



**Long-Term Care & Services for Seniors Division**

# **Hillsdale Terraces Newsletter**

**Issue 3, September 2024**



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## **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 and Dignity, Excellence

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## **LTC and Services for Seniors Division news**

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### **Director's message**

As summer draws to a close, I want to take a moment to reflect on the many joyful and memorable events that took place over the past few months— from barbeques and garden parties to car shows and more. These activities not only bring smiles to our faces but also strengthen the bonds that make our communities so special.

I would also like to extend a heartfelt thank you to our dedicated staff and volunteers whose hard work does not go unnoticed. To our residents and families, thank you for your trust and partnership. We encourage you to engage with Resident and Family Councils to whatever level suits your interest and availability. Your feedback and involvement are invaluable as we strive to continuously improve our services and ensure that our homes remain places where everyone feels safe, respected and cared for. Please don't hesitate to reach out to any member of our management team whenever you have something to share.

I also want to inform you that the Region of Durham has begun a review of the Regional Long-Term Care Homes. This review, being conducted by third-party consultants, KPMG, aims to ensure we are properly structured, resourced and supported for ongoing success. The review is expected to be completed by the end of the year. There will be opportunities for staff, residents, and their families to participate through focus groups and surveys. Your expertise and insights will be invaluable in helping shape the future of our long-term care homes.

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.**

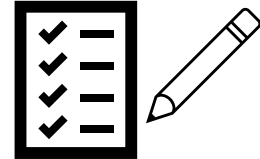
## Quality

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### Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and family provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and to guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. Watch for more details on the survey this fall.



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### Annual influenza campaign

In October, we will be kicking off our annual influenza campaign for residents, staff and visitors. We encourage everyone to get vaccinated against the flu. Living in a long-term care home, along with advanced age and chronic conditions, puts most of our residents at a very high risk for developing complications from the flu. Flu shot clinics will be available in the homes for residents, staff and volunteers.

Family and visitors are requested to stay home and postpone their visits if unwell. Symptoms might include fever, feeling feverish/chills, cough, sore throat, runny or stuffy nose, muscle or body aches, headaches, unusual tiredness, nausea, vomiting or diarrhea. Please also ensure that you wash your hands or use an alcohol-based hand sanitizer when entering and leaving any of our homes.



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### Quality improvement

The four long-term care homes believe in continuous quality improvement. This year, our homes are working on a variety of projects in the areas of falls management, skin and wound, resident satisfaction, medication management and safety, recreation, etc. If you are interested in learning more about what your home is working on, please visit our website at [durham.ca/ltc](http://durham.ca/ltc) for the 2024 Quality Improvement Plan for your home.

## Policy and practice update

### Mandatory training 2024

The 2024 staff mandatory training completions are in full swing! Please ensure you complete your training by the October 7, 2024, deadline. Refer to the mandatory training memos dated March 1, 2024, for details specific to your collective bargaining unit. We appreciate your dedication to this annual requirement.



### Consent and Capacity training

Nursing staff have completed their Consent and Capacity training. Next up, this training will be extended to Food Services and Environmental Services in late August, along with family members.

### Nursing Week 2024

We joyously celebrated Nursing Week 2024 across our four homes in May, honouring our dedicated nursing staff. Thank you for your hard work and commitment!



### Preceptor Appreciation Week

Mark your calendars for Preceptor Appreciation Week, happening October 28, 2024. Let's show our gratitude to our excellent preceptors!

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## Upcoming training initiatives

We continue to roll out various training initiatives as planned. The next focus will be on topical medication administration education.



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## Research collaborations

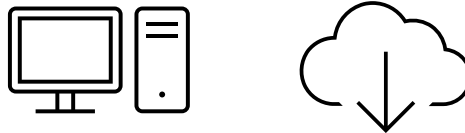
Exciting research collaborations are underway! The Ontario Tech University team recently visited our homes to recruit participants for the workplace retention study. Here is a link to read the project research paper on the staffing stability study:

<https://www.durham.ca/en/citystudio/staffing-stability-in-long-term-care.aspx>

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## Elsevier access

A reminder that Elsevier is available on all desktops and can be downloaded from the software centre on laptops. It offers trusted guidance at the bedside, enhancing clinical confidence and critical thinking.



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## Preceptor criteria

The preceptor criteria for both nursing and non-nursing staff went live in May. If you meet the criteria and are interested in becoming a preceptor, please complete the application form. We are actively seeking nursing preceptors (RN, RPN, PSW) and will contact other preceptors as opportunities arise.

Let's continue to make a meaningful impact through our dedication and hard work!



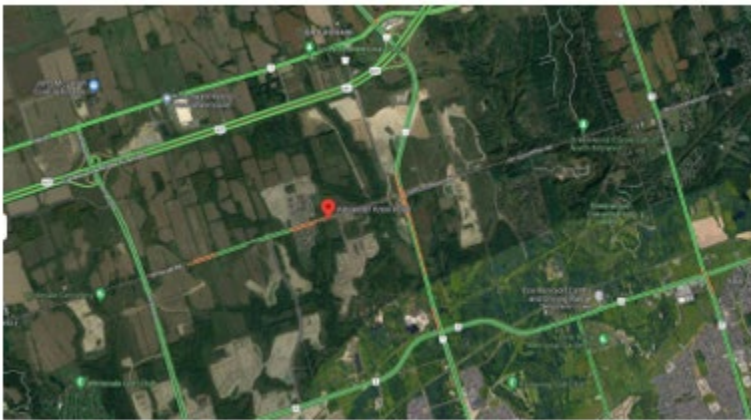


## New Seaton long-term care home

The Region of Durham is building a new long-term care home in the City of Pickering. This 200-bed home will be in the beautiful Seaton community. It will be financed, owned and operated by The Regional Municipality of Durham, with some funding provided by the Province of Ontario.



The home was designed with five 32-bed Resident Home Areas (RHA) that can function as two independent, 16-bed RHAs on days and evenings. The smaller 16-bed RHAs are not only for Infection Prevention and Control (IPAC) purposes, but also for enhanced social interaction for residents. There are also two 20-bed RHAs that will be more specialized; one for behaviours and one for more medically complex residents.



Located on Alexander Knox between Whites Rd and Brock Road

The design will be dementia-friendly and enhance the emotional philosophy of care by incorporating aspects from models such as Butterfly, Hogeweyk and Eden Alternative.

Common spaces – such as a resident bank, café/store, hair salon, worship centre, dentist/clinic space and fitness area – are all organized around a main street for resident social interaction and the feeling of going to a main street as a destination and experience.

Construction of the home began with an official groundbreaking in September 2023. The build is moving along nicely. To date, most of the concrete foundation is complete along with underground services. First floor walls are starting to form. By the end of 2024, the entire concrete structure should be complete, and the roof and penthouse underway. Work will continue inside the building over the winter months, keeping with the schedule for an anticipated completion date of fall of 2026.



Current Site View

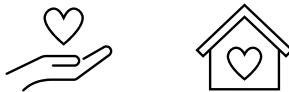
## Caring Connections Durham update

The emotional model of care project is well underway. Over the past three months, a competition to name the emotional model of care was completed, and all four homes had the opportunity to submit names for consideration. The winning name is “Caring Connections Durham” and is now the name of the emotional model of care project.

The project team at Lakeview Manor was developed with staff members from all departments within the home, as well as family members and residents. The project team has worked hard to develop their top six change ideas to implement within the home, with significant consultation through focus groups.

Beaver River has been determined to be the home level for further review of the change ideas, to ensure residents, family and staff resonate with the ideas, and that they will improve the quality of life and emotional wellbeing of our residents.

The team continues to develop plans for staff education, implementation strategies for the change ideas and further develop our communication plans for the project. To learn more about Caring Connections Durham, tune in to the Divisional Town Hall Meeting on September 25 at 1:30 p.m.



## Infection Prevention and Control

### Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great summer! Thank you all for your continued work practicing and following IPAC policies and standards.

### Education and training

During the summer months, the IPAC team held a variety of education and training sessions. These included proper donning and doffing of Personal Protective Equipment (PPE), mask fit testing, the importance of timely hand hygiene technique, shower/tub room personal and communal item use, and respiratory etiquette.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming fall season, the best way to stop the spread of infections is through proper hand hygiene techniques.
  - A few reminders:
    - Ensure to wash hands with soap and water for a minimum of 20 seconds—equivalent to singing happy birthday twice.
    - Ensure to reach your palms, wrists, back of hands, between the fingers, and around the thumbs and fingernails.



Upcoming fall season education will focus on outbreak policies and practices, immunization campaigns, and symptom watch.

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## New IPAC Lead at Lakeview Manor, Beaverton

The divisional IPAC team welcomes Johnny Anagnostopoulos, the new IPAC Lead, to Lakeview Manor! Johnny completed undergrad at Waterloo University in Health Studies, followed by a Master's in Epidemiology and Biostatistics at Western University. Johnny's interest for IPAC started during the pandemic as a COVID-19 Screener at a long-term care home. Johnny brings additional experience from a previous IPAC role in Cobourg. Welcome, Johnny!



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### Upcoming events

- IPAC Education Day hosted by the IPAC Hub and Regional Health Department. This region-wide kickoff event introduces the yearly flu vaccine campaign. A reminder that the flu vaccine is seasonal, and a new immunization is needed each year. Your home IPAC Lead will provide additional information regarding immunization dates in your home– stay tuned!
  - **Commonly Asked Influenza Questions** (reference: Immunize Canada, Public Health Ontario)
    - What is influenza (the flu)?
    - A contagious respiratory illness that is caused by the influenza A or B virus.  
What are symptoms of influenza?  
Most common: sudden onset of fever, cough, muscle aches and pain. Common: headache, chills, loss of appetite, fatigue, sore throat, runny nose and nasal congestion.
    - Is influenza contagious?  
Highly contagious. Can spread rapidly from person to person by respiratory droplets carried in a cough or sneeze, and/or by touching contaminated surfaces. Virus can live up to 48 hours on surfaces– it is very important to keep continuously disinfecting high touch surfaces and practice timely hand hygiene.
- IPAC Week, October 14 to 18. This week aims to promote all areas of infection control. The theme for this year is “Prevent with Intent.” The IPAC team is currently working on various education/training and activities. Stay tuned for more information from each of your IPAC leads. You won't want to miss it!



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## Return to Work

A reminder to stay home if you are not feeling well and/or confirmed positive for COVID/Flu/Respiratory Syncytial Virus (RSV). It is important that you isolate from others and follow-up with your physician, if needed. You will receive an email indicating steps to take (see below - please ensure to read the message in full). You're required to wear a medical mask for a full 10 days post calling in with infectious symptoms. Staff seen not following the Return to Work (RTW) policy will be asked to wear a N95 respirator and complete ELM respiratory protection training.

1. **Stay home and self-isolate until your symptoms have been improving for 24 hours (or 48 hours if experiencing gastrointestinal symptoms) and no fever is present.**
2. Continue to call the absentee line for any additional missed shifts if your symptoms continue.
3. Once symptoms have resolved/improved, you are cleared to return to work. Wear a well-fitted surgical mask in all indoor spaces within the home and take all unmasked breaks alone, physically distanced from others for a total of 10 days until the noted end date above.
4. If employee is observed not following the masking guidelines, the employee will be required to wear a N95 face mask for the duration of the 10-day period to ensure proper source control and be required to complete the Respiratory Protection Program E-learning (located on The Insider website).
  - a. If employee is required to wear a N95 face mask, and employee has facial hair, employee is required to shave to allow the face mask to obtain a proper seal.
5. Direct care staff (Registered staff and PSWs) on their 10-day period should not be working with residents that are high risk, such as residents with pre-existing respiratory issues, immunocompromised etc., **as able**.
  - a. Other departments such as Food Services, Recreation, and Environmental Services should reassign staff to duties less aligned with direct care/interaction, **as able**.
6. Review PPE and IPAC practices, **where possible**.
7. Work in a single area of the home, **where possible**.
8. Contact the on-call manager on weekends/holidays if you have any immediate concerns regarding your symptoms or your return-to-work clearance or contact your IPAC Practitioner Monday to Friday.





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# Hillsdale Terraces news

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## Family Council

### Welcome Lisa Mizzi

At our June 19 meeting, Family Council welcomed new Administrator Lisa Mizzi to the Terraces. Lisa provided families with an overview of her career at the Central East Local Health Integration Network, and more recently as the Assistant Administrator at Hillsdale Estates. Lisa is the Co-Chair of the Consent and Capacity project that is currently being implemented at all four Durham Region long-term care homes. Lisa will provide information on Consent and Capacity education for families at our September 11 meeting.

### Quality Improvement Plan

Catherine Pazzano, Co-chair of the Hillsdale Terraces Interprofessional Quality and Resident Safety Committee (IQRS), shared the 2024 to 2025 Quality Improvement Plan (QIP) with families. This year, the focus will be on reducing the number of harmful falls and continuing the recent success of properly diagnosing and treating urinary tract infections.

### Family Council Week

Many thanks to the families and staff who helped us celebrate Family Council Week by viewing our display of photos and information showcasing Family Council. Special thanks to our members who donated the three raffle baskets, our ticket sellers, and the staff and families who supported the raffle. Congratulations to our winners: Hannah Majeste (relaxation basket), Mary Brady (golf basket) and Mary Hollingworth (date night basket). \$765 was raised and will be used to support Recreation/Therapy programs, the annual Garden Party, staff recognition and our Adopt-A-Resident program at Christmas.

### Garden Party

On August 14, residents and families enjoyed our annual Garden Party in the Serenity Garden. This year's theme celebrated sunflowers, with residents enjoying light refreshments including summer punch with lemons, watermelon and cupcakes. Residents Glenda and Florence read a poem about sunflowers. Joyce Squires gave an outstanding performance singing our favourite songs, accompanied by residents and families. Special thanks to Tanis Head and her Recreation/Therapy team, and Catherine Pazzano and her Food Services team for making this year's Garden Party memorable for residents and their families.



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## **Family Council continued**

### **SMILE Theatre**

Family Council is pleased to sponsor the SMILE Theatre's production of "The Wild Rovers" on September 12 at 2 p.m. in the Auditorium. "Inspired by the music and magic of the beloved Irish Rovers, The Wild Rovers is an adventure in lively song and storytelling, set in a pub The Four Leafed Clover. The cast of five musical rogues celebrates the troubles and triumphs along the journey of life, to unforgettable tunes such as Whiskey on A Sunday, Lily the Pink, We'll All Sing Together and of course, The Unicorn."

### **September Family Council meeting**

We look forward to resuming our meetings on September 11 at 2 p.m. in the third floor Boardroom and encourage families to join us. You will learn about programs and services at the home and in the community, to benefit you and your loved one. Networking with other families is a great way to access caregiver support and guidance, based on their lived experience in the home.

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## **Residents' Council**

Residents' Council is looking forward to reconvening in September after their summer break. They are looking forward to discussing new ideas and suggestions.

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## **Volunteer Corner**

### **Thank you, volunteers!**

We are moving into fall quickly and would like to acknowledge all the amazing events our volunteers have supported throughout the summer months. Thank you for assisting our residents with outings, musical entertainment and upkeeping our Serenity Garden to look like a fairytale garden.

### **Durham Regional Police Service Youth in Policing**

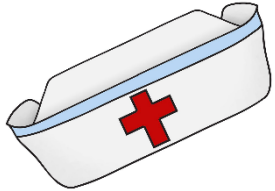
Hillsdale Terraces is currently connecting with Durham Regional Police Service (DRPS) Youth in Policing. We have been attending their routine Community, Advocacy and Networking (C.A.N.) Conference, an in-person event for members of the community. Hillsdale Terraces is hoping to get more volunteers through this program and networking.

On August 21, Hillsdale Terraces joined over two hundred youth for the C.A.N Conference. The event took place outdoors and we were able to make many connections with our local community. Many of the youths were interested in potentially volunteering and/or job opportunities, and we were able to network with our peers.

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## Volunteer corner continued

### Victoria Order of Nurses



We have been working very closely with the Victoria Order of Nurses (VON) and have secured a great new volunteer who joined our team in July.

VON continues to support our residents by brightening their day and providing companionship, support and personal assistance.

### Tuck Shop and Outings

Our Tuck Shop is looking to expand their opening hours. If you are someone you know is interested in volunteering, please email Verlynn Gaspard at [verlynn.gaspard@durham.ca](mailto:verlynn.gaspard@durham.ca).

We are always looking for volunteers to assist with our Tuck Shop, outings and residents' daily activities. Please come out and volunteer with us!

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## Recreation and Therapy

### Summertime fun

This summer was truly celebrated by all our residents, families and staff.

In June, we celebrated Seniors Month and Pride Month. We enjoyed a day outdoors at the Antique Car Show and entertainment, along with many outings to take in what summer has to offer.



In July, we had a Canada Day celebration and residents enjoyed barbeques with their peers. We invited the farm into our home with some cute goats. We took a trip to the Oshawa Centre to enjoy the Farmers' Market, which was a nice treat to get local produce. Our Lunch Bunch Crew enjoyed a hot dog lunch on National Hot Dog Day.

On July 25, we had fun at our Christmas in July party. The 2024 Paris Summer Olympics began on July 26, and we held some healthy competitions with the residents to show off our athletic abilities and knowledge.



As quick as August occurred, we were ready to continue to enjoy the summer days at our annual Garden Party with Family Council and our Caribbean events held throughout the month to celebrate Caribana. We took a trip to WindReach Farm to enjoy the outdoors, beautiful animals and grounds. We closed August with a great trip to Canadian Brewhouse to enjoy the patio life and great food that they offer.



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## Recreation and Therapy continued

### Garden party

In August, we celebrated with Family Council at the Annual Garden Party with the theme being sunflowers. At this event, we honoured Sue Leask for all her dedication to our Serenity Garden with a wall plaque that reads “Sue’s 19th Hole.” We honour Sue for her constant dedication to our Serenity Garden and her love for volunteering with the home. Whether it’s big or small, she will always step in to help with projects around the home to ensure the residents and family’s needs are met. On behalf of Residents’ Council, thank you Sue for your dedication to us, and to the well-being of our home!



### Fun Family Day event

Fun Family Day will be hosted on Wednesday, September 10 from 1 to 3 p.m. It is an event for residents, families, friends and staff to enjoy the outdoors. There will be a petting zoo, games, entertainment, treats and face painting.

### Hillsdale Terraces Butterfly Memorial Service



On August 21, 2024, Hillsdale Terraces held a heartfelt and moving memorial service in the Serenity Garden, marking the first such event since the onset of the COVID-19 pandemic. The event, which featured a butterfly release, was attended by many residents, staff, family members and volunteers.

The service aimed to honour and remember those residents who passed away within the past year. The Serenity Garden, known for its serene environment and beautiful blooms, served as the perfect backdrop for this special occasion.

Attendees gathered in the garden, where they were welcomed by the soothing sounds of nature, beautiful music from Joyce Squires and the warm August sun. The highlight of the ceremony was the release of butterflies, symbolizing hope, renewal and the spirit of those who were being remembered. As the beautiful Painted Lady Butterflies took flight, a sense of peace and unity spread among those present.



Residents, staff and families socialized amongst themselves, sharing stories and memories, finding comfort in the collective experience.

Thank you to everyone who attended and made this service possible. The butterfly release was particularly meaningful, representing new beginnings and the enduring presence of our loved ones.

Hillsdale Terraces plans to make the butterfly release an annual tradition, ensuring that the memories of those who have passed will continue to be honored in a beautiful and meaningful way.

~Natalie McGovern-Martin, Social Worker

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## Recreation and Therapy continued

### Staff updates

This summer we welcomed Happy Patel, Adjuvant, who joined us to work in Vineyard View and Rose Garden, and Joanna Ang, Recreation Programmer, to work on Cedar Heights and Sugar Trail. We enjoyed the assistance of our summer students, Fatimah Chaudhary, Mackda Donkor and Mackenzie Ranta, and wish them well on their future studies.

Congratulations to Chelsea Sisnett for accepting her full time position at Adult Day Program, and to Vaibs Dalal for achieving her Physiotherapy licence and acquiring a job as a Physiotherapist in the community. You both will be missed.

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## Nursing

### Dental care update

Golden Care Dental Services accepts the Canadian Dental Care Plan.

To book an appointment, please contact Golden Care Dental at 1-877-221-4237 or email [info@goldencaredentalservices.com](mailto:info@goldencaredentalservices.com).

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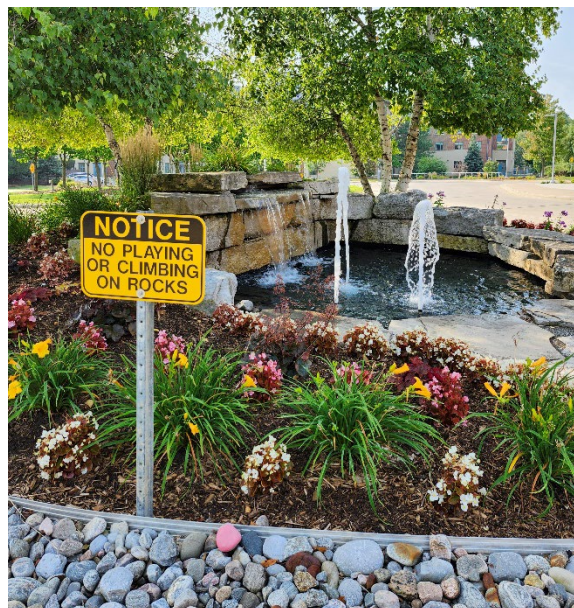
## Environmental Services

### Parking lot

We have repainted the parking lot lines and will be reviewing the lots to see if we can gain more spaces in the near future.

### Fountain

We'd like to send everyone a gentle reminder not to stand on the rocks that surround our fountain. There is posted signage, but we have received many reports of people standing looking down in the pond.





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## Environmental Services continued

### Flameless cigarette lighter

We have installed a solar, flameless cigarette lighter beside the smoking gazebo for the convenience of residents. Instructions for its use are on the unit.



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## Food Services

### Food Services staff updates

Please join us in wishing our summer students well as they return to their studies this fall.

### Fall/Winter menu

The Fall/Winter menu for Hillsdale Terraces residents will begin October 21, with an emphasis on homemade menu items and cozy comfort foods for the cooler weather. This menu will feature one salad option at lunch daily with a hot vegetable choice on a request only basis. Additionally, we will be offering one choice for Sunday dinners, such as the always popular roast beef, roast turkey or chicken.



If residents, family members or staff have recipes they would like to bring to the Food Services team, we are always looking for new recipe ideas! As well, 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.

### 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. We have a Resident Dining Ambassador for most dining rooms who can share feedback on behalf of residents in areas such a menu choices, meal and snack services, and the dining experience. All residents are welcome to attend the meetings.

### Guest meals and room bookings

Should visitors wish to dine with a resident, guest meal tickets are available for purchase through reception during normal business hours.

For those wishing to book a space for an indoor gathering with a resident and guests, there is a family dining room, activity rooms and Auditorium that can be reserved based on availability. To make arrangements, please contact Reception during normal business hours.

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## Administration

### Thank you

I would like to thank everyone for the warm welcome to Hillsdale Terraces. I have sincerely appreciated all the support as I have settled into my role as Administrator. I have thoroughly enjoyed meeting our residents, families, staff, volunteers and council members.

### Summer fun

The summer months have been very busy here at the Terraces with lots of fun activities, outings and events. I hope that everyone enjoyed the warm weather and time spent with family and loved ones.

### Ministry inspection

In May, we welcomed the Ministry of Long-Term Care to the home for a follow-up inspection to the Proactive Inspection that was conducted earlier in the year. I am pleased to advise that the Ministry cleared the three orders that we received. Many thanks to our staff and our management team who worked diligently to have these orders cleared. Upon reinspection, the Ministry did note some areas of improvement that the team is working on. The public copy of the May inspection is available for viewing in our lobby.

### Fall vaccinations

As we now prepare for the fall, we will soon be starting our resident and staff flu campaigns, as well as offering COVID-19 boosters, under the direction of Public Health.

Please be reminded to complete self-screening and, if you are not feeling well, to postpone your visit.

~Lisa Mizzi, Administrator

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

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