



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 3, September 2026



**Ontario
Health atHome**

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

I hope everyone had a wonderful summer. As we head into fall, there is a lot happening across our Long-Term Care Division.

Our preparations for the Accreditation Canada survey in early 2027 continue, with teams across the four homes working together to ensure we are ready.

Progress also remains on schedule for the construction and opening of Seaton Village. Several management positions have been filled, and expressions of interest for internal staff transfers are now underway. We recognize that the opening of Seaton Village will bring changes to staff teams across our homes, and we are committed to ensuring everyone feels supported and connected throughout this transition. A working group is being established to help ensure the transition is as smooth as possible for staff, residents and caregivers.

We will participate in the Long-Term Care Community Engagement Day on September 18, an opportunity to welcome members of the community into our homes and showcase the important role long-term care plays within the communities we serve.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

It promises to be a busy and exciting fall, and I look forward to all that we will accomplish together.

~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.**

Introducing Our Ethical Decision-Making Framework

As part of our ongoing commitment to compassionate, person-centred care and continuous quality improvement, all Region of Durham Long-Term Care Homes have adopted an updated Ethical Decision-Making Framework. This framework provides a consistent approach to decision-making across our homes and helps ensure that residents' rights, dignity, values and well-being remain at the centre of every decision.

Sometimes decisions in long-term care are straightforward, while other situations may involve complex questions about safety, quality of life, resident choice, clinical care or competing priorities. The Ethical Decision-Making Framework helps guide thoughtful, fair and transparent discussions when these challenges arise.

The framework is built on four key principles:

 **Do good** (beneficence)

 **Act fairly** (justice)

 **Avoid harm** (non-maleficence)

 **Support choice** (autonomy)

By incorporating these principles into care planning, daily practice and team discussions, we strengthen our ability to provide respectful, ethical and high-quality care for every resident. The framework also encourages collaboration and open dialogue among residents, families, staff and care partners.

 **Have a concern or ethical question?** Residents and families are encouraged to speak with any member of the care team or a supervisor. We welcome questions, concerns and different perspectives, and will work together to find a respectful and thoughtful solution. More complex situations may be reviewed by an interdisciplinary team using the Ethical Decision-Making Framework to support a balanced and collaborative approach.

Quality

Resident Satisfaction Survey – September 2026

This September, Region of Durham Long-Term Care Homes will be conducting the annual Resident & Family Satisfaction Survey to better understand the resident experience and identify opportunities to enhance the quality of care and services we provide. Staff will support residents in completing surveys and will be available onsite to provide additional assistance on the following dates:



- **Fairview Lodge:** September 23
- **Lakeview Manor:** September 25
- **Hillsdale Estates:** September 21 and 28
- **Hillsdale Terraces:** September 22 and 24

A 'Family-Completed Resident Survey' will be mailed only to the designated family contact for residents who are unable to complete the Resident Satisfaction Survey independently.

As we prepare for our Accreditation Canada onsite assessment in January 2027, resident and family feedback will help us celebrate

successes and identify opportunities for continued improvement. Together, we can continue to make our homes welcoming, supportive and vibrant places to live.

Infection Prevention and Control

Fall into good habits

As we say goodbye to summer and head into fall, it is the perfect time to reset routines and refocus on the habits that keep residents, colleagues, visitors and ourselves safe. Respiratory illness season brings increased risk of transmission in long-term care homes, but it is also an opportunity to strengthen the infection prevention and control (IPAC) practices that make a difference every day.

This fall let's "fall into good habits" by revisiting the fundamentals of IPAC that protect everyone in our care.

Clean hands - Hand hygiene remains one of the most effective ways to prevent the spread of infections. As respiratory illness activity increases, it is important to take a moment to ask yourself: "Am I cleaning my hands every time I should?" Consistent hand hygiene helps protect everyone from health care-associated infections and helps reduce the spread of respiratory viruses throughout the workplace.

This fall, challenge yourself to be a hand hygiene champion and encourage your colleagues to do the same.



Keep shared equipment clean - Shared equipment travels from resident to resident and area to area throughout the day. Vitals machines, exercise weights, lifts and bathtubs are just some items that can become vehicles for transmission when cleaning and disinfection is overlooked. Before and after use, ensure shared equipment is cleaned and disinfected to help protect both residents and staff.

Remember: if equipment is shared, it should be cleaned between users.



Use PPE with purpose - Personal Protective Equipment (PPE) is most effective when it is selected appropriately and used correctly. As respiratory infections increase, it is important to remain vigilant in conducting point-of-care risk assessments and choosing the PPE required for the situation. Take a moment to review the proper donning and doffing steps as well.

PPE is not just equipment. It is a critical layer of protection that supports safe care delivery and helps prevent transmission.



Stay home when sick - Staff and visitors are reminded to take a moment and passively screen before entering the long-term care home, staying home if they are feeling unwell with new symptoms, and following the facility's return-to-work protocol.

Long-term care workers are dedicated professionals who often put others first. However, coming to work while experiencing symptoms of illness can put coworkers, residents and visitors at risk.



A season for safe habits



This fall let's re-commit to the habits that form the foundation of infection prevention and control. Clean your hands, clean shared equipment, use PPE with purpose and stay home when feeling unwell.

By making these practices part of our daily routine, we can create a safer environment for our residents, visitors and each other.

Fall Immunization Campaign

This fall, both staff and residents will be offered vaccines to help protect against the increase in respiratory viruses.

Staff: Please keep an eye out for information on upcoming dates for our influenza vaccine campaign.

Residents: Information for upcoming vaccine clinics will be shared and residents and/or caregivers will be contacted.

Immunizations are one of the most effective ways to protect ourselves and those around us from the harmful effects of respiratory viruses. Getting vaccinated helps build herd immunity, protecting vulnerable people who cannot be vaccinated or may not respond well to vaccines due to age, medical conditions or weakened immune systems. Our annual immunization campaign is aimed at contributing to a healthier and safer community to help reduce the impact of respiratory illness season.



Online LTC greeting card – service resolved

At the end of June, we discovered an issue with the online LTC greeting card option on our website. This service has now been restored - families and loved ones are once again able to send greeting cards to residents in our LTC homes through this link:

<https://forms.durham.ca/LTC/LTC-Greeting-Cards>.

Thank you for your patience and understanding while we worked to correct this issue.

Practice and innovation

Celebrating excellence

Congratulations to the teams and individuals recently recognized through the Commitment to Excellence (C2E) program.

The divisional Palliative Care Project Team received an Award of Excellence in recognition of its work supporting a palliative approach to care across our homes.



Congratulations as well to those who received Values in Action Awards recognizing contributions to initiatives that support residents, families and care teams across the division.

Skin and wound care spotlight

Congratulations to Ewa Wolanin, Kim Burns and Brett Chiasson, who were recognized with a C2E Award of Excellence following completion of the Skin Wellness Associate Nurse (SWAN™) Program.

Congratulations as well to Hanan Mohamed and Jennifer Ferris on completing the Accredited Wound Care Champion Program for Long-Term Care Providers (AWCCP) through Wounds Canada.

These achievements help strengthen knowledge and support evidence-informed skin and wound care practices that contribute to resident comfort, well-being and quality of life across our homes.

Medication safety reminder: supporting safe medication administration

Safe medication administration is an important part of quality resident care. During medication administration times, minimizing unnecessary interruptions can help support resident safety and allow staff to complete the medication administration process safely.

Residents, families, volunteers and team members can all play a role by being mindful of medication administration activities and allowing staff to complete the process whenever possible.



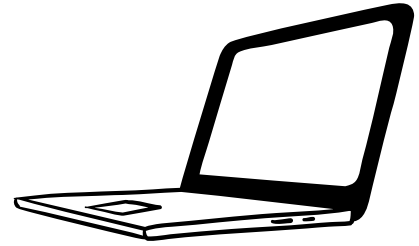
Staff continue to follow the home's approved resident identification process and medication administration practices to support safe, person-centred care.

Clinical resource spotlight

Have you checked out the divisional clinical resource brochures lately? Falls Prevention, Skin and Wound Care, Palliative Care and Medication Management resources are available, and provide helpful information about the programs and practices that support resident well-being and quality of care. If you would like a copy of any of these resources or would like to learn more about these programs, please reach out to the Manager of Nursing Practice or Clinical Lead at your home.

Fall into learning!

Mark your calendars! Team members are reminded that the Mandatory Training Package is due **October 7, 2026**. If you haven't completed it yet, now's a great time to get started and check it off your to-do list before the due date arrives.



New courses in Learnici

We're excited to share a few new additions to the Learnici catalogue:

- Skin Tear Assessment Resources
- Safe Handling and Administration of Hazardous Agents
- Supporting Mental Health, Addictions, Developmental Disabilities and Younger Residents
- SeeMe® Acute Health Event E-Module Series
- Goals of Care Conversations During Acute Health Events
- Navigating Conflict During Acute Health Events
- Preventing Avoidable Emergency Department Transfers

These learning opportunities support person-centred care, communication, clinical excellence and quality of life for residents. Take a look and add them to your learning wish list!

Falls prevention corner: universal versus individualized

A quick falls prevention reminder: **Universal Falls Precautions** are the baseline falls prevention measures that apply to **all residents**. Think of them as the foundation of a safe environment, but they are only one part of an individualized approach to care.

It's important to remember that:

- Universal Falls Precautions do **not** replace individualized assessments.
- Universal Falls Precautions do **not** replace resident-specific interventions.
- Resident-specific interventions are based on each resident's assessed risks, mobility, cognition, falls history, goals and preferences.
- Care team members should understand the purpose of the interventions included in a resident's plan of care.
- Care plans should reflect both baseline falls prevention measures and individualized interventions, when appropriate.

By understanding the difference between universal precautions and individualized interventions, we can support safer, person-centred care that reflects each resident's unique needs, preferences and goals.

Keep learning, keep growing and thank you for all that you do!

Hillsdale Estates news

Family Council



The Hillsdale Estates Family Council is a voluntary, self-directed group of family members and friends of residents, united by a shared commitment to enhancing the quality of life for all who call Hillsdale home. Together, we advocate for respectful, dignified care in a safe, comfortable and supportive environment.

 The Family Council is dedicated to:

- Educating and informing families about resident care and services.
- Advocating on behalf of residents and their loved ones.
- Providing peer support to families, friends, caregivers and residents.
- Collaborating to identify solutions and share ideas.
- Fostering open communication among families, residents, staff and administration.
- Working collectively to improve the overall quality of life and care.

 Family Council Executive:

- **Chairperson:** Carlo Molinaro.
- **Vice-Chairpersons:** Cheryl Borg and Catherine Mossop.
- **Treasurer:** Christine Carr.
- **Secretary:** Janet Gammon.

If you're interested in joining or learning more, we warmly invite you to connect with any member of the Executive team.

Contact

Reach out via email at hillsdalefamilycouncil@gmail.com.

Or share your thoughts anonymously through the **Family Council Suggestion Box** located at the Reception Desk.

Upcoming meetings

Family Council meetings usually take place on the last Saturday of the month at 10 a.m. in the Auditorium. The Council takes a recess in July, August and December.

The Family Council welcomes your involvement—your voice matters! Whether you're looking to connect, contribute or simply stay informed, the Family Council is available for support.

Residents' Council

Residents' Council Week 2026 will be celebrated from September 14 to 20! This year's theme, "Ready, Set, Engage!", highlights the importance of connection, participation and meaningful involvement within our community. To kick off the celebrations, on September 13, the Residents' Councils of Hillsdale Terraces and Hillsdale Estates partnered to sponsor a

special Critter Visit at each home, giving residents the opportunity to enjoy a fun and interactive experience together.

At Hillsdale Estates, Residents' Council is a vibrant, resident-led group that champions the voices, ideas and experiences of everyone who calls our home, home.

✨ What is Residents' Council?

- It's an independent, self-directed group made up entirely of our residents, working together to shape a more connected, caring and empowering community for all.

💬 Here's what Residents' Council is all about:

- **Amplifying every voice** – Representing the collective voice of all residents, whether or not they attend meetings.
- **Driving positive change** – Meeting regularly to share ideas, offer feedback, and recommend ways to enhance care and quality of life.
- **Fostering connection** – Offering peer-to-peer support and building meaningful relationships.
- **Taking action** – Planning events, partnering with community groups, reviewing home operations, and helping resolve concerns with compassion and collaboration.

Residents' Council is a powerful reminder that every resident matters, and that together, we can create a home where everyone feels heard, valued and inspired.

👥 Residents' Council Executive:

- The Residents' Council is guided by a passionate and dedicated elected Leadership Team, made up of residents who care deeply about making our home the best it can be.
- The Council is proudly supported by Sherin Surenthiran, our Social Worker and Residents' Council Liaison, who helps ensure every voice is heard and every idea has the chance to grow.

💬 Interested in getting involved or learning more?

- You are warmly welcomed to connect with any member of the Council or reach out to the Liaison.

📅 Upcoming meetings:

- Residents' Council meetings usually take place on the fourth Tuesday of the month at 2 p.m. in the Auditorium.

The Resident Council welcomes your involvement—your voice matters! Whether you're curious, ready to participate or simply want to share your thoughts—The Council would love to hear from you!

Volunteer Corner

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! If you have any suggestions, questions or concerns, you can email Cladell Darmanie at cladell.darmanie@durham.ca or call her at 905-579-1777 ext. 6332.



Nursing

Caregiver drop-in support groups:

☀️ You're not alone: Join our caregiver support groups in 2026 ☀️

The Social Work team warmly invites all caregivers to take part in our ongoing drop-in support groups throughout 2026. These sessions are a welcoming space where caregivers come together to share, connect and feel truly understood.

💬 Past participants have shared how meaningful it is to meet others who “just get it”—those walking similar paths and facing similar challenges. Many have expressed feeling less alone, more supported and deeply validated in their caregiving journeys.

🤝 Whether you're navigating daily stressors or celebrating small victories, these groups offer a chance to:

- Speak openly in a judgment-free space.
- Build genuine peer connections.
- Discover a sense of community and hope.



💡 No registration is required—just drop in whenever you can, even if it's only once in a while. Every visit makes a difference.

We're currently offering two group options to suit different needs. Please see the upcoming sessions listed below:

1. Caregivers who are spouses and partners of residents

- September 15 – 2 to 3 p.m.
- October 20 – 2 to 3 p.m.

- November 17 – 2 to 3 p.m.
- December 15 – 2 to 3 p.m.

2. Caregivers who are adult children, parents, siblings, other family and friends of residents

- September 15 – 4 to 5 p.m.
- October 20 – 4 to 5 p.m.
- November 17 – 4 to 5 p.m.
- December 15 – 4 to 5 p.m.



If you have any questions, please reach out to:

- **Erika Gilbert** – Social Worker for the fourth floor, Apple Blossom and Moonlight Bay, 905-579-1777 ext. 6323 or Erika.Gilbert@durham.ca.
- **Sherin Surenthiran** – Social Worker for the third floor, Trillium Trail and Pineridge Place, 905-579-1777 ext. 6441 or Sherin.Surenthiran@durham.ca.

Celebration of Life:

🌸 **Honouring Lives, Sharing Memories – Celebration of Life** 🌸

Our home came together on May 29 in a beautiful and heartfelt tribute to honour the lives of residents who passed between January to April of 2026. The gentle melodies of our Resident Bell Choir and Music Therapist filled the Auditorium, creating a warm and reflective atmosphere that touched everyone in attendance. It was a moving celebration of love, remembrance and community.

🌸 Our next Celebration of Life will take place on September 25, 2026, from 2 to 3 p.m. in the Auditorium. During this gathering, we will lovingly remember residents who passed between May to August of 2026. All are welcome to join us in honouring their memory and the lasting impact they've had on our home. Further details will be shared closer to the date.

Let us continue to celebrate lives well lived and the connections that remain in our hearts.



Environmental Services

Speed limit

Did you know there is a speed limit on the main driveway of 20 kilometres per hour? There are often residents and guests out enjoying the grounds, so please be mindful of this speed limit and be sure to observe the crosswalk that connects our home with the Terraces.



Missing belongings

Hillsdale Estates staff does their best to provide a safe and secure environment for residents and their belongings. Unfortunately, there are times when personal items, such as dentures, glasses, hearing aids or clothing go missing.

What to do if something is missing

It is important to report missing items immediately to home area staff. Please complete a Missing Belongings form with a staff member or on your own. Please give the completed form to the Registered Nurse for follow-up. Be sure to note the name of the Registered Nurse who you have given the completed form to, along with the date the form was submitted.

It is important to note that all personal belongings being brought into the home should be labelled by the home with the resident's name and room number. The staff of each home area has access to the record of clothing for labelling forms and will provide you with a carbon listing of the items you are requesting to have labelled.



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 Heating, Ventilation and Air Conditioning (HVAC) system and Fire Suppression System.

Food Services

Update to Food Ordering Process

Effective June 25, 2026, responsibility for taking MealSuite food orders has transitioned to the Food Services department. This change reflects our goal of transforming meal ordering from a routine task into a meaningful part of the dining experience, aligned with our upcoming focus on Caring Connections Durham.

Earlier this year, the Food Services department received additional staffing hours. These hours are now dedicated to increasing resident engagement. As part of this initiative, one additional food service aide has been assigned midday to each pair of adjoining dining rooms. These aides will now take and enter food orders for both units.

This new approach will allow us to:

1. Transform the ordering process into an engaging part of the dining experience.
2. Build stronger connections with residents and better understand their preferences.
3. Collect direct feedback from residents and families.
4. Strengthen communication between order takers and the main kitchen, supporting a more resident-centred approach.
5. Reduce the administrative workload for Personal Support Workers (PSWs), allowing them to focus more on resident care.

Order takers will continue to collect meal selections in advance for the following day, supporting our More Choices program for both lunch and dinner.

During this transition, PSWs will continue to share their valuable knowledge of resident preferences to support the food service aides.

As with any new initiative, there may be some challenges along the way. We kindly ask for your patience and understanding as our team adapts and grows in this new role.

Please contact Peter Chrisostomou at peter.chrisostomou@durham.ca or call our main phone number 905-579-1777 and reception will direct your call.

Fall/winter menu

As you may know, our menu changes two times per year at Hillsdale Estates and, as such, we will be launching our fall/winter menu in October.



The Hillsdale menu will continue to feature all the familiar and favourite comfort foods highly enjoyed by residents. It will also feature new fall/winter items, which will reflect the feedback and preferences expressed to our team by the Hillsdale Estates resident community and



respective families. With nutrition, freshness, safety and taste driving our food service initiatives, the Hillsdale Food Services team will continue to strive at procuring local Ontario ingredients and products for the new fall/winter menu.

We look forward to making the next two seasons warm and nourishing for the residents and, as always, the Hillsdale Estates Food Services team highly values ongoing feedback from residents and families, so keep it coming!

Administration

Caring Connections Durham (CCD)

We are excited to officially begin our Caring Connections Durham (CCD) journey at Hillsdale Estates. CCD is Durham Region's emotional and relationship-centred model of care that focuses on strengthening connections, enhancing meaningful engagement and creating more person-centred experiences for residents, families and staff. The goal is to ensure that every resident feels known, valued and connected while supporting a culture that empowers staff to provide care with dignity, compassion and purpose.

Information Booth Sessions were held in July and August to assist with launching this initiative. Sheryl, our Divisional Lead for CCD, hosted the information booths at the home. All staff are encouraged to stop by during their shift to learn more about CCD, ask questions about the initiative, explore how CCD will be incorporated into daily practice and to share ideas, feedback and experiences.

What we've heard so far

Earlier this year, through our Business Planning process, residents, families, staff and leadership helped identify several change ideas that support the CCD vision. As we move into the next phase of the project, our focus is no longer on identifying new change ideas, but rather on building the foundation needed for successful implementation.

The next several months will focus on:

- Establishing trainers and coaches within the home.
- Providing training for those trainers and coaches.
- Developing educational resources and supports.
- Scheduling and co-ordinating education sessions.
- Ensuring all staff receive CCD education

Our goal is to provide education to all staff between October and December 2026, creating a common understanding and shared commitment to relationship-centred care across the home.

Initial change ideas

The following change ideas were identified through our planning process and will continue to move forward:

All About Me posters

Capturing important life stories, preferences, routines, and personal information about residents to support meaningful engagement and individualized care.

Meal Suite enhancements

Expanding resident choice and introducing advance meal ordering through increased resident engagement with our Food Services Team.

Calendar planning

Increasing opportunities for residents, families, volunteers, and staff to participate in planning activities and events within the home areas.

Current focus

At this time, no significant environmental or physical home enhancement projects have been identified. Our primary focus is on education, culture change, and embedding CCD principles into everyday interactions and care practices.

As the initiative progresses, there may be additional opportunities to gather input from residents, families and staff. We will continue to share updates and seek feedback as needed to ensure the work remains meaningful, sustainable and aligned with the needs of our community.

Summer students

Thank you for your ongoing commitment to our residents and for your support as we begin this exciting journey together.

Queen's University medical residents

Hillsdale Estates welcomes the Queen's University medical residents from the Family Physician program. An orientation session was held on July 27 and the student residents will begin their placements in August. Please welcome the following to the Hillsdale Estates Team:



Dr. Adchayan Sabesan

Hi! I'm from Ajax, Ontario. I completed medical training at the University of Galway. My interests include Hospitalist Medicine. Outside of medicine, I enjoy skiing, watching movies and eating out. I chose family medicine for its breadth, continuity and versatility, allowing me to care for patients across the lifespan, build long-term relationships, and maintain a broad, hands-on scope of practice.



Dr. Adrian Che

Hi! I'm from Thornhill, Ontario. I completed my medical training at the University of Ottawa. My interests include emergency medicine, rural medicine and global health. Outside of medicine, I enjoy soccer, snowboarding and martial arts. I

chose family medicine for its broad scope of practice, variety of settings and the opportunity to build long-term relationships with patients.



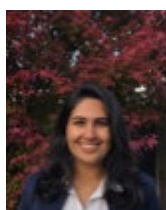
Dr. Daniel Li

Hi! I'm from Cannington, Ontario. I completed my medical training at Western University. My interests include comprehensive family medicine. Outside of medicine, I enjoy rock climbing, snowboarding and music, I play both piano and bass guitar. I chose family medicine because I value longitudinal care, and the opportunity to learn from and care for patients over extended periods of time.



Dr. Michael Williams

Hi! I'm from Markham, Ontario. I completed medical training at Queen's University. My interests include Long-Term Care, Palliative Care and Addictions Medicine. Outside of medicine, I enjoy cooking, volleyball and crokinole. I chose family medicine for the privilege of providing continuity-based, compassionate care that supports patients through vulnerable moments with dignity and quality of life.



Dr. Samira Khattak

Hi! I'm from Whitby, Ontario. I completed my medical training at Western University. My interests include women's health and global health. Outside of medicine, I enjoy reading, nature hikes and cafe hopping with friends. I chose family medicine for its holistic approach, the long-term patient relationships and flexibility to provide comprehensive care while pursuing special interests.



Dr. Subha Mustufa

Hi! I'm from Ajax, Ontario. I completed medical training at Western University. My interests include global health, and refugee and migrant health. Outside of medicine I enjoy hiking, boxing, reading, travelling and cooking. I chose family medicine to build meaningful, long-term relationships and advocate for patients throughout every stage of life.



Dr. Talia Rahif

Hi! I'm from Toronto, Ontario. I completed my medical training at the University of Limerick in Ireland. My interests include Cancer Survivorship and Women's Health. Outside of medicine, I enjoy travelling, baking and finding inspiration in architecture and design. I chose family medicine for the opportunity to build long-term patient relationships and provide meaningful, patient-centered care across every stage of life.



Dr. Zain Jafry

Hi! I'm from Oshawa, Ontario. I completed my medical training at McMaster University. My interests include emergency medicine, palliative care and rural medicine. Outside of medicine, I enjoy reading, going to the gym and learning new languages. I chose family medicine because I'm passionate about providing longitudinal care within my own community and building trust through life-long patient relationships.

Visiting pets in the home

We are happy to welcome visiting pets into our home. Please review the following requirements to ensure the safety of the residents and pets.

1. The Visiting Pet Agreement must be completed and approved by the Manager of Recreation and Therapy/Designate prior to the pet being allowed to visit the Home.
2. Proof of the animal's yearly check-up and documentation from a veterinarian will be provided to the home on an annual basis. Documentation will verify that the animal has been:
 - a. Fully vaccinated for zoonotic diseases, including rabies, according to provincial regulations and preventative medications (e.g. heartworm prevention) as determined by a licensed veterinarian.
 - b. Examined and found to be free of hookworm and other parasites, fleas and any skin lesions that could be associated with bacterial, fungal or viral infections.
 - c. Declared to be healthy and free of diarrhea.
 - d. Found to be obedient, good tempered and house-trained.
3. All pets must be on a short leash and accompanied by their owner at all times.
4. Pets must be at least one year in age and have been in your care for over six months.
5. Pets must be clean and well groomed.
6. Pets cannot have consumed a raw food diet in the last 90 days.
7. Do not bring animals on site if they are unwell or if they have been near someone who has been isolating within the past 14 days.
8. Hand hygiene must be performed before and after each visit.
9. All animals are restricted from resident care areas (ie., tub rooms), precaution and isolation rooms, food preparation and dining areas, clean and sterile supply areas, medication preparation rooms and laundry rooms. Pets are restricted from entering rooms with residents who have open draining wounds, pneumonia, or blood stream

infections.

Pets are not permitted in a Resident Home Area (RHA) if it is in outbreak and pets are not permitted to visit the Home if the entire Home is in a declared outbreak.

10. Any bite or scratch sustained from the animal will be reported to the Manager of Recreation and Therapy to obtain appropriate first aid. Injuries shall be reported to the Infection Prevention and Control (IPAC) Practitioner/designate.

The IPAC practitioner/designate must report all bite or scratch incidences to Durham Region Public Health (DRPH) as per Regional requirements.

11. All pets must be socialized and people friendly. The Home may ask the animal to be removed from resident area(s) at any time should a problem with the pet arise.

If you are interested in bringing your pets to visit, please pick up a registration package at our reception desk.

Business office

The Business office will be closed on the following dates:

- September 7 to observe Labour Day.
- September 30 to observe National Day for Truth and Reconciliation.
- October 12 to observe Thanksgiving.
- November 11 to observe Remembrance Day.



Visitor sign in at reception

We are so grateful for the important role you play in the lives of your loved ones. Your visits support their well-being, comfort and quality of life every day.

We would like to kindly remind all visitors of the importance of signing in clearly and legibly each time you enter and exit the home.

This simple step helps us in several important ways:

- Protecting residents and preventing illness – Accurate sign-in records support infection prevention practices and allow our teams to quickly follow up if needed.
- Keeping everyone safe and secure – Knowing who is in the building helps us maintain a safe environment for residents, staff and visitors.
- Emergency preparedness – In the event of an emergency, we need to account for everyone in the home.

- Meeting Ministry requirements – Long-term care homes are required to maintain visitor logs with clear, accurate information.

We understand that this may feel like a small task, but it plays a big role in keeping the community safe and well. We truly appreciate your co-operation and support.

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

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