



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 2, June 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



Welcome to the summer edition of our Long-Term Care Newsletter! June is Seniors Month in Ontario, a time to honour and celebrate the invaluable contributions that seniors have made to our communities and country. Throughout this month, we recognize the hard work, dedication and sacrifices that seniors have made over the years, helping to shape our society into the thriving and vibrant place it is today. The homes have planned a number of events to show appreciation and celebrate our seniors.

As we welcome new residents, staff and volunteers to our community, we invite you to engage with Resident and Family Councils to the extent that suits your interest and availability. We highly value your input and suggestions, and we're here to address any concerns you might have. Please feel free to contact a member of our management team whenever you need assistance or have something to share.

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 Ann Nicoll, Administrative Assistant at 905-579-3313 ext. 5108.

Quality

Quality Improvement Plan

Part of the Integrated Quality Management program involves the development of an annual plan to improve quality in the home. The Quality Improvement Plan (QIP) is a requirement of the Fixing Long-Term Care Act and Ontario Health. The QIP has been submitted to Ontario Health and is available on the Region of Durham website under each home for residents, family and staff to review at <https://www.durham.ca/en/living-here/regional-long-term-care-homes.aspx>.

Infection Prevention and Control

Reminders

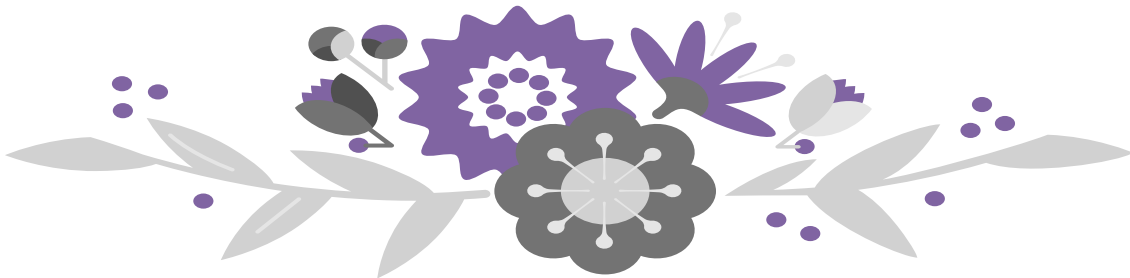


As this year's respiratory virus season comes to an end, we look forward to the sunshine and warmth of spring and summer and getting outside to enjoy the beautiful weather. Our four long-term care homes continue to work closely with our local public health unit to ensure staff, residents and visitors are well-informed and prepared for infection trends. As a reminder for visitors meeting with residents in isolation, please wear the appropriate PPE provided to ensure your safety and the safety of those around you. Additionally, self-screening remains important for staff and visitors before entering our homes to keep everyone healthy and to minimize outbreaks. If you are sick, please do not enter the building; you may follow-up with your home's Infection Prevention and Control (IPAC) practitioner if you have any questions.



Spring COVID-19 vaccines

As we continue to see waves of COVID-19 infections, the Ministry of Health in alignment with the National Advisory Committee on Immunizations (NACI) has provided updated recommendations for residents to receive an additional COVID-19 vaccine this spring. Long-term care residents are eligible to receive an additional COVID-19 vaccine if it has been at least three months from their previous COVID-19 vaccine dose or COVID-19 infection. The spring COVID-19 vaccine campaign will end in June to ensure residents are eligible come the fall. If you have any questions regarding the COVID-19 vaccine or your resident's eligibility, please reach out to the home directly.



Measles update

Measles is an infectious illness that infects the respiratory tract, causing fever, fatigue, runny nose, cough, red/watery eyes and small white spots on the inside of the cheeks. A rash can also develop 10 to 14 days after exposure, usually starting on the face/upper neck. Increased measles activity is being reported globally due to travel and low vaccination rates.

Durham Region Long-Term Care workers are required to be vaccinated against measles upon hire. For long-term care residents, adults born before 1970 are generally presumed to have acquired natural immunity to measles through infection, as vaccination was not offered prior to then. Residents born in or after 1970 should be immunized with at least one dose of the Measles, Mumps, and Rubella (MMR) vaccine, but it may be recommended to receive two doses. If you have any questions regarding measles or your resident's vaccine status, please contact the Home's IPAC practitioner.

Gastrointestinal illness

Our Lakeridge Health infection control partners have reported that several congregate settings are experiencing norovirus outbreaks, and that there is a high incidence of community transmission of gastrointestinal illnesses (GI).

The following are some important recommendations from our Lakeridge Health colleagues:

- Any resident with gastrointestinal symptoms should be promptly isolated on droplet contact and to take N95 precautions until COVID-19 can be ruled out (note: many previous COVID-19 cases have reported GI symptoms as their initial symptoms).
- Symptomatic residents will need to be isolated until their GI symptoms have resolved for 48 hours.
- Cleaning and disinfection:
 - Ensure your disinfectant products have a virucidal kill claim against norovirus.
 - Hand hygiene:
 - Staff and visitors should be practicing hand hygiene at the four moments (before resident/environment contact, before aseptic procedures, after body fluid exposure risk, after resident/environment contact).
 - Ensure residents are being offered hand hygiene before group activities, before eating or drinking, and after bathroom use.
 - Ensure hand hygiene with soap and water or an alcohol-based hand sanitizer after direct care with a symptomatic resident.

We hope you have a wonderful and safe summer!



Practice and Training team

AdvantAge Ontario conference

Our Training and Education team has been working hard to provide updates and resources to support our staff in delivering exceptional care. Recently, the Consent and Capacity group presented on this topic at the AdvantAge Ontario Convention. They are now rolling out training sessions for staff and sharing important information with residents and families.

At the AdvantAge Ontario Convention, the Training and Practice team's poster presentation highlighted how Clinical Leads are enhancing care quality through collaborative efforts with MNPs. The Medication Management Team is implementing a three-month medication review (TMR) across our homes to optimize medication management and resident safety. Clinical Leads are actively attending trainings on fall prevention, wound care and palliative care to improve clinical outcomes. Our finalized 2024 training schedule will offer tailored sessions for our teams.



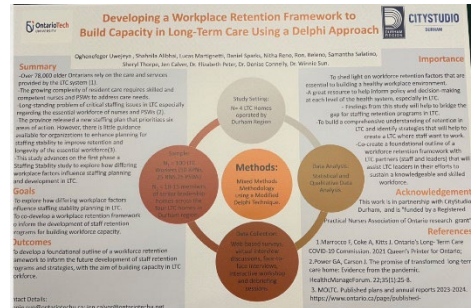
National Nurses Week

We celebrated National Nurses Week from May 6 to 12 to show appreciation for the nurses and their hard work in providing invaluable services and care to residents and families. Preceptor Appreciation Week is coming up on October 28, where we will express our gratitude to our dedicated preceptors. We also continue to welcome student placement opportunities in our homes.



Ontario Tech partnerships

Excitingly, we have partnered with Ontario Tech University for research collaborations. The CityStudio Durham Hubbub event featured two of our research partnerships. We are currently in Phase 1 of a voluntary study on workplace retention for staff, and in Phase 2 of a study focusing on benefits for persons with dementia through CLEAN Exergame. The aim of this study is to develop an educational exergame for persons with dementia and their caregivers to practice effective handwashing and promote infection control.



Emotional Model of Care

Project update

We are thrilled to announce that Lakeview Manor will be the pilot home for our Emotional Model of Care project. We are actively involving key stakeholders at the divisional level. We will invite all staff, residents and families from Lakeview Manor to participate in the development and implementation of this project. The project lead at Lakeview Manor will be Claire Doble, a Dietitian.

We have taken the Emotional Model of Care project on the road with a series of Road Shows, with dates as follows:

- May 15: Lakeview Manor
- May 16: Fairview Lodge
- May 21: Hillsdale Estates
- May 23: Hillsdale Terraces

These Road Shows provided an opportunity for residents, families and staff to learn more about the project, and also to engage and contribute to its development, sparking excitement and curiosity.

We have also completed a naming competition for the Emotional Model of Care, allowing our stakeholders to name our care model. The competition winner will receive an award and the home will receive a special treat.

We are excited to embrace change and embark on a culture shift within our homes!

As the Emotional Model of Care pilot project develops, updates and information will be shared at durham.ca/EmotionalModelofCare.

If you have any questions, please contact Sheryl Thorpe, Project Manager, at Sheryl.Thorpe@durham.ca or Claire Doble, Project Lead at Lakeview Manor at Claire.Doble@Durham.ca.

Consent and Capacity Project

In February 2023, a dedicated interdisciplinary team from the Region of Durham's four long-term care homes, working alongside the Legal department, started a journey to create tools, resources and education relating to consent and capacity.

The homes identified a need to enhance supports for our residents and ensure their rights are upheld in all areas of decision-making. The project team focused on the following areas:

1. Development of a consistent process to assess a resident's decision-making capacity in terms of personal care, treatment and financial decisions.
2. Creation of procedures for evaluating capacity in areas of personal care, treatment and finances.
3. Creation of educational materials for staff, physicians, families and residents on consent and capacity that focuses on the processes of assessment, determination and necessary escalation.

With the assistance of Family Council and with input from residents, we are pleased to announce that we will be going live with our new processes on July 2, 2024. Staff education is currently underway.



Hillsdale Terraces news

Family Council

Family Council meetings



Family Council recently welcomed two guest speakers to our meeting.

Joanne Iacono, former Administrator, provided families with information about the 2024 Hillsdale Terraces Operational Plan, including:

- Staffing: Effective July 2024, three Personal Support Workers (PSW) will be added on the evening shift in Vineyard View, Garden Gate and Forest Hill.
- Revamping the nursing schedule: To provide continuity of care to residents, 16 part-time positions will be converted to full-time positions.
- Improving resident satisfaction and social life: plans to provide residents with independent social interaction include converting the third-floor library into a social lounge and the creation of an interfaith prayer room.
- Cook serve model: More meals will be cooked onsite and served the same day, rather than being made a day prior or prepared offsite.
- Dignity in the Details Training: All staff will take this training, developed by the Region of Durham, to remind staff what dignity looks like and to ensure it is being upheld.
- Gentle Persuasive Approach (GPA): 80 staff members will be trained this year.
- Admission day paperwork: The business paperwork is to be completed prior to the resident being admitted to the home, enabling families to spend more time with their loved one on admission day.
- Diversity, Equity, and Inclusion Training: To be provided to all staff.

Sandra Omlin and Jasim Hadi, Ontario Tech University undergraduate research practicum students working with Dr. Winnie Sun, presented information about the Ontario Tech University Virtual Reality Research Project. It is designed to examine the physical, social and educational benefits of a CLEAN Exergame for persons with dementia, to promote hand hygiene and influenza vaccine uptake. The project is actively recruiting participants with mild cognitive impairment and their caregivers, as well as healthcare providers, with expertise related to public health and infection control practices.

Celebrating Nursing staff

National Nursing Week, which had the theme of “Changing Lives, Shaping Tomorrow,” was celebrated from May 6 to 12, 2024, and PSW Day was held on May 19, 2024. Families thank nursing staff for their exceptional dedication, care and service to residents at the Terraces—your efforts are appreciated this month and throughout the year.

As a thank you, Family Council provided an assortment of coffee, tea and hot chocolate in the staff room for all staff to enjoy.



Family Council continued

Family Council Week

Family Council Week – Connecting Through Care will be held from June 1 to 7, 2024.

To celebrate, Family Council will have a display set up in the lobby sharing information about the role and benefits of Family Council, as well as 2023 Family Council accomplishments. To raise funds to support resident programs, staff recognition and residents at Christmas, three gift baskets will be raffled.

Virtual conference

Hillsdale Terraces Family Council will participate in the Family Council Ontario Virtual Conference being held June 11 to 13, 2024.

Retirement wishes

Thank you to Sue Locke for her contributions to the Regional Long-Term Care homes and residents. Family Council wishes Sue a happy and healthy retirement.



Residents' Council

Residents Council Executive would like to wish everyone an enjoyable summer. Thank you to the Terraces for the beautiful new gazebo.

Residents' Council meetings

Residents' Council will not meet in July and August; meetings will reconvene in September. If you have any suggestions, please bring them forward to Tanis Head.

Residents' Council fundraising

Residents' Council recently sold raffle tickets for a Summer Nights themed basket. Thank you to everyone who has supported our fundraising efforts along the way.

Volunteer Corner

Volunteer Appreciation Week

For the month of April, we came together to celebrate Volunteer Appreciation Week by hosting our first in-person celebration since 2019. It was lovely to see the Terraces, Estates and Fairview Lodge volunteers come together to enjoy a Paint Night Ceremony. This year's theme is "Every Moment Matters!"



Volunteer Corner continued

Tuck Shop

Our Tuck Shop is open on Mondays and Wednesdays. We are looking for volunteers who are interested in working in the Tuck Shop to accommodate being open on other days. We are always looking for new volunteers to spend time with our wonderful residents, so please spread the word throughout your community.

Thank you, volunteers

Dedicated hearts like yours are not so easy to find. Yet, you give your time and talents for all in need. Thank you for being a volunteer, we're privileged to work with you. We want you to know how appreciated you are, not just today, but the whole year through!

Recreation and Therapy

Summer fun

Summer is finally around the corner, and we have a fantastic lineup of events planned just for you!

Join us for outdoor barbecues and programs such as gardening in our beautiful Serenity Garden, refreshing ice cream socials, live music performances and choirs, themed movie afternoons, Friday arts and crafts days, exciting and challenging games, trivia evenings and much more!

Duckling Hatching program

We enjoyed the Hatching Program on the third floor and were amazed at the process involved in the hatching of our ducklings. We had the enjoyment of the ducklings for 10 days before we had to send them on their marching ways, but this definitely is a memory we will cherish, as it helped get us through the outbreak we experienced in April.



Recreation and Therapy continued

June is Seniors Month

June is Seniors Month, and we have many events planned.

We will kick off Seniors Month with the Peppershakers Band on June 6. The following entertainment will take place throughout the month of June:

- Terry Maxwell on June 13 at 1:30 p.m.
- Art Lajambe on June 19 at 6:30 p.m.
- Keith Kirkpatrick on June 22
- A Broadway show with Frances Townend on June 27 at 1:30 p.m.



Summer events



Canada Day will be celebrated in true form with a Canada Day show on July 2. Stay tuned for information regarding other exciting July events.

We have a full line-up of fun events planned in August, including A Visit to the Caribbean with John Pebble on August 22, where we will enjoy the musical entertainment of the Caribbean islands.

Our goal is to keep you engaged, active and having fun all summer long. Look through your calendar and if you do not see something you would like to do, let us know and we can help plan it. We can't wait to enjoy the outdoors once again and hear the birds singing our favourite summer tunes. Your Recreation and Therapy team are always here to make your days enjoyable, meaningful and engaging, so please do not hesitate to make suggestions to our team to help meet your needs.



Happy summering!

Staff news

This summer, we welcome three summer students to assist with our programs and help guide them with their schooling development in the field.

We congratulate Mallika Dholiya, Adjuvant, on the upcoming birth of her baby boy who is due to arrive in June.

Nursing

Nursing Week

Hillsdale Terraces celebrated Nursing Week from May 6 to 12. Several staff appreciation events were held in the home on all shifts, including daily draws.

Thank you to Family Council for their donation of coffee and tea to recognize our Nursing Team! It was definitely appreciated by all!

A heartfelt expression of gratitude goes out the Registered Nurses (RN), Registered Practical Nurses (RPN) and PSWs for their dedication, compassion and tireless efforts. Your commitment to providing person-centred care goes beyond measure, and your selflessness shines brightly in the darkest of times.



Dental services



Golden Care Mobile Dental Services will be providing on-site hygiene, dental and denture care services to residents.

Golden Care Dental's team includes licensed dentists and denturists, registered dental hygienists, dental assistants and administrative assistants. They have extensive knowledge and expertise to serve residents.

Staff news

Sadly, the Terraces lost three employees over the last few months. Valeri Wahl, PSW, passed away in February; Seema Kurman, RPN, passed away in March; and Charlene Kehoe, retired RPN, passed away in April. Our thoughts and deep condolences go out to their families and friends.

Environmental Services

Resident Smoking Gazebo

We are happy to report that a new Resident Smoking Gazebo has been purchased and assembled where the previous one was. We remind all staff and visitors that only residents are permitted to smoke in the gazebo.

Smoking

We would like to remind everyone that staff and visitors are not to smoke on Regional property, as per the Region of Durham Smoking and Vaping by-law. Residents are only permitted to smoke in the Resident Smoking Gazebo.

We have received many concerns regarding the amount of cigarette butts on the ground. Please adhere to the Region of Durham Smoking and Vaping by-law and please don't litter our beautiful grounds and parking lot with cigarette butts.

Environmental Services continued

Landscaping

The landscape cleanup is in full swing with our contractor. They have been asked to ensure they don't impede the roadways or parking spaces. If you have concerns, please let Erin Campbell or Sean Bailey know.



Don't feed the animals

Please be reminded that feeding the wild animals on the Terraces property is not recommended, as they become reliant on this food and in turn causing problems.

Food Services

Resident dining

There is always something delicious cooking in Food Services! Our Spring/Summer Menu was launched on May 13. Over the coming months, we have planned barbeques and many tasty theme meals for your dining enjoyment.



We're excited to announce a product change coming soon! We're switching from the traditional powder thickener to a liquid thickener called SimplyThick, an instant food and beverage thickener. Picture this: no more waiting for the food or beverage to reach the desired consistency. SimplyThick thickens instantly, delivering a smooth texture every time. Plus, it's very beneficial for residents who rely on thickened options for easier swallowing. We are excited to implement this product to make meal and snack time enjoyable for everyone. In late June, we plan to say goodbye to messy scoops and hello to convenience with the user-friendly bottle and pump design. It's quick, easy and minimizes waste, giving you more flexibility when it comes to thickening. Pump directly into the cup or bowl hassle-free! SimplyThick is vegan, gluten-free and allergen-free, catering to diverse dietary needs. Training will take place the week of June 17.



Food Services continued

Resident Food Committee

Did you know Hillsdale Terraces has a Resident Food Committee? Meetings are held in the auditorium on the second Monday of each month at 10:30 a.m. All residents are welcome to attend. Our goal is to have a Resident Dining Ambassador for each dining room who can share feedback on behalf of residents in areas such as menu choices, meal and snack services, and dining experience.

Food Services staff updates

You may be noticing some new faces in Food Services. Please join us in welcoming several new Food Services team members who have joined our department recently.

Hot weather and hydration

During the warmer weather, each department in the home implements a contingency plan for hot weather, in accordance with established procedures.

Residents in long-term care, and seniors in general, are more vulnerable to hot weather illness than the general population.

The purpose of the Hot Weather Illness Prevention and Management Program is to prevent and/or manage hot weather-related illness and to maximize the comfort level for residents, volunteers and staff during extended periods of hot, humid weather. The program also aims to identify the factors that may place residents at increased risk of developing heat-related illnesses and conditions.



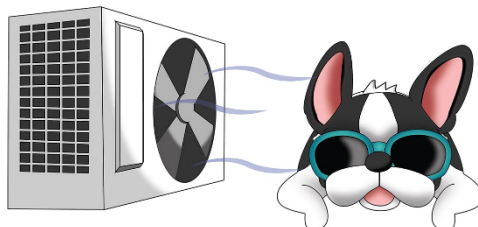
Hillsdale Terraces is fully climate controlled through its building automation system (BAS), which helps keep the temperature consistent and comfortable during these hot periods.

Did you know that, as we get older, we:

- Have less water in our body, so we get dehydrated faster?
- Have a lower desire to drink, even when active or sweating?
- May be taking medications that make us lose water?

What can we do to stay hydrated?

1. Stop frequently throughout the day to have sips of a drink.
2. The average healthy adult requires a minimum of eight cups (2L) of fluid per day.
3. Aim for two glasses of fluids at each meal.
4. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.
5. Wear a hat and sunscreen outside to reduce exposure to the sun.



Administration

Summer safety tips and fun

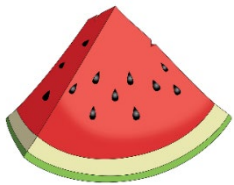
As the days grow longer and the sun shines brighter, summer brings a sense of rejuvenation and excitement. For those residing in long-term care facilities, embracing the joys of summer is not only possible but essential for overall well-being. From getting outdoors to staying hydrated, here are some valuable tips for making the most of the summer season while ensuring safety and comfort.

Summer safety

With rising temperatures, staying hydrated becomes paramount. Drink plenty of water throughout the day. A water station is located in the main lobby.



While sunlight offers essential Vitamin D, it's crucial to practice sun safety to prevent sunburn and heat-related illnesses. Wear hats, sunglasses and lightweight clothing that covers exposed skin. Schedule your outdoor activities during cooler hours and stay in the shade. And, of course, don't forget the importance of sunscreen. A sunscreen station is located in the main lobby vestibule. Apply generously!



Summer nutrition

When possible, incorporate the abundance of seasonal fruits and vegetables into your meals and snacks.



Summer fun

We all have unique preferences and needs, especially during the summer months. I encourage everyone (staff, residents, families and volunteers) to engage each other in conversations about your summer goals and aspirations. Whether it's arranging family visits, facilitating outdoor hobbies or providing extra support to residents during hot weather, individualized care enhances quality of life and resident satisfaction.

Summer is a time for embracing the outdoors, fostering connections and prioritizing well-being in long-term care settings. By following these tips, we all enjoy a season filled with sunshine, laughter and cherished memories. Together, let's make this summer a time of joy and fulfillment for all who call Hillsdale Terraces home.

~Allan Latter, Assistant Administrator

SUMMER

Administration continued

Administrator news

On April 26, 2024, we said “see ya later” to Joanne Iacono, as she joined the Long-Term Care and Services for Seniors Division as Manager, Divisional and Community Supports. In Joanne’s four years as Administrator, she contributed immensely to the Terraces and the division by leading several quality improvement initiatives and spearheading large scale technological advancements while enhancing the quality of life for residents. You will still see Joanne’s smiling face often at the Terraces, as she will continue to work with many Terraces staff on divisional projects and initiatives. Congratulations and wishes for continued success, Joanne!



On April 29, 2024, we welcomed Lisa Mizzi, Administrator, to Hillsdale Terraces. Lisa was formerly the Assistant Administrator at Hillsdale Estates. Lisa brings with her a wealth of knowledge and skills from her previous work experience. Lisa’s warm and caring demeanour, coupled with her commitment and passion for person-centred care, will enhance the quality of life for residents. Please join us in welcoming Lisa to the Terraces family!



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

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