



Long-Term Care & Services for Seniors Division

Hillsdale Estates Newsletter

Issue 2, June 2025



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

This spring has been a season of celebration and recognition. During National Volunteer Appreciation Week in April, our homes honoured the many dedicated volunteers who give their time and energy so generously. I had the pleasure of attending three of our four celebration events and was grateful for the chance to personally thank many of our amazing volunteers. In May, we marked National Nurses Week and Personal Support Worker Day, celebrating the skill, compassion and hard work of our incredible nursing teams across all homes.

June is Seniors Month, a time to recognize and celebrate the incredible contributions of older adults in our homes and communities. We hope you are able to join in on the wonderful events our homes have planned for the month.

As we head into summer, we've welcomed several summer students to help support our teams while regular staff enjoy some well-deserved time off. Meanwhile, construction continues on our new 200-bed long-term care home, Seaton Village, in north Pickering. As of now, we are still on track for completion by the end of September 2026 and the planning for its opening is well underway.

To all new residents, families, staff and volunteers – welcome! We're glad to have you with us. If you have any questions or concerns, please don't hesitate to reach out to any member of our leadership team. We're here to support you and ensure you have the best possible experience in our homes. I also encourage you to get involved in your local Resident Council or Family Council – your voice matters and we value your input.

Enjoy this edition of the newsletter and have a wonderful summer!

~ 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.

Quality

Staff workforce survey

We have heard from our residents and families in a recent survey, and now it is time to hear from our staff members.

It's that time again to complete the **Health Standards Organization (HSO) Global Workforce Survey™** for our 2027 Accreditation.

The **HSO Global Workforce Survey™** for staff is an online survey that asks for your opinions on various aspects of your work environment. It covers the conditions and atmosphere at work, your overall well-being, resident safety and the quality of care provided. Your feedback will help us identify strengths and areas for improvement. We will present key findings, trends and proposed action plans to address any areas of concern or improvement. Responses are completely confidential. Like our last Accreditation, there will be a challenge between the four Region of Durham long-term care homes for the highest percentage of survey responses

The staff survey is open until **June 30**. We strongly encourage you to complete it as soon as possible. Widespread staff participation will make our results much more useful. Please see your staff email or posters at the Terraces for the link to the survey; or if you are more comfortable with paper, you can pick up a paper copy at the reception desk or ask your manager for a copy. These surveys are completely anonymous.

Both divisional and home-level reports will be available at the end of the survey period. Action plans will be created based on any gaps or areas of opportunity for improvement that are identified in the survey.



Quality improvement plans

Every year our long-term care homes complete a formal Quality Improvement Plan for the year. This plan outlines the areas of focus of quality improvement initiatives for the year. The plan is created from multiple areas of feedback, including our resident and family satisfaction surveys, clinical data, inspections, audits and new best practice guidelines. This plan, known as the “QIP,” will be posted in the home and can be made available (please ask any member of the leadership team).



Policy and practice update

Nursing Week

National Nursing Week took place from May 12 to 18, under the inspiring theme: The Power of Nurses to Transform Health. This theme celebrates the essential role nurses play in shaping health care and championing patient-centred care. This week is a powerful reminder to recognize and celebrate the unwavering commitment of nurses at our long-term care homes.

Throughout the week, our long-term care homes hosted various activities to honour the incredible dedication of our nursing teams.



Personal Support Worker (PSW) Day

Personal Support Worker (PSW) Day is celebrated annually on May 19 to honour the vital contributions of PSWs in uplifting the lives of residents, caregivers and the health care system. This day in Ontario serves as a powerful reminder to appreciate the hard work and immense compassion of PSWs. We are deeply grateful for the dedicated service of the PSWs at our homes.

Preceptor Appreciation Week 2025

Preceptor Appreciation Week will be celebrated during the week of September 22, to recognize and honour the essential contributions of preceptors who support student placements. Their guidance is crucial in fostering the development of future generations of health care professionals.

Are you interested in becoming a preceptor? Please contact the Manager of Nursing Practice (MNP) at your home or reach out to your supervisor.

Research collaborations

Recent publications related to the Staffing Stability in Long-term Care study and the Workplace Retention Framework study are available here:

[Staffing Stability In Long-Term Care - CityStudio Durham.](#)

[Workplace Retention Framework - CityStudio Durham.](#)



The City Studio and Ontario Tech HUBBUB 2025 featured the research studies from the Long-Term Care and Services for Seniors and Ontario Tech partnerships, such as Virtual Reality Reminiscence Therapy in Dementia care, Workplace Retention Framework, and the Importance of Education.



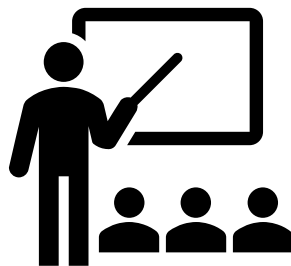
Training

Thank you to all staff who have completed their mandatory training early— your dedication helps ensure the highest quality of care for our residents!

Don't forget, there are also optional courses available in the library for Long-Term Care staff who want to expand their skills and knowledge. Log in to Learnici to explore! Recent course additions include:

- Pneumonia.
- Subcutaneous Lock.
- Emergency Medications.
- Supporting the Sexual Health of People with Dementia – BSO.
- Communicating About Hospice Palliative Care - Ontario CLRI.
- Practicing Cultural Humility in Palliative Care - Ontario CLRI.
- Palliative Approach to Care.
- Pain Management.

Ready to learn? For tips on logging in and navigating the platform please find the user guide here: <https://learnici.durham.ca/>. Let's keep the momentum going!



Infection Prevention and Control

The Infection Prevention and Control (IPAC) programs are welcoming a decrease in seasonal respiratory viruses in the local community and within our homes.

Despite being past the traditional respiratory virus season, public health officials remain concerned about a spring wave of COVID cases because they have been observed in recent years. For this reason, they are continuing to recommend a spring COVID booster vaccination for our residents. Direction from the Ministry of Health is to aim to have these vaccines administered prior to June 30. It is expected that COVID will eventually conform to the seasonal trends observed with other endemic respiratory viruses.

The IPAC programs have begun audits of IPAC skills in action for all staff within the homes. This will require ongoing collaboration with the leadership team and others within the homes to coordinate observations of all staff. These audits are expected to increase confidence in IPAC practices and inform IPAC education efforts among various departments.



Seaton Village – Construction update

As many of you may know, the Region of Durham is building a brand-new long-term care home in the northern part of Pickering—right in the heart of Seaton. This welcoming new home will accommodate 200 residents, offering a warm and intimate environment specially designed to support those with dementia.

The home is thoughtfully planned with resident home areas (RHAs) that create cozy, neighborhood-style living. Four of these RHAs will house 32 residents each but will function as two smaller, 16-bed neighborhoods during the day and evening, helping foster closer connections among residents. Additionally, there will be two 20-bed RHAs—one dedicated to residents with more complex medical needs, and another designed to support those with challenging behaviors.

The heart (core) of the building is designed to feel like a lively main street—a welcoming space where residents can gather, socialize, and enjoy daily activities together. On the main floor, residents and visitors will find a spacious great room for entertainment, a charming café and store, a resident bank, hair salon, dental and clinic space, and a gym. The two upper floors will feature cozy lounge areas and quiet spaces for visiting or reflection, including a serene worship room.

Construction began in September 2023, and we're excited to share that everything is on track for an opening in fall 2026. The building is really starting to take shape—the concrete structure and roof are complete, windows are mostly installed, and the individual neighborhoods are beginning to come to life. Inside, mechanical and electrical work is underway, with drywall and finishing touches to follow soon. Essential service areas like the kitchen and laundry are progressing right on schedule.

We've also started choosing the finishes and furnishings that will truly transform this building from just a place to live into a warm, inviting home. The goal is to create a space that feels comfortable and personal—not institutional—where residents can thrive every day.

Below, you'll find some photos showcasing the exciting progress so far. We can't wait to share more updates with you as this wonderful new home continues to grow!



North side of the building



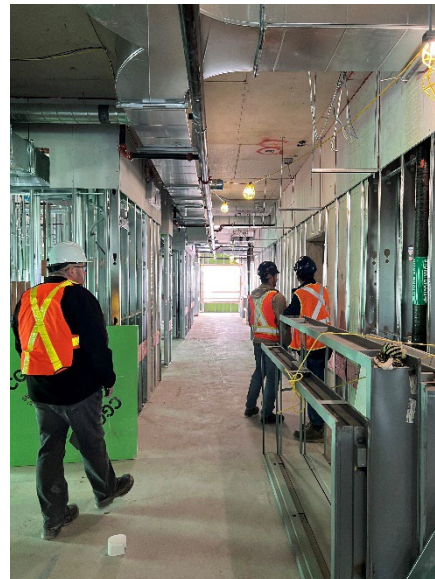
View of courtyard from dining room area



Second floor terraces



Resident Rooms



RHA hallway with lots of natural light

Views from Resident rooms



North West view



North East View



South View

Hillsdale Estates news



Welcome to the summer edition of our newsletter!

June is Seniors' Month in Ontario, which is a time to honour and celebrate the invaluable contributions that seniors have made to our communities and country. Throughout this month, we recognize the hard work, dedication and sacrifices that seniors have made over the years, helping to shape our society into the thriving and vibrant place it is today. Our Seniors' Month kick-off event is June 2!

Residents' Council

Congratulations to Beth Austin, who was elected as the third member of the Executive Leadership team for Residents' Council, alongside Kelly Cachia and Gerard MacNeil.

Residents' Council meets in the Auditorium, once per month from 2 p.m. on every fourth Tuesday of the month. All residents are welcome to attend!

Family Council

The Hillsdale Estates' Family Council is preparing for a transition in Executive Leadership, as Chairperson, Norm Sawula, will step down from his role and his last meeting is June 21. We extend our heartfelt gratitude to Norm for his dedication, leadership and unwavering commitment throughout his tenure. His guidance, collaboration, and compassion have played a vital role in improving the quality of life for our residents and caregivers. Thank you, Norm, for your incredible contributions—Hillsdale Estates deeply appreciates all that you have done! We are also pleased to announce that Carlo Molinaro will be stepping into the role of Family Council Chairperson, bringing his dedication and leadership to this new opportunity.

The Hillsdale Estates Family Council is a voluntary, self-governing advocacy group – comprised of families, friends and caregivers of residents – who strive to support the highest quality of life for residents. Their work helps to ensure that residents are treated with respect and dignity within a comfortable, safe and secure environment.

The Family Council aims to:

- Inform and educate caregivers/families.
- Arrange for guest speakers on topics of interest to caregivers/families.
- Advocate on behalf of all residents and caregivers/families.
- Serve as peer support for all residents and caregivers/families.
- Collectively share ideas and engage in problem-solving.
- Support events at Hillsdale Estates, oftentimes alongside Residents' Council and staff.

- Maintain open communication between caregivers/families, residents, staff and administration.
- Work collaboratively to improve quality of life and care of residents.
- And much more.

The Council meets in person and typically on a monthly basis. The next meeting will take place on Saturday, June 21 at 10 a.m. in the Auditorium, with guest speaker Director of Care, Jenny Little.

Those interested in becoming involved with the Family Council are welcome to attend any upcoming meeting, as well as connect with any member of the Family Council Executive.

There is a Family Council Suggestion Box at the Reception Desk, as well as an information board in a shadow box behind Reception. As well, you may contact the Family Council Executive at the dedicated email address of: HillsdaleFamilyCouncil@gmail.com.

Our Social Worker, Erika Gilbert (extension 6323), is the Family Council Assistant, and acts as the liaison between the home's Family Council and administration.

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

Volunteer Corner

The week of April 28 marks National Volunteer Week! To highlight the theme "Volunteers Make Waves," we hosted a "sound bath" event with Hillsdale Terraces on April 29 to celebrate all they do for us! Our volunteers are invaluable and so very appreciated!

Nursing

Nursing leadership



Welcome Claire Taasin-lau to the Acting Assistant Director of Care role, effective April 21. Claire has many years of experience in Long-Term Care, including being a Resident Care Coordinator at Fairview Lodge for the past 10 years. Claire has been involved in many projects and committees, has a brilliant smile and friendly disposition, and is very well-versed in her field.

National Nurses Week

Hillsdale Estates has a very diverse Nursing department made up of Personal Support Workers, Registered Practical Nurses, Registered Nurses, Resident Care Coordinators, Managers of Nursing Practice, Nurse Practitioner, RAI Coordinators, Infection Control Practitioners, an Assistant Director of Nursing and a Director of Nursing. All of these people work together to ensure quality nursing services are provided for the residents who live here.

This year, we celebrated National Nurses Week from May 12 to 18, to show appreciation for the nurses and their hard work in providing invaluable services and care to residents and families.

A big thank you to all the nurses and thank you to everyone! As a team, we have accomplished so much over the past few years. Our teamwork makes us stronger and increases our resilience, passion and integrity so that our priority to provide care to the residents always remains first and foremost. The week of May 12 to 18 is truly dedicated to celebrating all of us.



Hot Weather Illness Prevention and Management Program

During the warmer weather, each department in the home implements a contingency plan for hot weather in accordance with established procedures.

Residents in long-term care, and seniors in general, are more vulnerable to hot weather illness than the general population.

The purpose of the Hot Weather Illness Prevention and Management Program is to prevent and/or manage hot weather-related illness and to maximize the comfort level for residents, volunteers and staff during extended periods of hot, humid weather. The program also aims to identify the factors that may place residents at increased risk of developing heat-related illnesses and conditions.

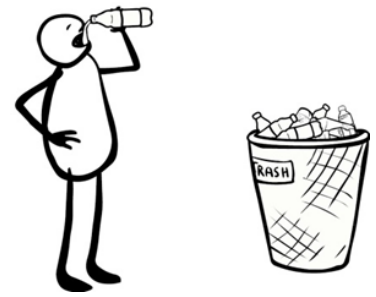
Hillsdale Estates is fully climate controlled through its Building Automation System (BAS), which helps keep the temperature consistent and comfortable during these hot periods.

Did you know that, as we get older, we:

- have less water in our body, so we get dehydrated faster?
- have a lower desire to drink, even when active or sweating?
- may be taking medications that make us lose water?

Tips for staying hydrated in the warmer weather:

1. Stop frequently throughout the day to have sips of a drink.
2. The recommended intake of fluids is eight full glasses a day.
3. Aim for two glasses of fluids at each meal.
4. Eat fruits that contain a lot of water, such as watermelon. These can be cut up or pureed into smoothies if needed.
5. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.



6. Wear a hat outside to reduce exposure to the sun. **It is especially important that balcony doors be kept closed when not in use, in order for the cooling system to operate effectively and efficiently.**

Pain and Palliative Care Committee (PPCC)

The PPCC has been thoughtfully structured and developed since 2023, through the dedicated efforts of a passionate group of frontline and leadership staff at Hillsdale Estates. PPCC is co-chaired by Erika Gilbert, Social Worker, and Dawn Thomas, Nurse Practitioner.

PPCC is committed to enhancing the quality of care provided to our residents and their caregivers. Their mission is to promote best practices in pain management and palliative/end-of-life (EOL) care; provide education and support to staff; serve as a resource for guidance on difficult/complex situations; advocate for person-centred and compassionate care, and more.

Whether staff have questions about pain management or palliative/EOL care, ethical concerns/considerations, communication strategies or any other related concerns, the PPCC is there to support. **The PPCC is a resource for all staff.** In collaboration with the home area care team and the Clinical Lead, the PPCC is here to answer any questions, concerns or ideas that staff may have.

Support groups

Peer support groups provide a wonderful opportunity for caregivers to build connections and community; discuss their physical, mental, emotional, social, spiritual health and well-being; enhance coping skills and self-care strategies; and foster hope and empowerment.

These groups occur monthly and there is **no commitment** to attending the sessions, as the program is drop-in. Please feel free to share this with anyone who is involved in supporting your loved one, as all caregivers are welcome to attend.

1. The group for Caregiver Spouses/Partners is at 2 to 3 p.m. in the Library on June 17, July 15 and August 19

2. The group for Caregiver Adult Children/Other Family/Friends is at 4 to 5 p.m. in the Auditorium on June 17, July 15 and August 19

If you have any questions, comments or concerns, please contact one of our Social Workers:

Erika Gilbert (ext. 6323, Erika.Gilbert@durham.ca).

Sherin Surenthiran (ext. 6441, Sherin.Surenthiran@durham.ca).

Environmental Services

Tub/shower room renovations

The tub/shower room renovations began on April 28. This affects units on House 2 (Trillium Trail, Lavender Lane and Primrose Path). The contractor's hours of work are 8 a.m. to 6 p.m. Monday through Friday. The home is working closely with the contractors and aim to keep noise to a minimum and operations normal. The work should not impact resident programming or care.

The renovation of these three tub/shower rooms is expected to take three months and we expect the rooms to be back in service in July. Once this phase is complete, the tub/shower rooms in House 4 (Strawberry Field, Blueberry Hill and Apple Blossom) will be renovated in the same fashion. We will provide you with an update closer to that time.

During the renovation period, the nursing leadership team implemented a bath support team and have developed a schedule to utilize the adjacent tub/shower rooms on the same floor to ensure all residents receive their scheduled tub/shower and preference to the best of our ability. An outline for the scheduled staff to follow has been created and will also support the dining experience for residents.

For specific inquiries, please see the following contacts:

Construction and renovation questions

Erin Campbell – Manager of Environmental Services

erin.campbell@durham.ca

905-579-1777 ext. 6321

Care and nursing questions

Jenny Little – Director of Care

jenny.little@durham.ca

905-579-1777 ext. 6347

Flooring renovations

Upcoming flooring renovations include carpet removal on the third and fourth floors and new flooring. It is hoped that this work will begin after the tub room renovations are complete. It is a large undertaking and there are concerns about the disruption to the daily living environment of the residents who will be affected. Staff will collaborate with families on how best to manage the temporary disruption impacting their loved ones.

Upcoming changes to home area laundry rooms

As part of our ongoing efforts to better utilize shared spaces and focus our resources where they are most needed, we will be moving forward with a gradual transition involving the in-home laundry rooms. This was previously shared with Family and Residents' Councils earlier this year. While many of our residents' laundry needs are already met through our central laundry service, maintaining 12 separate laundry rooms has become less practical over time, as they are not accessed very frequently and many times are out of service.

Starting with Golden Pond and Moonlight Bay, we are repurposing the laundry room spaces and will proceed in Houses 1 and 3. Residents in these areas will still have access to laundry facilities in nearby neighborhoods; Golden Pond residents can use laundry facilities in Blueberry Hill, and Moonlight Bay residents can use the facilities in Apple Blossom.

Over the coming months, we plan to phase out the remaining in-home laundry rooms in Maple Grove, Willow Way, Pineridge Place and Honey Harbour. However, the laundry rooms in Houses 2 and 4 — Primrose Path, Lavender Lane, Trillium Trails, Strawberry Fields, Blueberry Hill and Apple Blossom — will remain in place for now. These rooms are smaller and more efficient to maintain and continue to meet residents' occasional use.

We're excited about the opportunities this change creates to enhance and expand shared spaces in certain areas. While details are still being finalized, we will share more information as plans evolve.



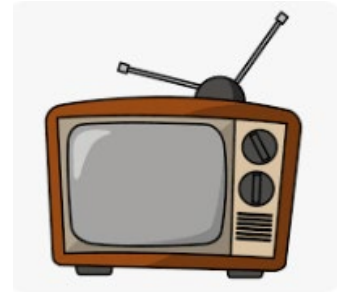
Furniture and supplies in resident rooms

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 Canadian standards approved (CAS) 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 HVAC system and Fire Suppression System.



Fire alarm triggers

Aerosols, baby powder, mist producing vapours, humidifiers and air purifiers will cause the smoke detector to be set off, activating the fire alarm. None of these items should be used within the home area or in a resident room.

A humidifier gives off a fine mist of atomized water particles that float in the air and, while the vapour that comes off the unit may disappear to the naked eye, the particles still circulate in the air and can be detected by the smoke detector.

Same can be said about baby powder, deodorant sprays, hair spray, air fresheners or heat producing items that will cause the smoke detector to be triggered in a resident room.

All staff have been advised that if they come across these items, they are to inform the resident in the moment and advise that they are required to remove the item immediately. Staff will then label the item with the resident's name and room number and advise the Registered Nurse for follow-up with the family, if necessary, to have the item picked up at their earliest convenience.



Spring/summer cleaning



Over the next few weeks, please consider packing away clothing articles that are no longer needed for the new season. We encourage residents to have these items stored with their families.

Please remember that all new clothing items need to be labelled to ensure they are returned to their proper owner after being laundered.

Kitchenette use

Kitchenettes are available in our LTC homes for use by residents and families through the coordination of their booking system with reception. Each home has their own equipment available for use i.e., microwaves. Please feel free to use them and clean up after use so they can be enjoyed by everyone. For more information on how to book a space please contact reception.

Food Services

Room bookings and family/resident meals

Room bookings: Families can book private gatherings in the Auditorium to a maximum of 20 people; Lavender Lane Family Dining Room to a maximum of eight people; and Primrose Path Family Dining Room to a maximum of eight people. These rooms can be booked at the front reception and require four days advance booking.

Meal tickets: Families can purchase meal tickets at the front reception for \$12 per meal to a maximum of three people and eat a meal with their loved one. Families can book either the Lavender Lane Family Dining Room, Primrose Path Family Dining Room or can eat with the resident in their room. Four days advanced notice is required, and the booking is made at the time of ticket purchase, subject to room availability. Meal tickets are not valid for holiday meals and/or special meal events.

Food Advisory Group

This group meets monthly on the last Tuesday at 1:30 p.m. prior to the Residents' Council meeting that starts at 2 p.m. The Food Services team will be launching a "More Choices" program during late summer, which will include an alternative menu of five additional items. Residents are welcome to share their feedback and items on the alternative menu can be adjusted monthly. All residents are encouraged to attend the Food Advisory Group.

Recreation Services

June is Seniors' Month

June is Seniors' Month, which is a time for us to recognize amazing older adults and the contributions they make. Throughout June, there will be opportunities to celebrate seniors living in our home with several events on the monthly calendar.



Community outings

Outings to the community are offered monthly. Residents who are interested in participating in a bus outing can register by following these three steps:



- 1) Choose an outing you wish to participate in.
- 2) Contact the Recreation Programmer in your home area (staff and family members can assist if needed).
- 3) Be sure to let the Recreation Programmer know the outings you wish to participate in.

We will do our best to accommodate your first choice and all other requests will be placed on a waitlist. With limited outings being offered, we want to ensure the sign-up process is as fair and equitable as possible.

Ensuring safe and enjoyable recreation events

At Hillsdale Estates, the health and safety of the residents is always our top priority. As part of our commitment to providing safe and enjoyable recreation programs, we want to share an important update regarding food and fluid service at our events.

Our dedicated recreation staff are responsible for ensuring residents receive food and beverages that align with their specific dietary needs and texture modifications. This careful approach helps minimize risks, such as choking, and ensures that all residents can fully enjoy the experience without concern.

We deeply appreciate the assistance that families and friends have provided in the past; your support means so much to both our team and the residents. Moving forward, we kindly ask that food and fluids be served exclusively by Recreation Programmers during programs and special events. This adjustment will allow us to continue prioritizing safety while creating a warm, welcoming atmosphere for all.

We thank you for your understanding and cooperation as we enhance our services. Your partnership in maintaining a safe and enjoyable environment is invaluable.

Upcoming events for June

- June 2: Seniors' Month Kick-Off.
- June 7: Car Show from 1 to 3 p.m.
- June 10: Lunch outing to Teddy's Restaurant at 11:30 a.m.
- June 15: Father's Day Blue Jay's and Brews – 2 p.m.

- June 16: Outing to Pickering Casino from 9:30 a.m. to 1:30 p.m.
- June 17: Fiesta Event at 1:45 p.m.
- June 25: Mega Bingo.
- June 20: Outing to Oshawa Centre.
- June 19: Dollarama at 10 a.m.
- June 24: Euchre Tournament at 1:45 p.m.



Please check the June recreation calendar for specific details related to time and location of the events.

Administration

Regular visiting hours at Hillsdale Estates

We do not have official visiting hours because this is a home, and you may visit when it is convenient for you. Visiting is most popular between 8 a.m. to 8 p.m., as we normally have reception and staff to assist you. When entering the home between 8 a.m. to 8 p.m., you just need to enter the door code at the main entrance.



If you are visiting the home after 8 p.m., you will need to use the call bell or the phone in the main entrance vestibule to contact Nursing, who can then open the door for you; or directly call the Nursing station and a nurse will come down to the front entrance to let you in.

Visiting after 10 p.m.: Please note that we have a significant reduction of staff by 10:30 p.m., so if you are planning to be in the building after 10 p.m., we ask that you clear this with a senior manager so we can plan your visit accordingly, unless you are visiting a resident who is at end of life.

Whenever you are leaving the home, the exit code on the keypad to the left of the main entrance door will work to allow you to exit.

If you have any questions, please connect with us directly.

Students returning

Hillsdale Estates once again welcomes summer students from May 1 to Labour Day! These summer positions give students an excellent opportunity to develop their skills for the field and help to provide coverage while staff take their vacation. Welcome to students in all departments; we are happy to have you join our team!



From the Business Office

The Business Office will be closed on the following stat holidays:

- Canada Day - July 1.
- Civic Holiday –August 4.
- Labour Day - September 1.
- National Day for Truth and Reconciliation –September 30.

If you require funds from your trust account, please see the Business Office on the Friday before.

Tax Clinic

During the month of April, Hillsdale Estates had another successful partnership with the Community Volunteer Income Tax Program (CVITP) through the Canada Revenue Agency (CRA) to host a free Tax Clinic. This service allowed for 22 residents and caregivers to file their tax returns. We look forward to continuing this partnership for future tax seasons.

Business Plan

A business planning session was held in March 2025. Business planning is a time for the home to set goals for 2025 and to develop a plan to operationalize the Divisional Plan into the home. The Business Plan is broken down into three pillars as follows:

- Pillar 1 – Care and Services.
- Pillar 2 – Embracing Innovation.
- Pillar 3 – Workplace Excellence.

The Business Plan was developed based on all the feedback provided from satisfaction surveys, past quality data collected (formal and informal), staff survey and planning sessions. The Business Plan has been shared with Residents' Council and will be shared with Family Council in May.

Celebration of Life



Our celebration of life event was held on May 30. This is a time where residents, staff and families reflect and remember residents who passed away between January to April 2025. During this gathering, there were many shared memories of late residents, with light refreshments and music. A memorial table with tributes and resident photos was displayed.

Health and Safety Week

Hillsdale Estates honoured Health and Safety Week during the first week of May. This was an ideal time to focus on the importance of preventing injury and illness in the workplace, at home and in the community.

An annual staff BBQ took place for staff on May 7, where there was lots of draws, prizes and information available for all who attended.

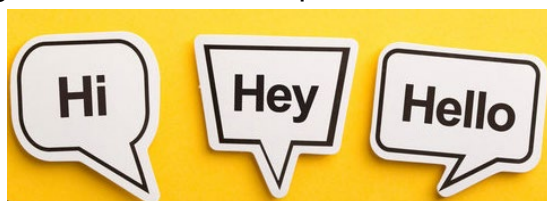


Electronic greeting cards

This is a reminder that family and friends can still send electronic greeting cards to their loved ones in any of the Region's long-term care homes. To send an e-card, visit durham.ca/LTC and click on the Long-Term Care Homes tab on the left side. Then:

1. Click "Send a greeting card to your loved one in long-term care."
2. Fill out the resident's information.
3. Select the type of greeting.
4. Send message.

Messages will be printed and delivered to residents during the week. Senders should consider these messages like an electronic postcard, as the contents of the greeting will not be private.



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

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