 3<sup>rd</sup> Place to Alicia Sluggett, Manager of Recreation and Therapy Services.

Pictures of the winning pumpkins are below:

1<sup>st</sup> Place



2<sup>nd</sup> Place



3<sup>rd</sup> Place



To continue with the Halloween fun, some dressed up for the day:





## Remembrance Day service

A Remembrance Day service was held on November 9 to honour our veterans. The service took place in our Auditorium. Thank you to those who assisted with the pre-planning and offered assistance.

This year, we had 20 veterans that we were able to honour, which is absolutely wonderful. Residents assisted in reading a poem and leading the Lord's Prayer, along with Kayla (music therapist) playing the guitar, and Mary-Anne Finlay (Business Office) playing piano accompaniment and the Kinsmen.



Programs for the order of service were available and we celebrated all veterans in the afternoon at the Veteran's Pub.

## How will you remember?

Since 1921, the poppy has stood as a symbol of remembrance, our visual pledge to never

Canadians stand united in their remembrance, as they recognize and honour the selfless acts of our troops from all wars. We realize that it is because of our war veterans that we exist as a proud and free nation.

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## Caregiver resources: support groups at the Estates

There are two groups being offered:

- December 19.....2 to 3 p.m.
- January 16.....2 to 3 p.m.
- February 27.....2 to 3 p.m.
- March 19.....2 to 3 p.m.

- December 19.....5:30 to 6:30 p.m.
- January 16.....5:30 to 6:30 p.m.
- February 27.....5:30 to 6:30 p.m.
- March 19.....5:30 to 6:30 p.m.

**Sherin Surenthiran** – Social Worker for the third floor, Trillium Trail and Pineridge Place – ext. 6441 and [Sherin.Surenthiran@durham.ca](mailto:Sherin.Surenthiran@durham.ca).

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## **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.



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## **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.



## Room bookings and family/resident meals

**Room bookings:** Families can book the Auditorium to a maximum of 20 people, Lavender Lane Family Dining Room to a maximum of eight people, and Primrose Path family dining room to a maximum of eight people for private get togethers. These rooms can be booked from the front reception and require four days advance booking.

**Meal tickets:** Food Services is pleased to announce that they will be bringing back family meal tickets effective November 6. Families can purchase meal tickets at \$12 per meal from the front reception, to a maximum of three people, and eat a meal with their loved one. Families can book either the Lavender Lane Family Dining Room, Primrose Path Family Dining Room or can eat with the resident in their room. Four days advanced notice is required; and the booking is made at the time of ticket purchase, subject to room availability. Meal tickets are not valid for holiday meals and/or special meal events.

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## Administration

### Business Office

The Business Office will be closed on December 22 at noon, and all day on December 25 and 26 to observe the statutory holidays. Resident banking will be available on December 27 and 28.

For New Year's, the Business Office will close at noon on December 29 and will be closed all day on January 1.



### Staff appreciation

Throughout the year, there are many opportunities to recognize staff for their efforts and good work. Over the past few months, we recognized and celebrated the following:

- In October, a Health and Wellness Fair was held for all staff. Education and information was available from various vendors. Our sincere thanks to the vendors and supporters of this event.
- Environmental Services (ES) Week is held every year during the second full week of September. ES employees have one of the toughest jobs in a building, but also one of the most important. With all the challenges and changes during the last few years,



these staff have remained resilient in their efforts to keep our homes clean and safe for residents, families, visitors and staff.

- Preceptor Appreciation Week was celebrated from October 23 to 27. This week is dedicated to recognizing and celebrating the essential role that preceptors play.

Preceptors play a crucial role in creating and sustaining a positive clinical environment. We are fortunate to have an exceptional group of preceptors committed to providing guidance and support to our learners. They act as teachers and coaches who supervise students on their practicum placements, help students translate theoretical learning to real-world practice, and provide mentorship to students at all levels of their education.

During Preceptor Appreciation Week we celebrated the valuable contributions of our preceptors. Thank you to all our preceptors at the Estates for their dedication, hard work, and commitment to our learners and our profession.

- October 16 to 22 was National Infection Control Week, a time to remind everyone about the importance of Infection Prevention and Control and to reinforce that infection control is everyone's responsibility.
- The month of October is Occupational Therapy Month, an opportunity to acknowledge the work of Occupational Therapists (OTs) in our home. OTs assess residents in a variety of areas, providing assistance and solutions to enhance their quality of life. Some of these areas include:
  - ADL assessments and restorative care.
  - Eating, feeding and swallowing.
  - Adaptive equipment.
  - Splinting.
  - Dementia care.
  - Behavioural support.
  - Mobility and seating.
  - Restraint reduction.
  - Falls prevention.
  - Pressure wound prevention and management.
  - Resident and family education.

Occupational Therapy Month also includes two specific days to recognize the profession: OTA Day on October 12 and World OT Day on October 27.

In addition to the above, we celebrated and recognized all staff in other ways and events over the past few months, including but not limited to:

- In May, we host a Staff Appreciation Luncheon, alongside joint Health and Safety Week celebrations and Nurse's Week events.
- In November, we host a Years of Service celebration for staff who have achieved milestones of one-year and five-year intervals. All staff were invited to support and celebrate their co-worker's achievement and join in for some light refreshments.

- This year, our Food Services team will be hosting their second annual Holiday Turkey Luncheon for all staff.

### Expression of thanks to staff during the holiday season

With the holiday season fast approaching, many families like to show an expression of thanks to staff during this time. Please know that a simple thank you or a card is more than enough.

In keeping with Ministry guidelines, staff are not permitted to eat or drink in areas other than designated break areas because we are required to be masked at all times in resident areas. Accordingly, families and visitors are discouraged from bringing food or drink in for staff. If you wish to do so, please bring any items to the reception area. These items will be placed in staff break rooms, where staff are permitted to remove their masks to eat and drink. It is preferred that any items brought in are individually wrapped.

In lieu of food or drink, please consider a card of appreciation, a donation to a local food bank or a contribution to the food and toy drives at each home. Our staff work very hard and taking the time to share a simple “thank you” goes a long way.

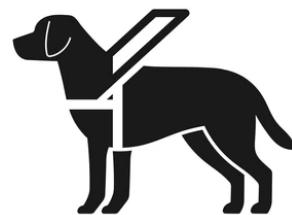
### Guide dog etiquette - Dos and Don'ts.

#### What is a guide dog?

A person with visual impairment relies on the guide dog to avoid obstacles, stop for curbs and use crossings; find objects, such as doors, exits and stairs; and generally to arrive safely at their destination. A working dog is alert and busy concentrating on cues. Distracting a working dog can be frustrating to the handler and may put both dog and human in danger.

**Harness-on means hands-off:** a guide dog in harness means “please don’t distract me, I’m working.” Sometimes if the dog is not “working,” the owner may decide to remove the harness and let you pet their dog. Always ask first.

**Don’t feed them:** especially when guide dogs are working in harness. Offering food to the dog can result in antisocial behaviours, such as begging for food.



**Contain your excitement:** don’t encourage excitable play in a guide dog. Guide dogs are given access to public places where other dogs are not permitted, so they must stay calm.

Guide dogs are allowed to go anywhere that a person working with it can go. Guide dogs are fully vaccinated and health-checked regularly. A guide dog must not be the centre of attention. Please don’t pat, feed or otherwise distract the dog when working. A well-intentioned pat can undo months of intensive training. It takes a lot of complex training and

skills development to prepare a guide dog. These extraordinary dogs aren't all work and no play; guide dogs are highly trained and know the difference between "harness-on" and "harness-off."

### **What is the difference between a guide dog and a service dog?**

Guide dogs help people with visual impairments while service dogs help people with other kinds of disabilities, such as hearing impairments, mobility limitations and epilepsy. They can help a person navigate through public areas, alert them to sounds, open doors and do other tasks.

### **What are the types of service dogs and which disabilities do they support?**

- Psychiatric service dogs (PSDs): anxiety disorder, post-traumatic stress disorder (PTSD), depression, fear and phobias, autism.
- Medical alert and response: high blood pressure, diabetes type II and high cholesterol, panic attacks, neurological distress, night terrors.
- Mobile/Physical assistance: wheelchair-bound, blind or seeing impaired, deaf or hearing impaired, arthritis, muscular dystrophy, multiple sclerosis (MS) or amputation.

Each type of service dog is trained to provide a specific task, response or job to assist the individual.



### **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 item and ensure it is stored safely in a suitable container.
- Safety of the food. The home does not assume responsibility for foods brought in from outside the home.
- Ensure that any perishable food brought in is consumed within 72 hours.
- 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!

### 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](http://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.

### 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!






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

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