



# Long-Term Care & Services for Seniors Division

## Hillsdale Estates Newsletter

### Issue 4, December 2021



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#### Mission

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

#### Vision

Provide a community that embraces excellence in person-centered care

#### We Value

Innovation, Collaboration, Accountability, Respect, Excellence

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## LTC and Services for Seniors Division News

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### Director's Message



The holiday season is soon upon us. Each of the Region's long-term care homes is planning special activities to help us get into the spirit and to celebrate, although we still must be cautious and adhere to all Ministry directives and Public Health recommendations.

We were very excited to welcome back our volunteers in the fall. Our volunteers play such a valuable role in our homes and we missed them so much over the past number of months. We also opened our doors again to visiting pets, who bring big smiles to the faces of residents and staff alike.

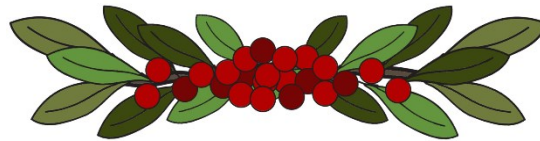
In October, the Provincial government announced its funding policy to support the increasing staffing levels for long-term care staff. With the addition of this new funding, the average number of direct nursing care hours per resident per day in Regional homes will increase from 3.4 hours to 3.7 hours. This is a significant step closer to the target of four hours per resident per day by 2024 that the government committed to in December 2020.

Every year, we send out a resident/family survey as one mechanism for gathering information on areas where we excel and areas where we need to improve. I wanted to thank those who participated in the recent survey. Results are being compiled and we will share them soon. We will be working across the division to address feedback and findings.

Our interdisciplinary team has been very busy welcoming residents to their new home. The team works hard to ensure your comfort and safety, and we are open to listening to any suggestions you may have throughout your care journey, so don't wait until the next survey to share your thoughts as to what is working well and what might need some attention.

I would like to take this opportunity to wish you and yours all the best during this holiday season with much health and happiness in the year ahead.

~ Laura MacDermaid, Director, Long-Term Care and Services for Seniors



## Quality



### Accreditation

In May of 2022, the Long-Term Care homes and Adult Day Programs will be going through an accreditation survey conducted by Accreditation Canada. Accreditation is a process for our organization to review our processes related to care and services comparing them against national standards. This helps us to identify areas where improvement can be made. Accreditation demonstrates our commitment to quality improvement. Throughout the preparation, we will be asking residents, families, staff, and external stakeholders for their input and will be highlighting our preparation progress.

### Annual Resident and Family Satisfaction Surveys

Part of the requirements for accreditation is to regularly hear feedback from residents and families. Many thanks to the residents and families who responded to the survey. Your feedback is important and helps us to understand the areas in which we excel and those areas which need attention. We realize that this has been another unprecedented year where many of our operational processes have had to change and your feedback helps us to navigate through these changes. Survey results will be available in each home and to Residents' and Family councils. Summary highlights will be posted in the next few weeks.

### Staff Surveys

Thank you to the staff who provided feedback on the Worklife Pulse and Patient Safety Culture surveys. The results have been sent to the home leadership teams to discuss with the staff. Each home will have to complete an action plan on areas where improvement is needed.



## Adult Day Programs

All Adult Day Programs (ADP) were closed to onsite programs throughout the pandemic, however Hillsdale Estates ADP offered virtual programming and client wellness check calls. Beginning in November 2021, ADP's at Hillsdale Estates, Port Perry, and Lakeview Manor will be open to onsite client programs.

Onsite programming offers a social outlet and lunchtime meal for clients and support to caregivers. The ADP will continue to offer virtual programming if there is a need. The ADP have been working closely with public health and the homes to ensure there are adequate infection prevention and control processes in place.

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## Infection Prevention and Control

### Increase Cases of Scabies in Durham Region

The Durham IPAC Hub has indicated that there has been an increase in cases and outbreaks of classic scabies and crusted scabies in both acute care and long-term care settings.

#### **What is scabies?**

Scabies is an infestation of the skin by mites, which are tiny insects that burrow into the upper layer of skin to lay eggs. The body reacts to the mite by causing extremely itchy skin.

#### **How is it spread?**

Scabies is spread by direct contact with the skin of a person who has scabies or from sharing clothing, bedding, or towels that may be infested. Mites can live away from the human skin for up to three days.

#### **What do I look for?**

Mites are hard to see. White, curvy, thread-like lines, tiny red bumps or scratch marks on the skin are usually the only sign of infestation. The most common sites of infestation are elbows, abdomen, buttocks, thighs, genital area and between fingers. The skin is extremely itchy and may be worse at night. It may take up to six weeks before the red lines appear or before the itching develops. Scabies does not usually affect the scalp or face. **To find out if you have scabies, see your doctor.**



### **How is it treated?**

Medications are available at the pharmacy without a prescription. Directions should be followed carefully. **Do not treat more often than recommended.** Itching may last for one to two weeks after treatment. This is caused by the dead mites and eggs under the skin. The itch will clear as the skin sheds naturally.

### **On the same day as treatment:**

- Collect all clothes, towels and bed linens used in the last 72 hours by the person, and wash items in hot water and dry at hottest setting. Items that cannot be washed can be stored in an airtight plastic bag for one week to kill the mites.
- All household members and close contacts of the infected person should be treated for scabies to prevent further spread.
- Children should stay home from school or day care until the day after treatment.

### **How can I protect myself?**

- Treat everyone in the household
- Keep fingernails short to help prevent infection caused by scratching.
- Do not share clothes, towels, or other personal items.

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## **Hillsdale Estates News**

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### **Residents' Council**

As the Ontario Association of Residents' Councils (OARC) defines in their mission statement, the council helps "empower residents to understand their rights, share their lived experience, and inspire a better tomorrow." The council works together to create a space where residents are free to share their opinions and suggestions to help make the home a better place for themselves as well as for all current and future residents.

The next council meeting is on December 14, 2021 at 10:00 a.m. This meeting is open to all residents at Hillsdale Estates and, if residents are interested in participating, the recreation staff on their home area can assist them to the auditorium.

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### **Recreation and Therapy**

We would like to take a moment to thank all the Resident Care Aides (RCA) for their dedication in helping raise the quality of life for the residents through this difficult time. We say goodbye and only give well wishes for their future endeavors.

The warmth and love that surround the holidays is a joy to be savoured with family and friends. It's the time of year to give and share with one another and we wish you the best this season has to offer.

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## Nursing

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 this pandemic. 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 during this pandemic. 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.

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## Environmental Services

Environmental Services wishes all our residents and staff a very healthy and happy holiday season.

Cold weather brings with it ice and snow; please take extra care on walkways, wear proper footwear and, if you notice an area that needs service, please call Environmental Services at ext. 6326 for ice and snow removal.

This is also a great time for families to exchange residents' summer wardrobes for winter clothes to provide extra room in closets and drawers. When bringing new clothes into the home, please ensure the clothing is labelled with the resident's name and room number.

If you are bringing edible gifts to a resident, please ensure the containers can be resealed if stored in the resident room.

Thank you and happy holidays.

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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.



## Changes in Food Services Leadership

The home said goodbye to Catherine Pazzano, as she has moved to the Director of Food Services role at Hillsdale Terraces. We thank her for her innovation, compassion, and integrity for her work here with the Estates and wish her all the best. We graciously welcome Peter Chrisostomou into the position and look forward to his contributions to the home!

We would also like to welcome Christine Ramdeo as Food Service Supervisor. Christine comes to us with more than 15 years of experience in healthcare. Her previous employment was at Lakeridge Health, where she was the Environmental Services Supervisor leading her team through this pandemic.

Before Lakeridge, she spent 13 years in Long-Term Care, starting off as a Food Service Worker, then a Food Services Supervisor, and finally as a Director of Dietary. Her vast knowledge and experience in food services and cross-departmental experience in environmental services will make her an exciting addition to the Food Services team and our home.

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## Administration

### From the Business Office

The Business Office will be closed December 24 at noon, and all-day December 27 and 28 to observe the Christmas statutory holidays. Resident banking will be available again on December 29.

For New Year's, the Business Office will close at noon on December 31 and will be closed until January 3.

We are wishing the residents, their families, and friends a safe and joyful holiday season.

### Safety Tips for the Holidays

- Only non-combustible items made of materials, such as solid wood, metal, or iron can be hung on resident room doors facing the hallway.
- Window clings/decals are a great and safe way to decorate rooms and home areas.
- No candles, matches, or lighters are permitted in resident rooms.
- No homemade or flammable decorations on trees with lights.
- All electrical items, such as decorative lights and ornaments, must be inspected and approved by the Environmental Services Department before hanging up.

- No extension cords can be used, and only specific power bars have been approved for use.
- It is recommended to use small, stable trees/plants with a solid base to help prevent them from falling over.
- To help prevent foodborne illness or pests, we ask that no perishable food be kept in resident rooms. Fresh fruit can be brought in; however, we do ask that it be eaten in a timely manner.
- Non-perishable food items must be kept in sealed and airtight containers (e.g., chocolates, candies, cookies, etc.).

## Electronic Greeting Cards

This is a reminder that family and friends can still send electronic greeting cards to their loved ones in any of the Region's Long-Term Care homes. To send an e-card, go to the Long-Term Care page of the Durham.ca website ([Durham.ca/LTC](http://Durham.ca/LTC)) and click on the Long-Term Care Homes tab on the left side. Then:

1. Click "Send a greeting card to your loved one in long-term care"
2. Fill out the resident's information
3. Select the type of greeting
4. Send message

Messages will be printed and delivered to residents during the week. Senders should consider these messages like an electronic postcard, as the contents of the greeting will not be private.

## Note to Residents and Families

2021 has been one of the most challenging years for long-term care homes around the world. In time, some of the infection control measures put into place during the pandemic will become the new norm for long-term care.

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 unprecedented times of the COVID-19 pandemic.

One thing that has never changed and remains our steadfast priority is ensuring that you are safe, protected and your needs are met. It has been our pleasure and honour to serve and protect you. As we draw near to closing off 2021, we look forward to a new year filled with new challenges and opportunities to grow as a home and to serve you. Wishing you a holiday season that is filled with plenty of warmth, love, cheer, and happiness.

# HAPPY HOLIDAYS

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