



# Long-Term Care & Services for Seniors Division

## Hillsdale Estates Newsletter

### Issue 4, December 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 we near the end of 2024 and look forward to 2025, we anticipate the next few months will be challenging from an infection control standpoint with several respiratory viruses circulating in the community. We continue to prioritize the safety of our residents and staff while balancing this with the overall well-being of our residents. We will closely monitor the situation and work with our partners in Public Health.

With the holiday season approaching, our homes are busy planning activities to celebrate. As we celebrate the season of giving, I want to recognize the hard work of our dedicated employees in all our homes and celebrate the impact they make on the residents under our care. I want to remind residents and families that we are not permitted to accept individual gifts. While the homes can accept gifts for the team, such as individually wrapped chocolates and candies, fruit baskets, boxes of doughnuts, and coffees, the best way to appreciate our team is with a smile and a thank you.

On behalf of the Long-Term Care Division, the Social Services Department, and our Regional Council, may the holiday season bring you moments of joy, relaxation, and connection with loved ones. In the coming year, we look forward to further collaboration, innovation, and shared successes as we collectively strive for a healthier, brighter future.

As the year ends, if you have any concerns, questions, or suggestions, please reach out to any member of the leadership team.

Please 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**

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## Quality

### Resident and Family satisfaction surveys

We would like to extend our heartfelt thank you to all the families and residents who took part in our annual satisfaction surveys. Your feedback is invaluable to us, and we are committed to using it to enhance the quality of care and services we provide.



We are excited to announce that we will be receiving the survey results in December. Our leadership teams will be diligently reviewing the feedback and creating action plans to address your suggestions and concerns. These plans will be brought to our annual business planning session in the new year, ensuring that your voice plays a crucial role in shaping our future initiatives.

### Staff survey

We are pleased to inform you that a staff survey will be launched in early 2025. This will provide our dedicated team members with an opportunity to share their insights and help us further improve our workplace environment.



### Quality improvement

As we close out 2024, we will be reviewing our quality improvement plans and creating new plans for 2025. This process is essential to ensure we continue to provide the highest standard of care and services. Our commitment to continuous improvement means that we will carefully evaluate the feedback and outcomes from this year and use these insights to develop actionable plans for the upcoming year. Your input and participation are crucial in this endeavor, and we look forward to working together to make 2025 even better.



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## Policy and practice

### CPR and First Aid training

We are thrilled to announce the launch of a CPR and First Aid training program for Registered Nurses (RNs) and Registered Practical Nurses (RPNs), with five in-house trainers pursuing certification.



### Preceptor Appreciation Week

Preceptor Appreciation Week from October 28 to November 1 was a success, celebrating our preceptors' vital role in student development in long-term care. Events included a special visit from the CLRI Regional Liaison to Fairview Lodge, where preceptors were honored. We invite everyone to watch our appreciation video recognizing their contributions.



## Good news stories

Michelle Davies, a Clinical Lead RPN at Fairview Lodge, was recently featured by the WeRPN Organization for her [inspiring nursing journey](#).

Ewa Wolanin, Clinical Lead RPN at Hillsdale Terraces, completed the Skin Wellness Associate Nurse (SWAN™) Program, enhancing her skills in wound, ostomy, and continence care.

Kaitlyn Rose, RN, and Ewa Wolanin, RPN, both from Hillsdale Terraces, presented their successful project at the Institute for Safe Medication Practices (ISMP) Canada webinar, focusing on optimizing medication cart layouts.

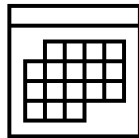
The palliative care, nutrition, and hydration teams are currently updating policies. Heather Toll, RD, co-presented in the AdvantAge palliative care education series, emphasizing the role of dietitians in end of life care.

In partnership with Ontario Tech University, we completed phase one of the CLEAN Exergame study, aimed at improving handwashing techniques for individuals with dementia. We are also exploring a virtual reminiscence therapy.



## Fall Prevention Month

November is Fall Prevention Month, and we are implementing initiatives to reduce harmful falls within our homes.



## Nursing Leadership Day

Nursing Leadership Day on November 5 brought together nursing leaders from the four homes to discuss accomplishments for 2024 and collaborate on recommendations for the upcoming year.



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# Infection Prevention and Control

## Introduction

The divisional Infection Prevention and Control (IPAC) team hopes you all had a great fall! Thank you all for your continued work practicing and following IPAC policies and standards. The team wishes everyone a happy and safe holiday!



## Hand hygiene reminders

Handwashing is one of the best ways to prevent the spread of germs and to protect yourself and others from getting sick. Remember, 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.

- **Did you know?** There is anywhere between 10 thousand to 10 million bacteria on each of your hands! With the upcoming winter season, the best way to stop the spread of infections is through proper hand hygiene techniques. Here are a few reminders:
  - 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.
  - Make sure to scrub all surfaces of your hands, fingertips, fingernails, and wrists.
- **IPAC FAIR** Did you try out the hand washing technique booth at the IPAC Fair? Ryan (Estates) and Emila (Terraces) are pictured below demonstrating hand hygiene techniques using paint and gloves.



## IPAC Students

The divisional IPAC team welcomes placement students!

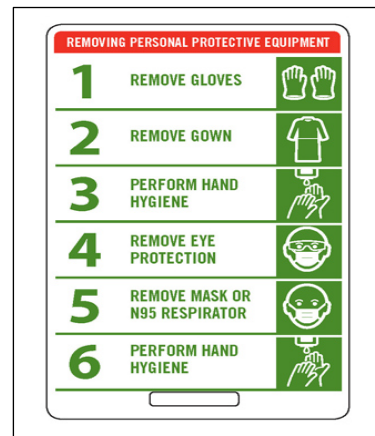
- Hillsdale Terraces: Ann Kaur
- Fairview Lodge: Rena Broutzas
- Hillsdale Estates: Doan Huynh

Placement students this fall season have supported training, education, and immunization clinics.



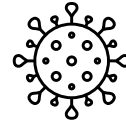
## Outbreaks

Our four long-term care homes continue to manage many outbreaks this fall and winter season, as we experienced a resurgence in respiratory infections. Along with an increase in COVID-19 activity, we begin to see the return of other common respiratory infections, such as influenza, Respiratory Syncytial Virus (RSV), Rhinovirus, and Parainfluenza. The homes work closely with our local public health unit, keeping an eye on trends and being well-prepared for outbreaks. Additionally, our homes continue with immunization programs, 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. Additional reminder to follow proper Personal Protective Equipment (PPE) donning and doffing techniques.



## COVID-19 Immunizations

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 every six months. The fall/winter COVID-19 vaccine campaign began in November to ensure residents are protected during peak COVID infections. If you have any questions regarding the COVID-19 vaccine or your resident's eligibility, please reach out to the IPAC lead in your home.



## Fall IPAC Events

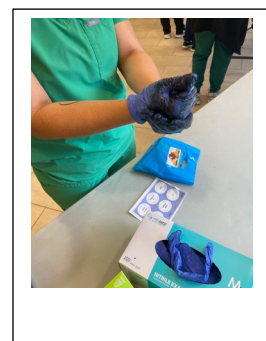
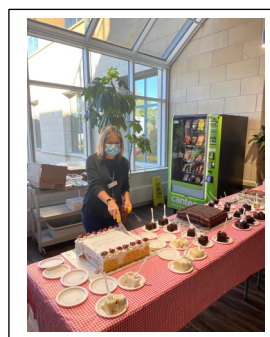
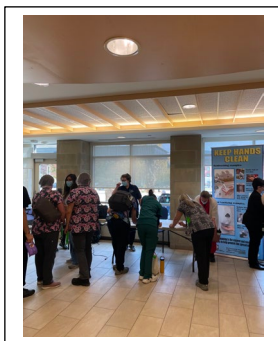
**IPAC Education Day** hosted by IPAC Hub and Regional Health Department.

- Divisional IPAC Team participated in an array of activities and met with various vendors that support IPAC practices! Jackie (Estates) pictured below participating in a don/doff PPE activity.
- Congratulations to Georgia (Fairview), winner of the Kahoot Immunization Challenge!



## IPAC Week, October 14 to 18

- This year's theme was "Prevent with Intent". The Divisional IPAC team held the first annual IPAC Fair in each home! The fair was designed to promote infection control practices through various booths and activities including but not limited to hand washing techniques, virtual reality, Urinary Tract Infection (UTI) symptom monitoring, and PPE use. Thank you to all who participated in the fair!



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# Hillsdale Estates news

Welcome to the winter edition of our newsletter. The holiday season is upon us and there are several special activities planned to help us get into the spirit and celebrate.

HAPPY  
HOLIDAYS

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## Family Council

In the last newsletter you were introduced to Norm Sawula as the new Chairperson of the Hillsdale Estates Family Council.

The Family Council also welcomes Christine Carr as the new Treasurer and Janet Gammon as the new Secretary of the Executive.

The Hillsdale Estates Family Council is a voluntary, self-governing advocacy group of families and friends of residents who together strive to attain the highest quality of life for residents. It helps to assure that residents are treated with respect and dignity within a comfortable, safe and secure environment.

The Family Council endeavours to:

- Inform and educate families.
- Advocate on behalf of all residents and families.
- Serve as a support group for residents, families, friends and caregivers.
- Share ideas for the purpose of problem solving.
- Maintain open communication between families, residents, staff and administration.
- Work collaboratively to improve quality of life and care of residents.

Those interested in becoming involved with Family Council are invited to speak to any member of the Executive who are always wearing their identification when on site.

We are currently seeking someone to volunteer for the position of Vice Chair of Family Council.

There is a Family Council Suggestion Box at the Reception Desk. As well, you may contact us at our dedicated email address: [hillsdalefamilycouncil@gmail.com](mailto:hillsdalefamilycouncil@gmail.com)

Our meeting schedule for the year is currently being established and meeting dates will be well publicized to all families.

Please consider becoming involved. The Council has outstanding support from the leadership team at Hillsdale Estates and we endeavour to have topics of interest presented at our meetings.



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## Residents' Council

On October 16, a steak luncheon was held in the Auditorium for residents. All resident home areas participated in this luncheon and were able to enjoy a tasty steak meal, with sides of corn on the cob, a baked potato with all the fixings and a glass of wine. Thank you to Residents' Council for sponsoring the purchase of wine. The leadership team assisted with serving and clearing of the tables and a HUGE thank you to the food services department for their many efforts in making this a wonderful event for all that attended. The atmosphere was warm, cozy and welcoming and the food was awesome.



### Residents' Council Week – September 16-22

September 16 to 22 acknowledges and celebrates the hard work and dedication of our Residents' Council (RC). RC Week is also a time to celebrate all LTC Residents, as every person living in our home is part of Residents' Council (regardless of whether they attend the monthly council meetings). It is a wonderful opportunity to recognize and reconnect with the true value of our Residents' Council, and to celebrate the residents, caregivers, and staff who support the success of the Council in our home.

To commemorate RC Week, the Social Work department created a celebration board in the lobby, on behalf of Residents' Council.



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## Volunteer Corner

Winter is here, 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](http://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](mailto:cladell.rock@durham.ca) or call her at (905) 579-1777 extension 6332.

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## Recreation and Therapy

### Music therapy

A second music therapist Hillary, joined the Estates team in November. Hillary will focus on 1:1 palliative care visits and music programming along with two groups for the memory home areas.

### Upcoming events for December

The giving tree will be back again this year. Please be sure to grab a tag and help us to make every resident's Christmas bright! Please keep watch in our front lobby for more details.



**Christmas parties have been scheduled for each home area. These events are for all Residents and staff to join in – including wearing your most festive outfit and having a sweet treat while listening to some fun entertainment. Please check in with the recreation staff in your home area for more details!**

December 3 – Apple Blossom Christmas Party at 2 p.m.

December 7 – Willow Way Christmas Party at 10 a.m.

– Lavender Lane Christmas Party at 2 p.m.2

December 9 – Blueberry Hill Christmas Party at 10 a.m.

- Strawberry Fields Christmas Party at 2 p.m.

- Trillium Trail Christmas Party at 2 p.m.

- Golden Pond Christmas Party at 2 p.m.

December 10 – Maple Grove Christmas Party at 6:30 p.m.

December 12 – Primrose Path Christmas Party at 6:30 p.m.

December 13 – Honey Harbour Christmas Party at 2 p.m.

December 16 – Pineridge Place Christmas Party at 2 p.m.

December 17 – Moonlight Bay Christmas Party at 2 p.m.

○ **Other December Events:**

December 4 – Resident and Family Christmas Meal

December 10 – Outing to the Oshawa Centre

- Resident and Family Christmas Meal

- Bell Choir Christmas Concert at 2 p.m.

December 11 – Lakeshore New Horizons Christmas Concert

December 12 – Outing to Swiss Chalet

December 18 – Christmas Social with Durham Regional Police Services

December 19 – Absolutely Choir Performance

December 22 – Gospel Hour in the Auditorium

December 31 – New Year's Eve Dance with DJ Jeff

### Vendor market

The recreation team organized a vendor market held on November 29. The event was well attended by many, and residents appreciated the opportunity to shop in house.



## Celebration of life

Our second celebration of life event was held on Friday, September 20, to honour residents who passed away in our home between May and August 2024. Our Resident Bell Choir performed, and the event was well received by all who attended. Our next celebration of life event is scheduled for January 31, 2025. Details will be shared at a later date.

## Halloween fun at the Estates

This is the third year that our staff spirit squad organized a pumpkin decorating contest for staff participants. A big thank you to all who participated, there were some incredible entries this year! First place went to Madison Gomes, Nursing department, second place to Teddi-Lynn Ward from Reception and third place to Sara Varty, Business Office – Food Services. Pictures of the winning pumpkins are below:

1<sup>st</sup> Place



2<sup>nd</sup> Place



3<sup>rd</sup> Place



To continue with the Halloween fun, some dressed up for the day:



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## Nursing

This year has given us many opportunities to grow as a team. Most recently we welcomed Lynn Bentick, RN into the new role of Resident Care Coordinator for evenings.

With the end of the year quickly approaching, we would like to take the time to reflect on all the wonderful things and hard work that our staff have put in throughout the year. Thank you to all the families and visitors for your ongoing support. Your kind words and gestures of thanks through emails, letters and phone calls have been greatly appreciated by all.

I hope you all find time to spend with family and friends, including the family here at the Estates. It's such a great time to reflect and be thankful for all we have.

Wishing you a holiday season that is filled with plenty of warmth, love, cheer and happiness.

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## Environmental Services



Environmental Services wishes all our residents, families and staff a very healthy and happy holiday season.

This is also a great time for families to exchange residents' summer wardrobe for winter clothes to provide extra room in closets and drawers. When bringing new clothes into the home, please ensure the clothing is labelled with the Resident's name and room number.

### September update to Resident's Council

At the September 24 Residents' Council meeting, Environmental Services Manager Erin Campbell provided an update on some of the projects as follows:

- **Towel warmers:** follow up has occurred and a request has been made to expedite the repairs for the towel warmers located on Moonlight Bay and Maple Grove.
- **Tub room renovations:** previously half of the home received new tubs and the remaining 6 tubs will be replaced soon. Tenders will be going out and we hope to start the project end of 2024 or early January 2025. Phase 1 will be to replace 3 tubs and Phase 2 will be to replace the remaining 3 tubs.
- **Carpet replacement:** The carpeting on the third and fourth floors will be removed and replaced with new flooring. This will be a massive undertaking and unfortunately residents will be displaced for a short period of time. Tenders are going out and will need to be awarded before the work can begin. A detailed plan is being drafted and will be shared at a later date.



- **Green space:** the former “pond” is now a green space. The area was taped off due to new sod. Some trees may be removed to make the area more accessible. Residents were asked what they would like the space to be. Some suggestions were wheelchair accessible seating area, pathway/concrete pad, gazebo in the middle, memorial bench. Any suggestions please connect with Erin Campbell, Manager of environmental services. [Erin.Campbell@durham.ca](mailto:Erin.Campbell@durham.ca)
- **Bell switchover:** the cable switchover to Bell has been completed. We recognize that there have been several challenges with this process. Channels are being reassessed to include resident’s preferences and we are working on getting CNN, TCM and some other channels added.



### Winter safety

Winter is a time to think about safety when walking indoors and outdoors. The cold weather brings with it snow and ice; please take extra care on walkways, wear proper footwear, and if you notice an area that needs service, please call Environmental Services at extension 6326 for snow and ice removal.



Hillsdale Estates has mats at all entrance doors. We ask you to wipe off your shoes on these mats, so the floors remain dry and safe. If you see an unsafe condition inside or outside of the building, please give us a call and we will attend to it immediately.

### Gifts and labelling during the holiday season

The holiday season is a time when we all look forward to receiving gifts, including new clothes. Residents’ clothes are very important to them and our laundry team at the Estates treat all clothes with tender loving care.

Please buy clothes for your loved ones that are machine washable, will not shrink or damage in hot water, and are colour-fast. All clothes need to be labelled immediately to prevent loss. Labelling forms are kept at all nursing stations. The form has three copies, with one copy of the filled-out form to be given to the resident or family. All clothes are labelled by the laundry staff in the home and are done in the home area where you live. You are always welcome to watch the clothes being labelled.

If you believe your clothes or your relative’s clothes are missing, please fill out a Missing Resident Belongings form immediately. These forms are kept at the nursing station as well. All Hillsdale Estates departments are informed about the missing article as soon as we receive the form, in order to co-ordinate the search throughout our home.



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## Food Services

Greetings to Hillsdale Residents and their families and friends from the Food Services department! We wish you joy and contentment for the holidays and the coming year.

The Food Services team is looking forward to providing delicious meals and refreshments throughout the holiday season at the various events planned, as well as special meals for Christmas and New Year's Day.



### Annual resident/guest holiday luncheon

The food services department is delighted to announce that we will be hosting resident and family festive meals again this year. Due to our overwhelming success and popularity last year, we have added an additional day and will be hosting two meals to allow for more residents and family to participate. Our festive event will be hosted on Wednesday, December 4 at 12:00 p.m. and Tuesday, December 10 at 12:00 p.m. both in the auditorium. We will be serving a traditional homemade turkey meal with all the sides.



Tickets are \$20/family member, and we ask that a maximum of two (2) family members attend with their loved ones as to give opportunity for more residents to participate. Residents do not pay for the meal.

Tickets can be purchased as reception, CASH ONLY payments are accepted. We have a maximum capacity of 75 people for each event, and you will be placed on a waiting list if we have reached our capacity. Call backs will occur based on first come first serve and no exceptions can be made. Kindly ensure you have your tickets with you on the event day to gain admission. Kindly let reception know if there is a specific family you would like to sit with and whether you require a vegetarian meal.

### Fall/Winter menu

On October 21, the Food Services team launched the Fall/Winter menu!

In September, members of Residents' Council voted to keep the mealtimes as is. Mealtimes are as follows: Breakfast at 8 a.m.; lunch at 12 p.m.; and dinner at 5 p.m. Snacks are at 10 a.m., 2 p.m. and 7 p.m.



### Food donations

Effective September 3, Hillsdale Estates began donating food overages to the homeless shelter at 1635 Dundas Street East, Whitby. The Dundas community opened their doors in March and the demand for their services remains high, with a large waitlist. The Estates was

able to share equipment that we were no longer needing due to upgrades which has helped the shelter to establish some processes. We now donate their food overages to the shelter; resulting in a reduction of waste.

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## **Administration**

### **Business Office**

The Business Office will be closed on December 24 at noon, and all day on December 25 and 26 to observe the holidays. Resident banking will be available on December 27.

For New Year's, the Business Office will close at noon on December 31 and will reopen on January 3, 2025.

### **Consent and capacity**

In February 2023, a dedicated interdisciplinary team from our four Long-Term Care homes, working alongside our Legal department, started a journey to create tools, resources and education relating to resident rights and specifically to Consent and Capacity legislation. An educational module for our families has been posted on Region of Durham LTCH website and details were emailed to families. A brochure was also sent to assist families and Substitute Decision Makers (SDM) in understanding the legislation related to Consent and Capacity.

### **Holiday safety tips**

Happy holidays! To ensure everyone has a safe, enjoyable and pleasant holiday season, please remember the following safety items:

- No candles, matches or lighters in resident rooms.
- All electrical items, such as decorative lights and ornaments, must be inspected and approved by our Environmental Services department.
- No extension cords; approved power bars must be used.
- Food safety:
  - Perishable foods are discouraged, as they pose a potential risk of contamination (e.g., meat or cheese). No one wants food-borne illness or pest problems!
  - Non-perishable food items must be kept in sealed, airtight containers (e.g., chocolates, candies, cookies, etc.).



- All food and drink items brought into the home for the residents' own consumption must be labelled to include the name of the resident, food item and date brought into the home.
- **The responsibility of family and friends bringing food into the home for a resident are:**
  - Label items and ensure it is stored safely in a suitable container.
  - Responsibility for the safety of the food. The home does not assume responsibility for foods brought in from outside the home.
  - Family and friends are to ensure that any perishable food brought in is consumed within 72 hours.
  - Family and friends are responsible for being aware of any foods that are unsuitable for the resident's therapeutic diet or texture requirements.

Thank you for your co-operation and all the best to you for a safe, healthy and happy holiday season!

### Staff appreciation

Throughout the year there are many opportunities to recognize staff for their efforts and good work. Over the past few months, we recognized and celebrated the following:

- In November, a Health and Wellness fair was held for all staff. Education and information was available from various vendors. Our sincere thanks to the vendors and supporters of this event.
- Environmental Services (ES) week is held every year during the second full week of September. ES employees have one of the toughest jobs in a building, but also one of the most important. With all the challenges and changes during the last few years, these staff have remained resilient in their efforts to keep our homes clean and safe for residents, families, visitors and staff.
- Preceptor Appreciation Week was celebrated from October 28 to November 1, 2024. This week is dedicated to recognizing and celebrating the essential role that preceptors play. This year, we held an appreciation day on October 29. Over the past 12 months we have welcomed and helped around 170 students.

Thank you to all our preceptors at the Estates for their dedication, hard work, and commitment to our learners and our profession.

- October 14 – 18, 2024 was National Infection Control Week, a time to remind everyone about the importance of Infection Prevention and Control and to reinforce that infection control is everyone's responsibility.
- The month of October is Occupational Therapy month, an opportunity to acknowledge the important work our Occupational Therapists (OTs) do in helping residents to overcome physical, mental and cognitive barriers and participate fully in activities that mean the most to them.

Occupational Therapy month also includes two specific days to recognize the profession: OTA Day on October 12 and World OT Day on October 27.

In addition to the above, we celebrated and recognized all staff in other ways and events over the past few months such as but not limited to:

- In May, we hosted a staff appreciation luncheon alongside joint health and safety week celebrations and nurse's week events.
- In November we hosted a years of service celebration for staff who have achieved milestones of 1-year and 5-year intervals. All staff were invited to support and celebrate their co-worker's achievement and join in for some light refreshments.
- In December our Food services team will be hosting their third annual Holiday turkey luncheon for all staff.

### Expression of thanks to staff during the holiday season

With the holiday season is fast approaching, many families like to show an expression of thanks to staff during this time – please know, that a simple thank you or a card is more than enough.



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

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