



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 4, December 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 and Dignity, Excellence

LTC and Services for Seniors Division news



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

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.



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.

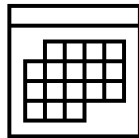
The palliative care, nutrition, and hydration teams are currently updating policies. Heather Toll, RD, co-presented in the AdvantAge palliative care education series, emphasizing the role of dietitians in end of life care.

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.



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!

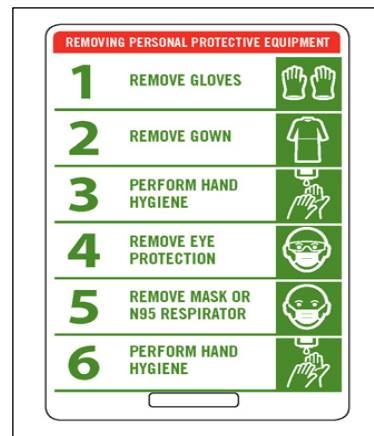
- Hillsdale Terraces: Ann Kaur
- Fairview Lodge: Rena Broutzas
- Hillsdale Estates: Doan Huynh

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



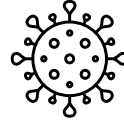
Outbreaks

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

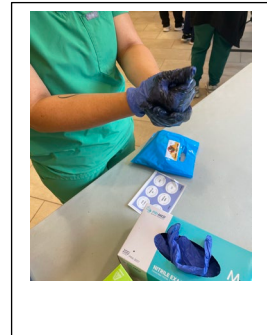
IPAC Education Day hosted by IPAC Hub and Regional Health Department.

- 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!



Hillsdale Terraces news



Family Council

Family Council meetings

Family Council had a busy fall learning about new initiatives that Hillsdale Terraces leadership and staff are working on to enhance the quality of care that our residents receive.

Staffing info

At the meeting on October 12, 2024, Jennifer Walker, Director of Care presented information about Personal Support Worker (PSW) staffing changes to be implemented in early 2025. This will create more full-time PSW positions and provide continuity of care to residents. She addressed concerns families expressed on the effect this will have on residents during the transition period, as they adjust to new caregivers. Jennifer spoke about Durham Region's Attendance Management Program, the goal of care that needs to be met regardless of staffing levels, supervision of PSW's and the role of the Resident Care Coordinators.

Health and Supportive Care Providers Oversight Authority (HSCPOA)

At the meeting on October 12, 2024, Family Council provided information about a new regulatory body for PSWs, accountable to the Ontario government under the HSCPOA Act, 2021. The main outcome is to protect the public with respect to supportive care services provided by PSW's registered with HSCPOA. It will establish consistency in education, training and competency, establish a code of ethics to support PSWs, and register qualified PSW's and hold them accountable for their supportive care services. This is currently a free and voluntary program for PSWs to register for, beginning December 1, 2024.

Community Paramedicine for Long-Term Care Program

At the meeting on November 13, 2024, Stephanie Breurkes, Nurse Practitioner reported that Ontario Health has provided funding to Durham Region paramedics to conduct a non-emergency pilot program that will operate until March 2025. Hillsdale Terraces was one of six long-term care homes selected in Durham Region to participate, with the goal of reducing avoidable resident transfers to hospital emergency rooms for diagnostic services. Paramedics are at Hillsdale Terraces every Thursday to perform point-of-care diagnostic testing services including bloodwork, ultrasound, urinalysis and cardiac monitoring. Paramedics are also available on-call as needed.

Urinary tract infections

At the meeting on November 13, 2024, Stephanie Breurkes, Nurse Practitioner presented the results of changes implemented at Hillsdale Terraces based on Public Health Ontario's UTI program for diagnosing and treating UTIs. This has resulted in Hillsdale Terraces having the fewest infections in Durham Region's long-term care homes. In 2023, UTIs were on average 8.3 per month and in 2024, down to an average of 2.3 per month. This is below the provincial average. Congratulations to Stephanie and Emila Siwik, Infection Prevention and Control Practitioner, for their work on this initiative.



Family Council continued



Family Council meeting continued

December Family Council Meeting

There will not be a Family Council meeting in December.

Christmas activities and greetings

Family Council will be very active in December shopping for wish list items for the two residents they sponsor.

The Family Council Singers will provide vocal harmonies with Joyce Squires as she sings Christmas carols to residents and staff throughout the home.

Merry Christmas, Happy Hannukah and Happy Kwanzaa to our residents, families and staff. Have a happy and healthy 2025.



Residents' Council

New Kitchenette

Residents' Council is thrilled to announce the completion of the new kitchenette and dining area, exclusively for the residents and their families, to enjoy quality time together located in the Garden Gate dining area.

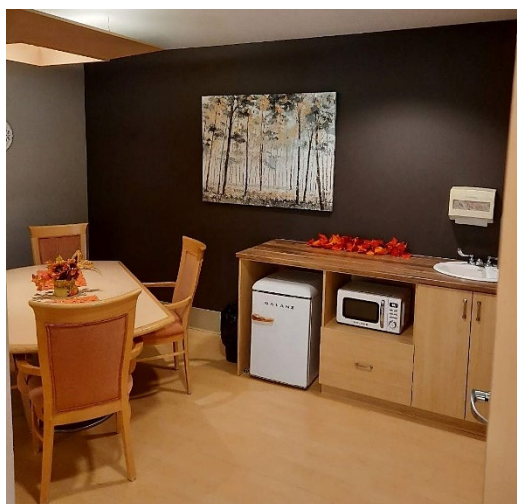
This cozy space is designed to provide all residents with a comfortable, intimate space to enjoy meals, treats and chats with their loved ones.

This space is for residents and their family members only. This space is not intended to be used by staff for breaks or other usage.

The space can be reserved by contacting Tanis Head, Manger of Recreation and Therapy or through reception. The space can be used if residents and families see the door open.

Space enhancements include a bar fridge, coffee maker, microwave, new counter space with a sink, updated paint and decorations, and new window coverings.

Thank you to Environmental Services for helping to create this welcoming space!



Holiday draw

Residents' Council is excited about the holiday draw. Ticket sales commenced on November 12, 2024 and will run until December 19, 2024. Tickets can be purchased for \$2 each, or three for \$5. All proceeds from the ticket sales will be reinvested into resident programs and services, enhancing the quality of life for everyone in our home.



Thank you

As 2024 wraps up, we want to thank all staff for their care and support. We truly appreciate all you do for us and are looking forward to a wonderful 2025.

Volunteer Corner

Thank you volunteers!

A special thank you Hillsdale Terraces volunteers who took the time to volunteer throughout the summer months, and continue to help during these busy upcoming months. The residents truly appreciate your helping hands!

Flu season

Please keep in mind that it's flu season and volunteers are required to follow all mandatory protocols. If you have any questions, please contact Verlynn Gaspard.



Volunteer Fair

Hillsdale Terraces representatives attended the Community Care Durham and Durham Region Association for Volunteer Administration (DRAVA) Annual Durham Region Volunteer Fair on November 13, 2024, at Garnet B. Rickard Recreation Complex in Bowmanville to provide information on new volunteer opportunities. The purpose of the volunteer fair is to highlight the various volunteer opportunities offered by a diverse group of non-profit organizations, community groups and service providers in Durham Region.

Volunteers needed!

Come out to volunteer and share a helping hand! We continue to look for volunteers to assist with our tuck-shop and evening programming. Please contact Verlynn Gaspard at 905-579-3313 extension 5017 if you are interested in volunteering!

Recreation and Therapy

Holiday Bazaar



On Wednesday December 4, 2024, from 10 a.m. to 3 p.m., Hillsdale Terraces will be hosting an internal vendor show for residents, families and staff to do some holiday shopping. The goals of this program are to ensure that residents can enjoy an opportunity to peruse gift items and enjoy it with family while celebrating the upcoming holiday season.

Remembrance Day tribute

On November 7, 2024 a Remembrance Day Tribute was held to honour veterans. This special event was organized by Recreation staff, and local Royal Canadian Legion volunteers. This event is part of a broader series of commemorative activities leading up to Remembrance Day on November 11, to honour armed forces members who died in service. We recognized Veterans' Week from November 5 to 11 with a presentation on the big screen television, poppies displayed in the front driveway entrance for each Veteran in our home, and on our community board.



Resident satisfaction survey

This year we conducted the resident satisfaction survey with the help of Recreation staff and volunteers. Malatest is the survey provider of the InterRAI survey and the questions asked to our residents were approved at Residents' Council.

Thank you for your input as we use this information to look at our current processes and make improvements to improve the quality of care offered and celebrate all of the things we do well.

Community donations

The community has been so supportive in providing Christmas gifts to our residents.. We try to personalize each gift to ensure we make Christmas morning extra special for them.

Thank you to the community volunteers that donated to our residents this year; it truly makes a difference and provides cheer to the residents.

Durham Regional Police Services will be at Hillsdale Terraces on December 18, 2024 to present 20 residents gifts, and the O'Neill Highschool choir will performing.



Nursing

Thank you Nursing staff

Sending a shout out to the entire Nursing Team during this holiday season!

Thank you to all our long-term care nursing staff. Long-term care nurses are an integral part of the healthcare system. Their role extends beyond traditional nursing duties; they are vital advocates for residents' dignity and quality of life, and often form deep connections with the individuals they care for. Long-term care nurses possess a unique blend of clinical skills, empathy, and resilience while navigating the challenges of the long-term care environment. Recognizing and supporting the valuable work of long-term care nursing staff is crucial as we aim to improve quality of care in our home.

Staff appreciation

Hillsdale Terraces held their staff appreciation day on November 6, 2024. Sixty-six nursing staff received recognition for their years of service, from one to 35 years.



Preceptor Appreciation Week

The Divisional Preceptor Appreciation Week was held October 28 to November 1, 2024 and Hillsdale Terraces held an appreciation event on October 28, 2024. Thirty nursing staff, consisting of RNs, RPNs and PSWs, received a certificate of recognition in appreciation of the dedication and commitment as a Region of Durham preceptor. The event was well attended. Thank you to everyone!

Environmental Services

Environmental Services staff

Environmental Services has hired two new part-time Maintenance Workers who started in November. Welcome to the team! PT MW1 staff started in November.

We said see you later to Erin Campbell, former Hillsdale Terraces Environmental Services Supervisor, who was the successful candidate of the Hillsdale Estates Environmental Services Manager position. Congratulations Erin!

In November, we welcomed Kyle Mclaughlin as the new Environmental Services Supervisor. Welcome to the team Kyle!



Environmental Services continued

Fall clean up

In the fall, we did a clean up and put away the patio furniture around the exterior of the home. If there is a special spot you would like a couple chairs left out, please contact Sean Bailey at 905-579-3313 extension 5050.



Parking

We have noticed quite a few vehicles parking for long periods of time in the entry circle. Please be reminded this is a signed fire route and parking is not permitted in this area.

Food Services

Food Services updates

This year has been another busy one for the Hillsdale Terraces Food Services Department. We welcomed new Food Services team members, reintroduced the Resident Food Committee meetings, and successfully planned and introduced two seasonal menus.



This fall, we further enhanced our menu offerings to residents by transitioning to cook/serve. Soups at lunch, hot entrees, and hot vegetables at lunch and dinner are homemade the same day they are served to residents. The feedback from residents has been very positive. The Food Services team has enjoyed preparing and serving numerous theme meals and barbeques for residents in keeping with the seasons and celebrations that occurred throughout the year. Residents and families are encouraged to share their family favourite recipes and menu suggestions with the Food Services team.

Food Donations

In September, Hillsdale Terraces began donating surplus food (food not served to residents) to those in need in our community through the Christian Faith Outreach Centre (CFOC).

Food Services continued

Guest meals and room bookings

Should family and friends 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 our auditorium that can be reserved based on availability. Please contact reception during normal business hours to make arrangements.

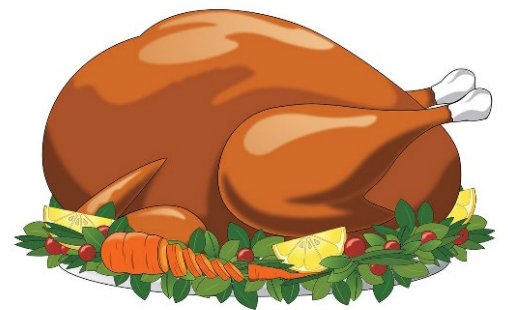


Holiday updates

Back this year is our special holiday meals for residents and their guests in the Auditorium scheduled on the following dates and times:

- December 11, 2024 at noon.
- December 19, 2024 at 5 p.m.

We will be featuring a traditional turkey holiday meal with all the trimmings. Tickets are \$20 per person (no charge for residents), and \$10 for children 10 years of age and under. There is a limit of three guests per resident. Tickets are on sale at reception on a first-come basis from November 7 to December 4, 2024, while quantities last. Advance booking is required.



Special festive meals will be served to all residents during the holidays. We will be featuring our traditional turkey dinner and all the trimmings on Wednesday December 25, 2024 at lunch in all the dining rooms.

On behalf of the Food Services team, we wish you and your families a wonderful holiday season.

Administration

Thank you

Another year almost done and there is so much to be thankful for at Hillsdale Terraces! As we continued to move toward pre-pandemic activities, it was so wonderful to see our residents' enjoying outings, social gatherings, and meeting with their loved ones. I would like to thank our exceptional staff, volunteers, Residents' and Family Councils, physicians, and families for contributing to the well-being of our residents and the positive atmosphere in the home.

Home updates

There are a few updates that I would like to bring to your attention:

Resident and Family Satisfaction Survey

Thank you to all who participated. We are awaiting the results of our annual survey and once received we will put plans in place to develop our 2025 operational plans and quality improvement plans.

Masking

As you are aware we implemented masking for staff in resident areas in October, after reviewing infection rates in Durham Region, and after experiencing outbreaks in the home. We strongly encourage visitors to also mask up to help protect our residents and each other. We will continue to assess the situation and will keep you posted.

Happy Holidays!

Wishing everyone a safe and happy holiday season and all the best for 2025!

~Lisa Mizzi, Administrator

FELIZ NAVIDAD 圣诞快乐
MELE KALIKIMAKA
Joy 메리 크리스마스
Seasons Greetings
メリークリスマス FROHE WEIHNACHTEN
Joyeux Noël
Buon Natale Peace

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

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