



Long-Term Care & Services for Seniors Division

Hillsdale Estates 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



Director's message



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 Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.

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

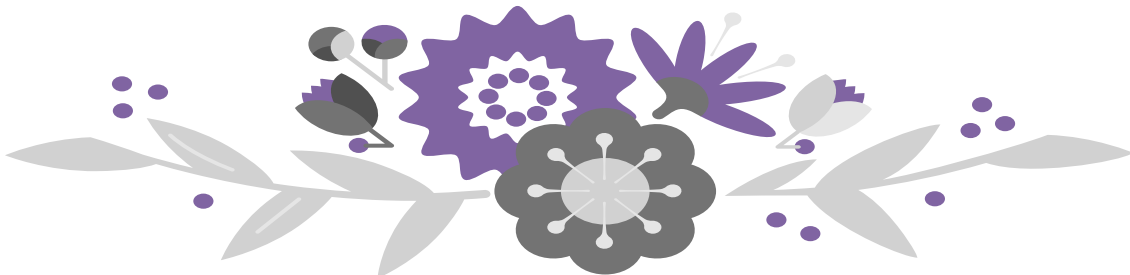


As this year's respiratory virus season comes to an end, we look forward to the sunshine and warmth of spring and summer and getting outside to enjoy the beautiful weather. Our four long-term care homes continue to work closely with our local public health unit to ensure staff, residents and visitors 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.



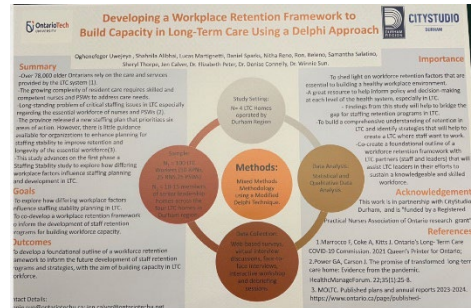
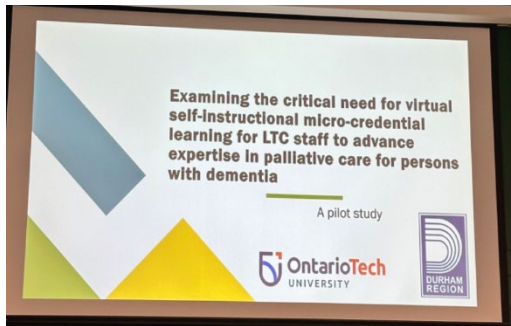
National Nurses Week

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 Estates news

Family Council

Sharon Crann, Chairperson, and Joanne Kazimierczuk, Treasurer/Secretary, will be retiring from their executive roles on the Family Council, as of June 29, 2024. Sharon has done a remarkable job serving as Chairperson for many years, and the home warmly thanks both Sharon and Joanne for their efforts in supporting our caregivers and residents through Family Council.

Sharon will remain available to assist anyone who wishes to step into either of the vacant roles of Chairperson or Vice-Chairperson. Sharon is passionate and motivated to support a warm and easy transition for all new executive members. There are also virtual and in-person resources from Family Councils Ontario (www.fco.ngo) for guidance on running Family Councils, and Erika Gilbert, Social Worker, will continue to support as Family Council Assistant.

It is important to note that without any caregivers to volunteer for these positions, the Hillsdale Estates Family Council will not be able to operate. The Family Council is an imperative resource, as it is a place for caregivers to receive mutual support and guidance, receive education through guest speakers, be informed on the current operations of the home, advocate for residents' quality of life and much more.

It is also important to note that Family Council's executive can make any changes to the frequency and duration of meetings (e.g., monthly, bimonthly or quarterly meetings, etc.), as well as the day/time of the meetings (e.g., weekend or weekday and morning, afternoon or evening); whichever they feel will best serve the Family Council's needs.

If you would like more information or are interested in volunteering for a role, please connect with Sharon Crann at sharoncrann@gmail.com or 905-449-5364.

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 June 25 at 2 p.m. The July and August meetings will be canceled, and Residents' Council will resume on September 24 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 them.

Volunteer Corner

Summer is right around the corner, which means that it's time to get involved with your community! Volunteer to gain 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.

Recreation and Therapy

June is Seniors Month

2024 marks the 39th annual Seniors Month. This is a time for us to recognize our amazing older adults and the contributions they make. Throughout June, there will be opportunities to celebrate seniors living in our home with the events on the monthly calendar.

Community outings

Outings to the community are offered monthly. Residents who are interested in participating in a bus outing can register by following these three steps:

- 1) Choose an outing you wish to participate in.
- 2) Contact the Recreation Programmer in your home area (staff and family members can assist if needed).
- 3) Be sure to leave a message stating your name and the order of preference of the outings you wish to participate in.

We will do our best to accommodate your first choice and all other requests will be placed on a waitlist. With limited outings being offered, we want to ensure that the sign-up process is as fair and equitable as possible.

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 meet regularly 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, at ext. 6323 or email 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.

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.

This year, Nursing Week is celebrated from May 6 to 12. The theme this year is "Changing Lives. Shaping Tomorrow." Please join us in celebrating the dedication, expertise and achievements of our nursing staff.



A big thank you to all the nurses and thank you to everyone! As a team, we have accomplished so much over the past few years. Our teamwork makes us stronger and increases our resilience, passion and integrity so that our priority to provide care to the residents always remains first and foremost. The week of May 6 to 12 is truly dedicated to celebrating all of us.

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)

- June 18, 2 to 3 p.m.
- July 16, 2 to 3 p.m.
- August 20, 2 to 3 p.m.

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

- June 18, 5:30 to 6:30 p.m.
- July 16, 5:30 to 6:30 p.m.
- August 20, 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.

Celebrations of Life

Hillsdale Estates hosted their first Celebrations of Life since the pre-pandemic on Friday May 24, 2024, in our Auditorium. Attendees reflected and remembered residents of Hillsdale Estates who passed away between January and April 2024. During the drop-in gathering, caregivers, residents and staff of Hillsdale Estates stopped by to share together in memories of late residents, while enjoying some light refreshments and music. A memorial table with tributes and resident photos was also displayed.

The next Celebrations of Life will take place on September 20, 2024, and January 31, 2025.

If you have any questions, comments or concerns, please contact one of our Social Workers: Erika Gilbert at ext. 6323, Erika.Gilbert@durham.ca, or Sherin Surenthiran at ext. 6441, Sherin.Surenthiran@durham.ca.

Hot weather illness prevention and management program

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.

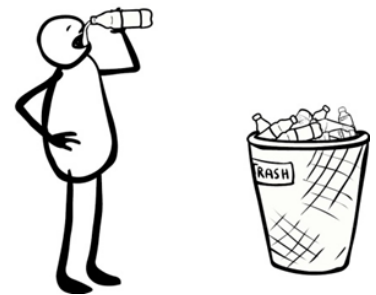
Hillsdale Estates is fully climate controlled through its Building Automation System (BAS), which helps keep the temperature consistent and comfortable during these hot periods.

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?

Tips for staying hydrated in the warmer weather:

1. Stop frequently throughout the day to have sips of a drink.
2. The recommended intake of fluids is eight full glasses a day.
3. Aim for two glasses of fluids at each meal.
4. Eat fruits that contain a lot of water, such as watermelon. These can be cut up or pureed into smoothies if needed.
5. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.
6. Wear a hat outside to reduce exposure to the sun.



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.



Fire alarm triggers

Aerosols, baby powder, mist producing vapours, humidifiers and air purifiers will cause the smoke detector to be set off, activating the fire alarm. None of these items should be used within the home area or in a resident room.

A humidifier gives off a fine mist of atomized water particles that float in the air and, while the vapour that comes off the unit may disappear to the naked eye, the particles still circulate in the air and can be detected by the smoke detector.

Same can be said about baby powder, deodorant sprays, hair spray, air fresheners or heat producing items that will cause the smoke detector to be triggered in a resident room.

All staff have been advised that if they come across these items, they are to inform the resident in the moment and advise that they are required to remove the item immediately. Staff will then label the item with the resident's name and room number, and advise the Registered Nurse for follow-up with the family, if necessary, to have the item picked up at their earliest convenience.

Spring/summer cleaning

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 that all new clothing items need to be labelled to ensure they are returned to their proper owner after being laundered.

Food Services

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.

Food Service Leadership



Hillsdale Estates welcomed Sree Surendranath as our new Food Services Supervisor on April 2. Sree transferred to the Estates from Fairview Lodge, where he was a supervisor since August 2023.

Sree started his career in food service as a chef, spending 10 years working in various hotels and cruise ships in different parts of the world. After that, Sree pursued his Food Service Management career and has been working as a Food Service Supervisor and Dietary Manager for 10 years with various healthcare organizations in Canada. Welcome

Sree to the Hillsdale Estates family!

Administration

Senior Leadership

The Leadership team said farewell to Lisa Mizzi, Assistant Administrator, on April 29. Lisa is transferring to Hillsdale Terraces in the role of Administrator. Please join us in wishing her well in her new role. Recruitment is under way to fill the role.

Regular visiting hours at Hillsdale Estates



We do not have official visiting hours because this is a home, and you may visit when it is convenient for you. Visiting is most popular between 8 a.m. to 8 p.m., as we normally have reception and staff to assist you. When entering the home between 8 a.m. to 8 p.m., you just need to enter the door code at the main entrance.

If you are visiting the home after 8 p.m., you will need to use the call bell or the phone in the main entrance vestibule to contact Nursing, who can then open the door for you; or directly call the Nursing station and a nurse will come down to the front entrance to let you in.

Visiting after 10 p.m.:

Please note that we have a significant reduction of staff by 10:30 p.m., so if you are planning to be in the building after 10 p.m., we ask that you clear this with a senior manager so we can plan your visit accordingly, unless you are visiting a resident who is at end of life. Whenever you are leaving the home, the exit code on the keypad to the left of the main entrance door will work to allow you to exit.

If you have any questions, please connect with us directly.

Regional policy on use of scented products in the workplace

In support of our commitment to health and wellness promotion, the Region of Durham recognizes that sensitivity to fragrances and scented products is a workplace health issue and requests all employees and visitors refrain from wearing or using scented products in the workplace.

Scented products contain chemicals that can cause serious problems for many people, especially those with asthma, allergies and environmental illnesses. Some reported symptoms include, but are not limited to, headaches, light-headedness, nausea, fatigue, malaise (a general feeling of illness or unease), depression and upper respiratory symptoms. In some instances, symptoms have resulted in medical intervention and transfer to hospital. These symptoms constitute serious barriers for individuals with chemical sensitivities in work and life.

Regional employees and visitors are asked to be considerate of those who are sensitive to fragrance chemicals by **refraining from wearing scented products such as perfume, aftershave, scented lotions, soap, hair spray, deodorants and powder. This also includes using such items in washrooms, change rooms or in any public setting in the workplace.**



Thank you for your attention and co-operation in raising awareness of this Regional policy.

Students returning

Hillsdale Estates once again welcomes summer students from May 1 to Labour Day! These summer positions give students an excellent opportunity to develop their skills for the field and help to provide coverage while staff take their vacation. Welcome to students in all departments; we are happy to have you join our team!

From the Business Office

The Business Office will be closed on the following stat holidays:

- Canada Day - Monday, July 1.
- Civic Holiday – Monday, August 5.
- Labour Day - Monday, September 2.
- National Day of Truth and Reconciliation – Monday, September 30.

If you require funds from your trust account, please see the Business Office on the Friday before.

Tax Clinic

During the month of April, Hillsdale Estates partnered with the Community Volunteer Income Tax Program (CVITP) through the Canada Revenue Agency (CRA) to host a Free Tax Clinic. This service allowed for 14 residents and caregivers to file their tax returns. We look forward to continuing this partnership for future tax seasons.

Business Plan

A business planning session was held in February 2024. Business planning is a time for the home to set goals for 2024 and to develop a plan to operationalize the Divisional Plan into the home. The Business Plan is broken down into three pillars as follows:

- Pillar 1 – Care and Services.
- Pillar 2 – Embracing Innovation.
- Pillar 3 – Workplace Excellence.

The Business Plan was developed based on all the feedback provided from satisfaction surveys, past quality data collected (formal and informal), staff survey and planning sessions. The Business Plan has been shared with Residents' Council and will be shared with Family Council in May.

IPAC Hub and Durham Region Public Health Inspection

The Lakeridge Health IPAC Hub and Durham Region Public Health were here for an inspection visit in February. Both had a lot of positive things to say and commended the amazing work that staff are doing to help limit and control outbreaks at Hillsdale Estates. In particular, a few positive things they noted were that the caddies were organized and stocked, staff masking throughout the Home was observed, and vaccination rates for residents and staff were high compared to other long-term care homes.

Although we saw spread of influenza outbreak to a few different home areas in February and March, our teams did a good job controlling the spread on each home area and limiting the number of cases– great job everyone!

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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