



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 1, March 2024



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

LTC and Services for Seniors Division news



Director's message

Welcome to the spring edition of our Long-Term Care Newsletter! Reflecting on our recent Annual Planning Day, attended by senior leadership and Family Council representatives, we've reaffirmed our commitment to three strategic pillars: care and service, embracing innovation and workplace excellence. We have developed our business plan for 2024 and we are eager to move ahead with several initiatives, including the implementation of an Emotional Model of Care, detailed in this newsletter.

In February, we celebrated Recreation Therapist Month and Pride in Food Service Week; and in March, we are recognizing Social Worker Week. I want to extend my gratitude to our dedicated staff for all they do.

As we welcome new residents, staff and volunteers to our homes, we encourage you to get involved with Resident and Family Councils to the extent you are interested and able to do so. Your concerns and suggestions are always valued— don't hesitate to reach out to a member of the management team.

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

Many thanks to the residents and families who responded to the 2023 Annual Satisfaction Survey. Your feedback is important and helps us to better understand the areas in which we excel and the areas that need improvement. We used the InterRAI Resident and Family Quality of Life Survey again this year, which 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.

This year, 60 per cent of eligible residents and 29 per cent of families completed the survey. This is an increase in response from 2022 in both areas.

Divisionally, resident satisfaction regarding overall care and services was 83 per cent, which is a one per cent increase from 2022. Family satisfaction divisionally was 88 per cent, which was a four per cent decrease from last year.

Each home is developing an action plan to address areas identified in the survey that need improvement. Individual home reports and infographics are available in each home to staff, residents and families.



Quality Improvement Plan

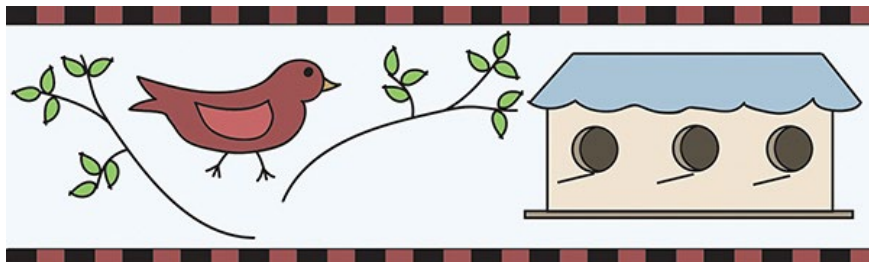
Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. Homes will be reviewing feedback and performance measures to determine priorities for improvement. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health.

We will seek feedback from staff, residents and families in the development of these plans and when completed, they will be posted to our website.

Public Code of Conduct

Our division has recently developed a new policy on Public Code of Conduct, which can be used in conjunction with the Region of Durham Corporate Public Code of Conduct. This policy enforces our commitment to ensuring a respectful, harassment-free home for residents and workplace for staff. The Public Code of Conduct policy outlines the home's response to any type of inappropriate interaction, whether in person, over the telephone or written/electronic communication.

If you would like to have a copy of the policy, please see reception in your home.



Infection Prevention and Control

Outbreak Update

Our four long-term care homes managed many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we saw the return of other common respiratory infections, such as influenza and Respiratory Syncytial Virus (RSV). The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes had excellent vaccine uptake, adding an extra layer of protection this season for our residents and staff. Vaccines are our best defense and protection against a variety of viruses, and we encourage everyone to stay up to date with their vaccinations.



2024 Planning

Our four homes have many goals this year for infection control and are very excited to continue to improve on the quality of care that is being provided. To highlight a couple of our projects:

Hand hygiene during mealtimes

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, these germs can make you sick when you touch your eyes, nose or mouth with unwashed hands. That is why it is important to wash your hands before you eat to prevent any germs from going into your mouth. We hope to continue to encourage handwashing for residents before and after mealtime, and improve on these processes that help protect residents, staff and visitors.



Urinary Tract Infections (UTIs)

Overuse of antibiotics for misdiagnosed UTIs is very common in long-term care. It is important to understand the correct signs and symptoms of a UTI and how to properly diagnose and treat an infection.

Did you know that it is common to find bacteria in the urine of the elderly? In fact, 15 to 30 per cent of men and 25 to 50 per cent of women in long-term care have bacteria in their urine without symptoms. Bacteria in the urine does not always mean a resident has an infection, and they would not need to be treated with antibiotics without exhibiting the true signs or symptoms of a UTI.

What are the signs and symptoms of a possible UTI? A person may say it hurts or burns when they pass urine, it may be hard for them to urinate or they may feel the need to urinate more often, they may have a fever, or complain of pain in their side, lower stomach or lower back. It is important to note that disorientation, confusion, and smelly or cloudy urine are **not** reliable signs of a UTI.

How can you help? Please let staff know if a loved one has signs or symptoms of a UTI. Support and respect our doctors and nurse practitioners in their diagnoses and prescription of antibiotics.

Practice and Training Team

Highlights

We are thrilled to update you on the exciting news and accomplishments from our homes. Despite the challenges brought by the pandemic, our teams have worked tirelessly to provide exceptional care and services to our residents.

In 2023, we focused on extensive training initiatives across all our homes. We proudly announce that we have successfully conducted over 250 clinical and non-clinical training sessions for our staff. We have also increased the number of preceptors and hosted 214 student placements across our four homes.

We are happy to inform you that we are now re-establishing our connections with school boards to restart and streamline co-op and volunteer placements. This will benefit both our residents and the students.

Additionally, we have participated in quality improvement training for Managers of Nursing Practice (MNPs) and Clinical Leads (CLs). This training has equipped our staff with the necessary tools and skills to enhance our services and ensure that our residents receive the best possible care.



Emotional Model of Care

Project update

We are pleased to provide you with an update on the progress of our Emotional Model of Care project. As you may know, this model of care is designed to improve the quality of care and well-being of our residents by taking a more holistic approach to care, and creating a more positive and comfortable environment for our residents, families and staff.

Since completing the Project Charter in January 2024, we have made significant strides toward achieving our goals. We have formed a Steering Committee and held several planning meetings to ensure we are on track to meet our objectives.

We are beginning the stakeholder engagement phase and have contacted vital stakeholders such as residents, families and staff to form an advisory group that will provide expert guidance and feedback throughout the project. Our goal is to gain a deep understanding of the needs, concerns and expectations of all stakeholders involved in the project. We will use this information to inform our decision-making and ensure that the project meets the needs of all stakeholders. Our engagement plan includes various methods to gather insight and change ideas, such as focus groups and one-on-one interviews. We are also developing a comprehensive communication plan to ensure all stakeholders are kept informed about the project's progress.

In addition, we recently held a brainstorming session to identify the fundamental principles that will guide our Emotional Model of Care. We are also pleased to announce that we have partnered with Ontario Tech University to work with us on this cutting-edge project.

As we move forward, the next steps in our project include an awareness campaign, which consists of a road show, naming the model and selecting the project pilot long-term care home. Our progress to date has been good and we remain committed to achieving our goals.

We will continue to keep you informed of our progress and welcome any feedback or suggestions you may have.

Thank you for your ongoing support.



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, and meetings are held on the last Saturday of each month (except for in July, August and December, as meetings are cancelled those months). In January 2024, the Family Council resumed their meetings to in-person only at Hillsdale Estates in the Auditorium. If you are interested in learning more about Family Council or wish to join, please visit the Hillsdale Estates' Family Council website at www.HillsdaleEstatesFamilyCouncil.com or their Facebook page at www.facebook.com/2016HillsdaleEstatesFamilyCouncil.



Residents' Council

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

The next Residents' Council meeting will be held on March 26 at 2 p.m. The 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.



Volunteer Corner

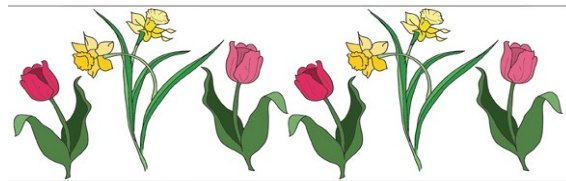
Spring is right around the corner, which means that it's time to get involved with your community! Come and volunteer to gain great experiences and new friends along the way!

Thinking of becoming a volunteer?

Visit durham.ca/LTCvolunteer 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 Cladell Rock at cladell.rock@durham.ca or call her at (905) 579-1777 extension 6332.

National Volunteer Appreciation Week



Did you know that April 14 to 20 is National Volunteer Appreciation Week? We are very thankful for the wonderful volunteers we have at Hillsdale Estates. They give their time and caring to so many of the residents who live in our home. **A big, warm thank you to you all!**

Recreation and Therapy

Did you know?

The home has an alcohol policy that outlines how alcohol can be stored and consumed within the home. Alcohol may be offered to residents at designated recreation functions within the home (example, Pub, Wine and Cheese Social, etc.). The Recreation department organizes the provision of alcohol and monitors/limit the number of drinks served at events. Recreation staff are not able to serve alcohol to visitors and residents are not to bring their own alcohol to home-wide events.

Alcohol owned by the resident may be consumed in the following areas of home unless safety issues are identified: the resident's room, in the dining room at meals, in home areas and gardens/patios.

What's new?

Resident Ambassador Program

Our Social Work and Recreation departments are excited to announce a new program at Hillsdale Estates: **The Resident Ambassador Program**. We know the first few days and weeks after an admission can be quite a busy and overwhelming time for many new residents, and we recognize how challenging it can be for new residents to build peer relationships and new friendships. Through the Resident Ambassador Program, newly admitted residents can be linked with a Resident Ambassador, who is a current resident at Hillsdale Estates. The Resident Ambassador is available to regularly meet with a new resident to help them learn about the home, offer advice and guidance, share their lived experience, provide peer support, link with resources and more. If you have any questions, please feel free to reach out to Erika Gilbert – Social Worker (ext. 6323 and Erika.Gilbert@durham.ca).

Spiritual Care Coordinator

In 2023, the Ministry of Health provided long-term care homes with some additional funding called Resident Well-being Funding. Along with Hillsdale Terraces, we have partnered with the Canadian Multifaith Federation to hire a Spiritual Care Coordinator. We have been successful in our recruitment efforts and are pleased to welcome Jayaprasad Gopalan to our homes.

The Resident Well-being Funding allows us the opportunity to have spiritual/religious support in our home approximately two days per week at Hillsdale Estates, and approximately once per week at Hillsdale Terraces. Jayaprasad will work as part of the interprofessional team to support the residents' cultural, spiritual and end-of-life needs.

Technology – Welcome Budii

Hillsdale Estates is thrilled to announce the purchase of a new piece of technology to support residents socially, emotionally, intellectually and physically.

Budii is a compact, interactive floor or table projection system, designed to deliver engaging and meaningful activities for those with age-related conditions, mental health or other physical health concerns.

By responding to the smallest of movements, the system provides sensory stimulation, while improving general well-being, emotional stability, the sense of belonging, increasing physical energy, social interaction and the ability to share and enjoy!

The wide range of activities supplied include tranquil water scenes, colouring scenes, nostalgia recall, quizzes, revealing objects and others. More energetic activities include splatting moving



objects, playing ball games and catching virtual objects. Games are competitive or for pure enjoyment.

Upcoming events

March

- 4 – Popcorn Day (Lobby)
- 17 – St. Patrick’s Day (don’t forget to wear green!)
- 28 – Blue Jay Day in celebration of the Blue Jay’s Opening Day
- 31 – Easter Sunday

April

- 1 – April Fools’ Day
- 14 to 20 – National Volunteer Week
- 20 – Garden Club
- 22 – Earth Day
- 26 – National Dance Day
- 28 – Fascinator Day

May

- 2 – National Day of Prayer
- 5 to 11 – National Nurses Week
- 6 – Hillsdale Horse Derby
- 12 – Mother’s Day
- 20 – Lobby event celebrating Victoria Day
- 30 – Seniors’ Month Kick-off Event

Nursing

Hillsdale Estates has a very diverse nursing department made up of Personal Support Workers, Registered Practical Nurses, Registered Nurses, Resident Care Coordinators, Managers of Nursing Practice, Nurse Practitioner, RAI Coordinators, Infection Control Practitioners, an Assistant Director of Nursing and a Director of Nursing. All of these people work together to ensure quality nursing services are provided for the residents who live here.

Caregiver resources: support groups at the Estates

Our Social Work team would like to remind caregivers that the drop-in support groups are continuing for 2024. Group participants have expressed satisfaction with being able to come together with other caregivers who are experiencing similar situations as them or can understand what they are going through, and voiced feeling less alone and isolated. Participants have also expressed feeling supported, heard, validated, and safe to discuss the success and challenges they are experiencing in their caregiving journeys, while also fostering peer connections, a sense of community and hope. Please see upcoming

sessions below and be advised that **no registration is required to attend**, as this is a drop-in program. Caregivers are encouraged to attend whenever they can (even if this is irregularly).

There are two groups being offered:

1. Caregivers who are spouses and partners of residents (in the auditorium)

- March 19.....2 to 3 p.m.
- April 16.....2 to 3 p.m.
- May 21.....2 to 3 p.m.
- June 18.....2 to 3 p.m.

2. Caregivers who are adult children, parents, siblings, other family and friends of residents (in the auditorium)

- March 19.....5:30 to 6:30 p.m.
- April 16.....5:30 to 6:30 p.m.
- May 21.....5:30 to 6:30 p.m.
- June 18.....5:30 to 6:30 p.m.

If you have any questions, please reach out to:

Erika Gilbert – Social Worker for the fourth floor, Apple Blossom and Moonlight Bay – ext. 6323 and Erika.Gilbert@durham.ca.

Sherin Surenthiran – Social Worker for the third floor, Trillium Trail and Pineridge Place – ext. 6441 and Sherin.Surenthiran@durham.ca.

Environmental Services

Earth Day

Earth Day is April 22 and the theme for 2024 is Planet vs. Plastic.

Have you ever wondered how Earth Day started? This observance arose from an interest in gathering national support for environmental issues. In 1970, San Francisco activist John McConnell and Wisconsin Senator Gaylord Nelson asked Americans to join in a grassroots demonstration. Today, Earth Day continues to be celebrated throughout the world.

Spring cleaning

Spring is in the air! The weather starts to warm up, grass starts to grow, the birds fly lower and we no longer need those heavy winter clothes that take up all the space in your closets and drawers. Over the next few weeks, please consider packing away clothing articles that are no longer needed for the new season. We encourage residents to have these items stored with their families.

Please remember all new clothing items need to be labelled so it will always be returned to you after it has been laundered.

Furniture and supplies in resident rooms

Residents are encouraged to keep and display personal possessions, pictures and furnishings in their rooms. This is your home and, as in any home, it is important to have personal items around that are special to you or make you feel more comfortable.

Prior to bringing in any **electrical items or furniture**, please contact Environmental Services at extension 6326. The Environmental Services team will ensure your items are in good working order to ensure the safety of everyone living in the home.

Please note that extension cords are not to be used in any resident room. Power bars with built-in breakers that are CSA-approved are the best option.

Please be aware that air purifiers, humidifiers and aerosols are not permitted in any resident rooms because they interfere with the facility's HVAC system and Fire Suppression System.

Food Services

National Nutrition Month

March is officially Nutrition Month across Canada and the theme for 2024 is "Beyond the Table." National Nutrition Month started in 1973 as National Nutrition Week, and it became a month-long observance in 1980 in response to growing interest in nutrition.

Hillsdale Estates has two registered dietitians on staff, as well as food service supervisors, chefs and trained Food Service Aides to support residents and maximize their well-being.

Room bookings and family/resident meals

Room bookings: Families can book private gatherings in 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. These rooms can be booked at the front reception and require four days advance booking.

Meal tickets: Families can purchase meal tickets at the front reception for \$12 per meal 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.

Administration

From the Business Office

The Business Office will be closed Good Friday (March 29) and Easter Monday (April 1). If you require funds from your trust account, please see the Business Office by Thursday, March 28.

2023 income tax

Don't forget it is tax time! If families require a rate reduction, taxes need to be completed on time to get the notice of assessment back. The tax filing deadlines for all Canadians is April 30, 2024, for the 2023 tax year.

Please connect with Mary-Anne Finlay or a member of the Business Office for further information.

Daylight Saving Time

March brings with it the promise of gardening and warmer sunny days, as the earth turns its frostbitten cheek to winter and springs forth from the vernal equinox. March is the first month of spring, which begins on March 19.



Don't forget to "spring forward" and set your clocks one hour ahead on March 10, as it is the start of Daylight Saving Time, which begins at 2 a.m.

Fun Facts

April showers bring May flowers (proverb). This rhyme was originally a short poem and has meaning behind the words, as well. "April showers bring May flowers" is a reminder that even the most unpleasant of things (in this case, the heavy rains of April) can bring about very enjoyable things, such as an abundance of flowers in May.

St. Patrick's Day

March 17 is St. Patrick's Day! According to folklore, folks wear a shamrock on St. Patrick's Day because the saint used its three leaves to explain the Trinity. Please keep watch on the calendar for upcoming recreation events.



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, visit 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.

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

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