



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 4, December 2021



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

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.

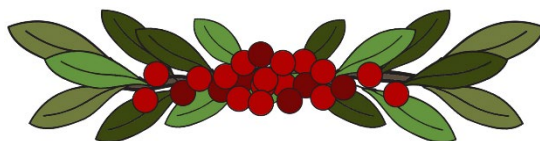
In October, the Provincial government announced its funding policy to support the increasing staffing levels for long-term care staff. With the addition of this new funding, the average number of direct nursing care hours per resident per day in Regional homes will increase from 3.4 hours to 3.7 hours. 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



If you require this information in an accessible format, please contact Ann Nicoll,
Administrative Assistant at 905-579-3313 ext. 5108.



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, ADPs 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.

Infection Prevention and Control

Increase cases of scabies in Durham Region

The Durham IPAC Hub has indicated 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 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 all household contacts.
- Keep fingernails short to help prevent infection caused by scratching.
- Do not share clothes, towels, or other personal items.



Hillsdale Terraces News



Family Council

Family Council meetings

At our November 13 Family Council meeting, guest speaker Susan Locke, Manager of Quality, Risk and Compliance provided an overview of the preparation for Accreditation Canada's Qmentum Accreditation Program that all four Regional long-term care homes will undergo in February 2022. Susan presented the Quality Dimensions that will be the focus of the assessment, as well as other quality initiatives that make up the long-term care homes Quality Management System.

The final Family Council meeting of 2021 will be held on December 8 at 2 p.m. We encourage all family members to join us.

Christmas carolling

On December 22, the Family Council Singers will join Joyce Squires as she serenades residents throughout the home with Christmas carols.

SMILE Theatre

Family Council is pleased to sponsor two SMILE Theatre online programs for our residents. On November 29 at 2 p.m., a joyful, interactive, musical play titled Making Merry will be presented. On December 16 at 2 p.m., SMILE Theatre will perform Online Serenades, a fun time of story telling, singing, chatting, and dancing. Both programs will be provided virtually on Zoom in the auditorium.



Canadian Wildlife Federation (CWF) Garden Habitat Certification Program

The Hillsdale Terraces Serenity Garden has recently been certified as a wildlife friendly habitat by the Canadian Wildlife Federation (CWF). Official recognition was received from CWF, including a congratulatory letter, certificate, and decal for the home to proudly display. A brushed aluminum sign, purchased by Family Council, will be placed in the garden. Carole Wheatly from the CWF Garden Team offered congratulations and indicated that Hillsdale Terraces is among only a handful of long-term care homes in Canada that have achieved this designation for their gardens.



Season's greetings

Christmas is a time for family, food and fellowship. May the spirit of Christmas be with you all year long. Wishing our residents, families, and staff all the best of the season and continued health and happiness in 2022.

Merry Christmas



Residents' Council

Donation

Residents Council has approved the purchase of a bladder scanner for the home. Thank you for your kind donation.

Serenity Garden

As reported by Family Council, our Serenity Garden was certified as a Wildlife Friendly Garden Habitat by the Canadian Wildlife Federation. At our November 17 Residents' Council meeting, Susan Leask, Family Council Chair, presented an overview of the requirements to receive this designation.

The idea of Family Council being involved in a garden project that benefits the environment, attracts wildlife and enjoyed by our residents, families and staff is very appealing. It is very rewarding to hear how much the Hillsdale Terraces community enjoys the garden and the peace and happiness it gives them.

Volunteer Corner

Welcome back



As our homes move into the holiday season, we are so happy to welcome our volunteers and entertainers back into the home. We will be looking at celebrating the holidays safely and encouraging residents to get involved in the programs offered based on their interests and suggestions.

Celebrations

We welcome families and friends to join us in celebrating the season, keeping in mind the safe guidelines and protocols that are in place.

Recreation and Therapy

Exit diversional door decals

New exit diversional door decals have been installed in Rose Garden, our Dementia Care Unit, to help mitigate negative behaviours experienced by residents, associated with confusion, anxiety, and boredom.



Before



After

Nursing

Retirement

Monica Sawyer, Resident Care Coordinator, is retiring after working for the Region of Durham for 22 years. Monica officially retires in January 2022 but will be taking vacation prior to her retirement. We wish her well; she will be missed!

Medication safety

The Hillsdale Terraces Leadership Team continues to work diligently on medication safety. The home is receiving supplementary funding through the Ministry of Long-Term Care to implement medication safety technology. The home will be ordering automated medication dispensing machines to be delivered before April 2022. The machines are secure and monitor access to medications, eliminate the need for an emergency drug box, and provides the ability to have medications on hand when needed. The dispensing machines will alleviate the need to wait until the delivery of necessary medications. Stay tuned for more information.

Behavioral Supports Ontario (BSO)

In December 2020 the Hillsdale Terraces BSO team was formed. This team consists of Stephanie Breurkes, Nurse Practitioner; Shirley Connelly, RPN; and Stephanie John, PSW. This team provides timely and effective resources, care planning and support for residents with behavioural and psychological symptoms of dementia. The team has had many successes with resident care and staff education along with supporting families through a difficult journey. Both Shirley and Stephanie have been able to improve their knowledge around behavioural management with training in U-first, DementiABILITY, trauma-informed care, communication tools in dementia, Gentle Persuasive Approach, and P.I.E.C.E.S training.

The team will continue to receive resident referrals from concerned staff members and perform a thorough review of the concerning behaviours, review medications and complete referrals to Ontario Shores and/or a geriatrician as required.

Meet the BSO team from left to right: Shirley, Stephanie and Stephanie.



Environmental Services

Fire safety inspection

Our annual Oshawa Fire Safety Inspection was recently conducted. It was noted that combustible materials are not to be hung from doors in resident home areas.

Christmas decorations and lights

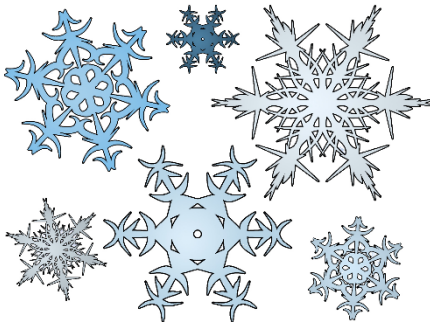


Tis the season! Hillsdale Terraces worked hard to decorate both indoors and outdoors for a festive Holiday Season. The home looks so beautiful and festive, we hope you enjoy.



Snow and ice

As the wet, snowy weather approaches our contractor will be working hard to keep the grounds clear of snow and ice. Should you feel an area needs attention please let reception know and we will service it immediately.



Electric vehicle charging stations

Hillsdale Terraces is excited to announce the addition of four electric vehicle charging stations. We are hoping they will be fully operational by December. Stay tuned for more details.

Food Services

Food Services staffing update

It is with great pleasure that we welcome our new Director of Food Services, Catherine Pazzano. Catherine has been with Durham region for 18 years and comes to us from Hillsdale Estates, where she was the Director of Food Services for several years. We are very excited to have Catherine join our team and look forward to the many good things that will come for Food Services.

We would like to also extend a warm welcome to our new Food Service Aide, Myra McInnes, who transferred to us from Hillsdale Estates.

We will be bringing on more new Food Services staff members in the new year. Please give them a warm welcome when you see them.



Food Services technology

We are excited to announce that the Food Services team officially launched the use of the production touch screens in the kitchen on November 1. The touch screens will allow the Food Services production team to have access to live data for the residents living in the home and will allow for better accuracy in processing food items for meals. We continue to explore ways to use technology to enhance our meal and dining service. Stay tuned for more updates.

Winter Menu

With the seasons changing and winter on its way, it is time to adjust the menu to reflect more winter food items. The Food Services team has been working diligently to change the menu from summer/fall to a winter one. As such, items like the cheese fruit plates will be replaced with more comfort-like, cold weather foods. We have adjusted the menu to reflect resident requests and to incorporate more homemade, scratch cooking such as spaghetti and meatballs, homemade chili, etc. The new Winter Menu will begin on November 29. 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.

We will be holding our Resident Christmas Dinner at lunch time on December 25. There will also be a special New Year's Eve menu for residents to enjoy.



Administration



The holiday season is quickly approaching and there's a crispness in the air that is invigorating.

There has been so much going on in the home over the past few months and the contributors to this newsletter have already captured many of them. I'd like to take a moment to add a few more notable events and mix in a thank you or two.

Recreation and Therapy: Big news here! Pets are once again allowed in the building. There are some conditions to be met before pets are allowed in, but we're confident none of them will be left out in the doghouse.

Screeners and Surveillance Clinic: The directives related to screening and surveillance swabbing have been a moving target in recent months. I'd like to thank Emila, and all of our Screeners and Swab Clinic staff, who have been doing an exemplary job keeping informed and ensuring compliance with the latest directives. Thank you for your dedication and commitment to your important tasks.

Business Office and Clerical: The clerical staff in the Business Office are working hard to keep the wheels turning for all of you and the residents. Payroll, purchasing, admissions, resident banking and petty cash are all instrumental in the 'supply chain' of what we do in long-term care. When you cross paths with any of our clerical staff, please take a moment to thank these individuals for the work they do in order for you to do yours.

Scheduling: Although scheduling is now a Divisional function, we would be remiss to not extend our thanks and appreciation to Rachelle and Sonya for their hard work on behalf of all of the departments in the home. Scheduling has always been as much an art as it is a science, but COVID-19 has taken it to a new level. Thank you both so much!

Staff Service Award event: Staff enjoyed the Service Award Drop-in event on December 1.



~Allan Latter, Assistant Administrator

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

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