



# Long-Term Care & Services for Seniors Division

## Hillsdale Terraces 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 Ann Nicoll,  
Administrative Assistant at 905-579-3313 ext. 5108.**

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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.



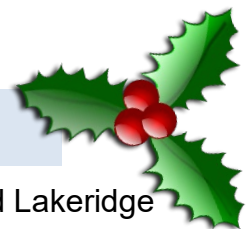
### Accreditation

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.



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## Infection Prevention and Control continued

### 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.

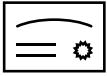


Happy holidays from the divisional IPAC team!





## 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 Terraces news

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## Family Council

### Family Council meetings

#### September meeting



Erin Campbell, Environmental Services Supervisor, and Sean Bailey, Environmental Services Manager, presented on laundry, linen, labelling and missing belongings. They reviewed various practices within the home, including audits, onsite and offsite laundry processes, and the process for reporting missing items and the labeling process.

Emila Siwik, Infection Prevention and Control Practitioner, reported that the Ministry of Long-Term Care will be using the same precautions for respiratory, flu and COVID outbreaks, and will standardize recommendations for long-term care homes. Emila emphasized the importance of handwashing and discussed handwashing audits that take place at the Terraces. Sanitizing wipes have been provided to residents at meal and snack times, instead of the alcohol-based sanitizer to clean their hands. To date, feedback from residents has been positive.

#### October meeting



Dawn Lockhart, Community Education Coordinator at the Alzheimer Society of Durham Region, presented information to families on having meaningful visits with their loved ones. Dawn gave an overview of different types of dementia and highlighted programs and services that the Alzheimer Society offers to people living with dementia. Families and their care partners were encouraged to take advantage of the educational sessions, counseling support, robotic pet program and their YouTube site to watch webinars.

Kareen Traill, Medication Management Clinical Lead, outlined the responsibilities of her role to ensure medication safety in the home. This includes overseeing inventory management of all medications, training of registered staff, review of medication incident reports, and collaboration with the other Medication Management Clinical Leads within the Region of Durham long-term care homes to identify ways to improve safe medication practices.

#### November meeting



Jennifer Walker, Director of Care, and Joanne Iacono, Administrator, joined us to discuss the recently received Ministry of Long-Term Care Inspection Report and reviewed the action plans to achieve compliance.

#### Family Council Terms of Reference

The Hillsdale Terraces Family Council Terms of Reference have been updated to reflect the enhanced role of Family Councils identified within the Fixing Long-Term Care Homes Act. The Act recognizes the important contributions that Family Councils make to long-term care homes, and their role as partners in care. The 2023 version of the Terms of Reference was approved by Family Council members at the November meeting.

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## Family Council continued

### Christmas activities and greetings



Family Council sponsors two Hillsdale Terraces residents at Christmas and will be busy shopping for items on their wish list.

On December 13, the Family Council Singers will join Joyce Squires as she entertains residents caroling throughout the home.

Merry Christmas to our residents, families and staff. May the spirit of Christmas be with you all year long, and may you have a happy and healthy 2024.

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## Residents' Council

### Theme draws

Residents' Council thanks everyone who has assisted us with our theme draws. In October, Residents' Council raised \$706 towards programs. Residents' Council is currently raising money through a holiday basket draw.



### Residents' Council 2024 election

Residents' Council advocates on behalf of the residents and makes great suggestions to the Hillsdale Terraces Leadership Team to enhance residents' quality of life.



In 2024, there will be a Residents' Council Executive election. Please contact Tanis Head, Manager of Recreation and Therapy, if you are interested in running for Residents' Council President, Vice-President or Treasurer.

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## Volunteer Corner

### Thank you volunteers!

The residents of Hillsdale Terraces would like to thank all the volunteers who have assisted over the summer and continue to help during these busy upcoming months. The Volunteer Services Department attended a Community Volunteer Fair in September to provide awareness and promotion for recruitment purposes. This event was a success and we had many inquiries.



### Flu season

Please keep in mind that it's flu season and all volunteers are required to follow all mandatory protocols. If you have any questions, please contact Verlynn Gaspard.

### Share a helping hand! Come out and volunteer!

We continue to look for volunteers to assist with our tuck-shop and evening programming. Please contact Verlynn Gaspard if you are interested in volunteering.



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## Recreation and Therapy

### Therapy mentorship

The Hillsdale Terraces Therapy team is committed to welcoming Occupational Therapy Assistant/Physiotherapy Assistant students and offers a packed mentorship, with the use of the Adjuvants, Physiotherapists and Occupational Therapists. The Therapy team pictured below, left to right, are Nancy, Sanjida, Tanis, Magnolia, Brenda, Nidhi, Malika and Katie.



### Welcome Therapy students!

We welcome Recreation Therapy student, Angelina, and Therapy student Kiana for this semester. We thank them for their dedication to their studies and our long-term care home.

### Hillsdale Terraces celebrates Diwali

Diwali is the Hindu festival of lights with its variations also celebrated in other Indian religions. It symbolises the spiritual victory of light over darkness, good over evil, and knowledge over ignorance.

Hillsdale Terraces staff and friends took part in the Diwali celebration on November 8 by wearing beautiful Sari's and decorating the therapy room with lights and colourful rangoli which is traditional Indian art that is made during the festival of Diwali believed to bring good luck and prosperity. Pictured below, left to right in their beautiful Sari's are Joanne, Kiana, Mallika, Nidhi, Tanis, Katie, Nancy, Ewa, Vaibs, Kareen, Brenda, Jenn, Joyce and Sanjida.



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## Recreation and Therapy continued

### Holiday Bazaar and celebrations

We have been planning for the holiday season for more than six months now and it's finally here. This time of year is always busy but we try to slow down and enjoy the festivities that the holidays bring us. Some of the upcoming festivities include:

- Holiday Bazaar in the auditorium on December 6 from 10 a.m. to 4 p.m.
- Family Council will be caroling throughout the home.
- Durham Regional Police Service and O'Neill Collegiate and Vocational Institute Holiday is the morning of December 7.
- Festive Singers on December 9.
- Bell Choir on December 10.

Many other events are planned in December so keep an eye on your activity calendars.

# December



### Nostalgic toy windows

Our volunteer Bobbi assisted us in decorating two nostalgic toy windows in the auditorium. These displays bring back wonderful memories of the toys we once played with.







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## Nursing

### Preceptor Appreciation Week

Preceptor Appreciation Week was held October 23 to 27. Hillsdale Terraces held an appreciation event on October 24. All preceptors received a Certificate of Recognition in appreciation of their dedication and commitment. The event was well attended. Thank you to everyone!

### Nursing programs

In October, the clinical leads provided education on falls prevention, the revised bowel, skin tear and pressure injury protocols, and the comprehensive pain assessment. The education was delivered through intentional rounding on units, 1:1 training with the clinical leads, and at Nursing Practice meetings.



Excellent work by Hillsdale Terraces clinical and program leads on our quality improvement initiatives! The Terraces has had a reduction in harmful falls, pressure wound injuries as well as antipsychotic usage. A big shout out goes to our clinical leads, Ewa Wolanin, Kendra Kearnan, Ge Lui, Kareen Traill and our devoted Nurse Practitioner, Stephanie Breurkes.

### Welcome nursing staff

In September and October, the Nursing department successfully hired two part-time Registered Nurses and one part-time Personal Support Worker. Welcome to the team!



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## Environmental Services

### Parking

We are happy to announce the 25 new parking spaces on the west side of the Terraces are now complete and ready to be used.



### Sidewalk repairs

Grinding of the walkways around the Terraces was completed due to some heaving of the concrete. If you have any concerns regarding the grounds, please contact any member of the Environmental Services team.



### Labelling of resident clothing

As the holiday season is just around the corner, we would like to remind everyone to complete the proper documentation when bringing in resident clothing items so we can ensure they are labelled properly. If you would like us to label gifts prior to wrapping, please let the Environmental Services staff member on your unit know and we will gladly have this done for you.



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## Food Services

### Food Services updates

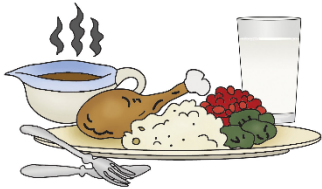
This past year has been exciting for the Food Services team due to the following:

- The culinary team expanded.
- New Food Services staff were hired.
- The department expanded the use of technology with electronic menu screens, the use of iPads for meals and snacks, and touch screens at the serveries to enhance choice and reduce risk for residents.
- Two seasonal menus were launched.
- Additional home-made foods were added to menus.
- Numerous theme meals and barbeques for residents were planned and enjoyed by all. These meals were in keeping with seasonal items and celebrations that occurred throughout the year.



### Guest meals and room bookings

Should family and friends wish to dine with a resident, guest meal tickets are available for purchase through 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 the auditorium can be reserved based on availability. Please contact Reception during normal business hours to make arrangements.

### Holiday meals

Returning this year are special holiday meals for residents and their guests. The dinner holiday meal is scheduled in the auditorium on December 5 at 5 p.m. The lunch holiday meal is scheduled in the auditorium on December 19. A traditional turkey holiday meal with all of the trimmings will be featured for both meals.

Holiday meal tickets are \$20 per adult and \$10 for children who are 10 years of age and under. There is no charge for residents. There is a limit of three guests per resident. Tickets were on sale at Reception from November 1 to December 1, while quantities lasted.

Special festive meals will be served to all residents during the holidays. We will be featuring our traditional turkey dinner and all the trimmings on Monday, December 25 at 5 p.m. in all dining rooms.



On behalf of the Food Services team, we wish you and your families a wonderful holiday season.



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## Administration

Happy Holidays!

As we draw near to the end of 2023, it is a good time to reflect on the year. I want to take this opportunity to thank our interdisciplinary team of staff members. Our team demonstrates their dedication and caring every day here at Hillsdale Terraces. I am proud to work with such a wonderful group of people.

We are eager to review the results from our annual Resident and Family Satisfaction Survey, and develop goals and operational plans for 2024. We believe in a strong culture of continuous quality improvement.

Here are a few updates from the last quarter:

- Did you know you can now e-transfer money into residents' trust accounts? The Region of Durham Finance Department has created a dedicated email address for this purpose: [LTCpayments@durham.ca](mailto:LTCpayments@durham.ca). In the memo field, include the following information: first and last name of the resident, the home the resident resides in (Hillsdale Terraces). Please indicate if you are paying rent or if it is for the trust account.
- The home has recently added 25 new parking spots on the Hillsdale Terraces property, which are now ready for use. The new lot is located at the end of the long driveway, along the back fence line. We know that parking can be an issue at times, especially during shift change.

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

~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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