



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 3, September 2026



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

♥ 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
- **Hillsdale Estates:** September 21 and 28
- **Lakeview Manor:** September 25
- **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.

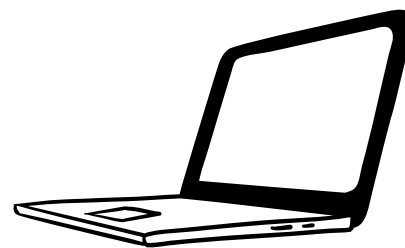


Clinical resource spotlight

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 Terraces news

Caring Connections Durham

Staff training

Caring Connections Durham (CCD) continues to move forward at Hillsdale Terraces. Staff training took place in July and August, and will continue to the end of September.

Thank you to all staff for their participation and enthusiasm as we continue working toward creating even more meaningful connections throughout our home.

Change ideas

All About Me

One of the first CCD change ideas that residents and families may have noticed are the All About Me pages. These have started being displayed throughout the home outside of resident doors, and help us learn more about each resident's interests, experiences and personal story.

A big thank you to Amy from the Behavioural Supports Ontario (BSO) team for her support and hard work in bringing this project to life. Residents and families who would like to update their All About Me page are encouraged to connect with Amy. If you have not yet completed one, keep an eye out as Amy may be reaching out to gather information.

Library Retrofit Project

You may have noticed some changes taking place in the former library space on the third floor. Work is well underway as part of the Library Retrofit Project, and we are excited to share a progress update!

To date, the space has been prepared for its transformation, with shelving removed and paint touch-ups completed to help create a fresh, welcoming environment. We have also been thrilled by the incredible response to our naming campaign. Residents, families, staff, and visitors submitted many creative and thoughtful name suggestions, making the selection process a difficult one. After careful review, the list was narrowed down, and voting took place to identify the top contenders. This month, the leading names will be presented to Residents' Council for a final vote before the winning name is officially revealed.



Once completed, the refreshed space will continue to offer books and rotating collections from Oshawa Public Libraries, while also serving as a welcoming destination for residents, families, and visitors to gather and connect. Planned features include board games, card games, puzzles, television access for sporting events, world events, and must-see programs, a more accessible location for the shuffleboard table, and a small selection of items to help keep our youngest visitors entertained.

We look forward to sharing the final name reveal and grand opening details in the coming months. Our hope is that this refreshed space will become a place where people can connect, share memories, enjoy activities together, and simply spend time in good company.

Family Council

Family Council Week

Family Council Week was held June 6 to 12, 2026, celebrating Family Council's support of residents, families and staff.

This year's Family Council raffle raised \$1,142 to help fund resident and family entertainment, our annual Garden Party, staff appreciation events and our Adopt-A-Resident program at Christmas. Congratulations to our winners: Janine Kruk, theatre and restaurant basket; Donald Cannicle, spa and relaxation basket; Diane Bonnici: automotive basket; and Barb Shaw, handcrafted quilt.



Garden Party



On August 5, 2026, residents and families gathered in the Serenity Garden for our annual garden party. This year's theme was "Honeybees" and featured two poetry readings by Garden Gate residents Lois and Marshall. Our favourite entertainer Joyce Squires sang a variety of songs that were enjoyed by all. Light refreshments, including honey cake and sparkling peach honey water was served.

Special thanks to Samantha Hubbs, Recreation/Therapy, and Food Services staff for making the garden party an enjoyable event for residents and their families.



Family Council continued

September 9 Family Council meeting

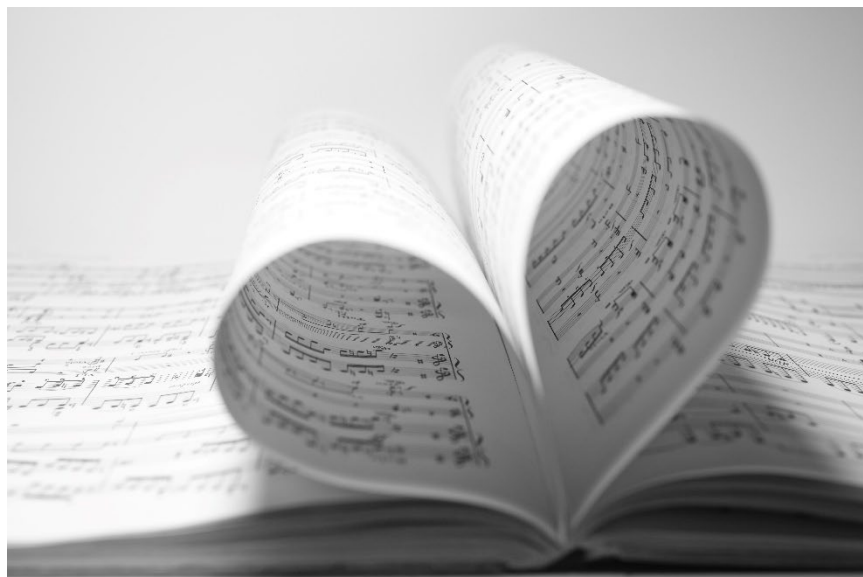
Dr. Lisa Cranley, RN, PhD, Associate Professor in the Faculty of Nursing at the University of Toronto will join our meeting virtually. Dr. Cranley will share information and encourage enrollment in her Infection Prevention and Control (IPAC) Research Study in long-term care. The study aims to better understand IPAC practices and experiences in long-term care and will help inform future education, support and practice improvements. The research is being conducted in several provinces, and families at Hillsdale Terraces and Fairview Lodge have been invited to participate.

Emila Siwik, IPAC Practitioner, will provide a quarterly IPAC update to families. She will also summarize the collaborative preparation being done by the Region of Durham IPAC Practitioners for the upcoming Accreditation Canada survey. The focus will include infection surveillance, routine practices and outbreak preparedness. During the on-site evaluation, peer surveyors observe real-time practices, staff training records and environmental cleaning. They will also review program audits for hand hygiene compliance, personal protective equipment (PPE) use and outbreak management protocols.

Joanne Iacono, Manager of Divisional and Community Supports, will provide families with a long-term care accreditation overview and provide information about preparation currently underway for the upcoming Accreditation Canada survey scheduled in January 2027. Trained peer surveyors will conduct on-site evaluations of the four Region of Durham long-term care homes. They will observe practices, review documents and resident records, conduct interviews with staff, residents and families, and verify compliance with accreditation standards. The long-term care homes will receive a detailed compliance report with actionable recommendations and an accreditation decision from Accreditation Canada.

Family Council Entertainment Sponsorship

On September 12, Family Council will be sponsoring a live performance of the local singing duo “Vintage Soul” in the Auditorium. All residents, families and friends are invited to attend.



Residents' Council

Residents' Council Presents

While Residents' Council meetings paused for the summer months, they continued supporting residents through sponsored workshops, entertainment and special events. Activities identified on the calendar as Residents' Council Presents are made possible through their ongoing support.

Residents' Council also helped make Mother's Day and Father's Day extra special this year. Residents were delighted by thoughtful surprises that added a little extra joy to the celebrations and were greatly appreciated throughout the home.

In June, Residents' Council sponsored a Chocolate Demonstration with AfyaHort Therapy. Residents learned about the chocolate making process and enjoyed sampling fresh brownies. Residents' Council also sponsored a Pub Night featuring first-time performer Joe Thistle, who entertained residents with an evening of musical favourites and requests.



Looking ahead, Hillsdale Terraces and Hillsdale Estates Residents' Councils are partnering to welcome Soper Creek Wildlife Rescue on Grandparents Day, September 13. Residents will have the opportunity to visit with a variety of furry, fluffy and feathered animals.



Residents' Council Week

Residents' Council Week will be celebrated September 14 to 18. The week will kick off with special entertainment, and celebrations will continue throughout the week to recognize the important contributions that Residents' Council makes to life at Hillsdale Terraces.

Thank you, Residents' Council

We would like to extend a heartfelt thank you to our Residents' Council members for their ongoing involvement, passion and commitment to representing their fellow residents. Their ideas, feedback and dedication help shape programs, events and meaningful experiences throughout the year. Be sure to join us for the festivities and thank Residents' Council for their support this year.

Residents' Council Meetings

Following the summer break, Residents' Council meetings will resume in September. We encourage all residents to join us on the second Wednesday of each month at 1:30 p.m. in the Auditorium to share suggestions, ideas and learn from guest speakers. We look forward to welcoming everyone back.

Volunteer Corner

Thank you, Volunteers!

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



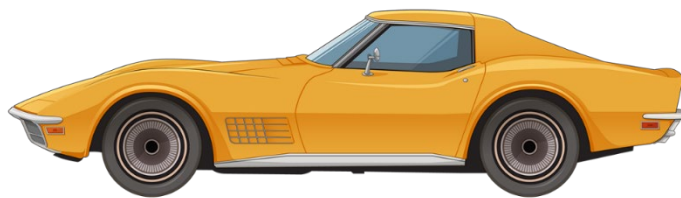
Volunteer Appreciation Event

Hillsdale Terraces hosted a Volunteer Appreciation Garden Party Barbeque in recognition of National Volunteer Appreciation Week in July. This event was held to show our appreciation to all the Hillsdale Terraces and Hillsdale Estates volunteers. During the event, Paula Hopkins was highlighted for volunteering at Hillsdale Terraces for 20 years. We are honoured to have such dedicated volunteers!



Community event

Volunteers are asked to come out and support the Car Show/Petting Zoo event hosted by both homes. This event will be held on Sunday, September 13, 2026. Please come out and have some fun!



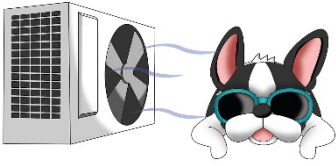
Volunteers needed!

Share a helping hand: come out and volunteer! We continue to look for volunteers to assist with our tuck-shop and evening programming. Please contact Volunteer Services if you are interested in volunteering! For more information, please visit <https://www.durham.ca/living-here/long-term-care-and-adult-day-programs/volunteer-in-one-of-our-homes/>.

“As you grow older, you will discover that you have two hands—one for helping yourself, the other for helping others.” ~Audrey Hepburn

Recreation and Therapy

Events



Summer started off hot and humid, and the weather certainly kept us on our toes. While we had a few location changes due to the heat, air quality and unexpected thunderstorms, we were still able to enjoy many special moments together.

July

We celebrated Canada Day in July with an ice cream social, cheered on our favourite World Cup teams, enjoyed coffee and Timbits for Camp Day and welcomed a lively steel pan performance that brought a carnival atmosphere to the afternoon. We also came together for Hillsdale's Got Talent, where residents, staff, families, and friends shared their talents and cheered each other on.

August

August was just as busy and fun-filled! Residents enjoyed a walk to the Enniskillen General Store for a well-deserved treat, musical performances from several entertainers and a travelogue to Spain. We also enjoyed two incredible and animal focused outings to WindReach Farm and the Toronto Zoo.



The month included two particularly meaningful gatherings. Residents and families came together for the Honey and Bee Family Council Garden Party, complete with music and great company. Thank you to Family Council for hosting such a wonderful afternoon. Later in the month, we gathered for our Butterfly Memorial, where families remembered loved ones through music, reflection and butterfly releases in honour of residents we have lost over the past year.

September



We are excited to welcome Grandfriends and the EarlyON team back to Hillsdale Terraces. After a short summer break, our intergenerational song and dance program returns every Wednesday afternoon. It is always a highlight to spend time with some of our youngest friends.

This month, Family Council is also sponsoring an afternoon of entertainment with Vintage Soul. Be sure to stop by the Auditorium and join the fun.

In recognition of National Day for Truth and Reconciliation, we encourage residents, staff and visitors to wear orange on September 30. Orange shirt stickers will be available in the lobby for those who wish to show their support.

Staff news

We said "see you later" to two students, Mackda and Sydney, at the beginning of September. Mackda and Sydney spent the summer supporting our Recreation and Therapy teams, and helped create many joyful moments for residents. We thank them for all their hard work and wish them the very best as they return to school.



Nursing

Cold and flu season

Dementia care during infection season

As we enter cold and flu season, residents living with dementia may experience increased confusion, changes in mood or responsive behaviours when they are feeling unwell. Infection, illness, changes to routine, increased use of personal protective equipment (PPE), and isolation precautions can affect how residents perceive and interact with the world around them. Understanding how to support residents through these challenges can help reduce distress and promote a positive care experience. By using compassionate communication, recognizing signs of illness early and responding to residents' emotional needs, we can help create a calmer, more supportive environment during infection season.

Why infection season matters in dementia care

For residents living with dementia, symptoms of infection may not always appear as a fever or cough. Instead, staff may notice:

- Increased confusion or disorientation.
- New or worsening responsive behaviours.
- Increased wandering or exit-seeking.
- Changes in appetite or sleep patterns.
- Increased anxiety, agitation or withdrawal.
- Resistance to care.
- These changes may be a resident's way of communicating that something is wrong.

Communication strategies that help

When residents are feeling unwell or are distressed by changes in their environment, effective communication is essential.

- Approach calmly from the front and introduce yourself.
- Maintain eye contact and use a friendly facial expression.
- Speak slowly and use short, simple sentences.
- Allow extra time for residents to process information and respond.
- Use reassurance and validation rather than correction.

Supporting responsive behaviours

Responsive behaviours are often expressions of unmet needs. Taking a moment to understand the reason behind a behaviour can often prevent escalation and improve resident comfort.

- Are they in pain?
- Are they hungry or thirsty?
- Do they need to use the washroom?
- Could they be experiencing symptoms of illness or infection?

Nursing continued

Privacy matters: protecting our residents and staff

At our home, protecting the privacy, confidentiality and dignity of our residents is a responsibility we take very seriously. While families play an important role in the care of their loved ones, there are laws and regulations that guide what information staff can share and with whom.

Health care providers must follow privacy legislation, including Ontario's Personal Health Information Protection Act (PHIPA), which helps ensure that residents' personal and health information remains secure and confidential.

What does this mean for families?

To protect our residents and staff, there may be times when we are unable to:

- Discuss a resident's health or personal information.
- Share details about incidents involving other residents or staff.
- Provide updates to individuals who are not authorized according to the resident's documented consent.
- Discuss resident information in public areas where others may overhear.
- These requirements are not intended to create barriers but to ensure that everyone's privacy, dignity and rights are respected.

How can families help?

Families can support a culture of privacy by:

- Respecting the confidentiality of other residents and families.
- Avoiding taking photographs or videos that may unintentionally capture other residents or staff without their consent.
- Understanding that staff may need to verify authorization before sharing health information.
- Speaking with the care team if there are questions about consent, substitute decision-makers or information-sharing preferences.

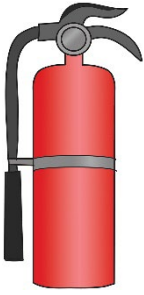
Protecting privacy is an important part of providing safe, respectful and person-centred care. Every resident has the right to confidentiality regarding their personal information, health status, care plan and daily activities.

Privacy is everyone's responsibility. Together, we can protect the dignity, safety, and rights of our residents and staff.



Environmental Services

Emergency planning



Emergency preparedness in the homes

Sean Bailey, Manager of Environmental Services/Chair of the Hillsdale Terraces Emergency Planning Committee attended the February 11, 2026, Residents' Council meeting to speak about emergency preparedness in the homes. Sean advised that staff training and drills are conducted every month on each shift, and each year there is an audit conducted with Oshawa Fire Services.

In the event of an emergency, staff are responsible for prioritizing residents and ensuring their safety; residents are responsible for listening/taking direction from staff that are helping them. Sean assured residents that part of the evacuation plan is to ensure that residents will be accommodated at Hillsdale Estates and/or Paramedic Services, or buses deployed by Durham Region Transit, will transport them to other temporary locations.

If you would like to review the Fire Safety Plan and Evacuation Procedures, a copy is available in the wall pocket located outside Reception.

Code Green tabletop

We will be conducting a Code Green (evacuation) large scale tabletop involving several community partners in October. This exercise will provide an opportunity to practice co-ordinated emergency response procedures and enhance our overall preparedness.

Third floor library renovation

Thank you to the Environmental Services staff who assisted with the library renovation. They completed the dismantling of the bookshelves quickly and without interruption to residents and programming. Great work!

Resident clothing labelling process



The new resident clothing labelling process is fully underway. As a reminder, the drop off bin and paperwork is in the lobby.

If you have questions regarding this process, please reach out to Environmental Services or Nursing staff.



Food Services

As we say goodbye to summer and look ahead to the fall season, we would like to take a moment to reflect on some of the highlights from the past few months in Food Services.

Summer barbeques

This summer, residents enjoyed three outdoor barbeque events that brought together great food, fresh air and plenty of fun. Our team cooked hot dogs and hamburgers on the barbeque outside while residents enjoyed the sights and smells of summer, listened to music and spent time together in the garden. The barbeque favourites were then served at the lunch meal, complete with festive décor, including classic checkered tablecloths to create a true summer barbeque atmosphere. Here are a few photos from the events:



Food Services staff news

We would like to extend a warm welcome to Felicia Smith, who joined our department in June as our full-time clerk. Felicia has been a wonderful addition to the team, bringing enthusiasm, positivity and a willingness to help wherever needed. We are excited to have her as part of the Food Services team and know many residents and families have already had the opportunity to meet her.

There have also been some changes within the Food Services leadership team. We are currently recruiting for a Food Services Supervisor and look forward to welcoming a new team member in the coming months.

Resident dining

Looking ahead, we continue to explore opportunities to enhance our dining spaces through potential updates to décor and layout that help create a warm, welcoming and enjoyable dining experience. This is an ongoing collaborative effort, and we value the feedback and ideas shared by residents and families as the project develops.

Behind the scenes, we have also transitioned to completing more of our dining audits electronically. This allows us to better review information, identify trends and patterns, and focus future training and education efforts on areas that will have the greatest impact on the resident dining experience.

Food Services continued

Fall fun fact

Pumpkins are technically a fruit because they contain seeds. In fact, they are part of the same plant family as cucumbers, melons and squash! We are looking forward to a wonderful fall season.



Administration

Thank you



With the arrival of another beautiful autumn season, I would like to take a moment to express my heartfelt gratitude to our residents, families, staff and volunteers. Your dedication, kindness and involvement continue to make Hillsdale Terraces a warm, welcoming and engaging community. The energy and sense of connection throughout our home are truly remarkable, and we are fortunate to share so many meaningful experiences together.

Thank you for your ongoing support and for helping make Hillsdale Terraces a community where residents can truly feel at home. We wish everyone a safe, enjoyable and memorable fall season.

Activities and events

As the seasons change, we look forward to a variety of fall-inspired activities, celebrations and dining experiences designed to bring residents together and create lasting memories. We encourage families and loved ones to participate whenever possible and enjoy these special moments alongside us.

This past summer provided many opportunities for fun, friendship and outdoor enjoyment. Residents took part in seasonal outings, barbecues, refreshing summer treats and social gatherings throughout the home. I would like to extend special recognition to our dedicated staff for their continued attention and care during the warmer weather, ensuring residents remained comfortable, safe and well-hydrated.

The annual Garden Party, generously organized by the Family Council, was once again a tremendous success and a wonderful opportunity for residents, families and staff to come together. We also paid tribute to the residents that have left us through our annual Butterfly Memorial, organized by Natalie McGovern-Martin, Social Worker.



Influenza and COVID-19 vaccination program

Looking ahead, we will soon begin our annual influenza vaccination program for residents and staff, along with recommended COVID-19 immunizations as guided by Public Health. These initiatives play an important role in supporting the health and well-being of everyone in our home.

Administration continued

Annual Satisfaction Survey

In the coming months, residents and families will be invited to participate in our annual Satisfaction Survey. We greatly value your feedback, as it helps us better understand your experiences, recognize what we are doing well and identify opportunities for continued improvement. As we continue planning for the future, your input remains invaluable.



Caring Connections Durham (CCD)

The home is also continuing the rollout of Caring Connections Durham (CCD), our emotional model of care. We will keep you informed of our progress and welcome your ideas, feedback and suggestions.

Accessible and electric vehicle charging parking spaces



Please be reminded not to park in accessible parking spaces unless you have a valid permit. Additionally, please do not park in the Electric Vehicle Charging spaces unless you are actively charging an electric vehicle.

~Lisa Mizzi, Administrator

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

Hillsdale Terraces
600 Oshawa Boulevard, North
Oshawa, Ontario L1G 5T9
905-579-3313

durham.ca

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