



Long-Term Care & Services for Seniors Division

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

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



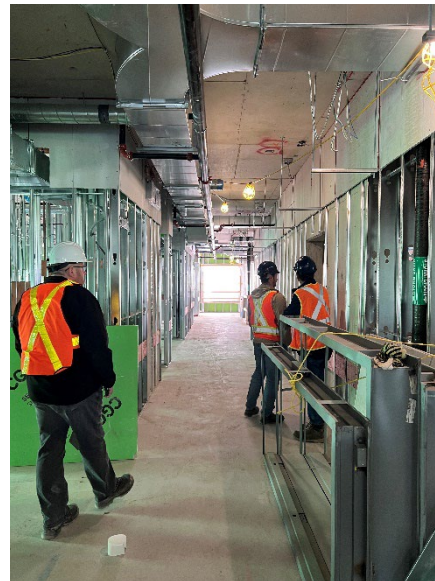
View of courtyard from dining room area



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 Terraces News

Family Council

Family Council meetings

April 9

Jackie Manuliak, Registered Practical Nurse (RN), and Amy Kozak, Personal Support Worker (PSW), from the Hillsdale Terraces Behaviour Support Ontario (BSO) Team were guests at the April 9 Family Council meeting.

Amy and Jackie gave families an update on the important work they are doing to provide specialized behavioural care for residents with responsive behaviours. They work collaboratively with the resident's health care team to develop care plans that emphasize person-centred and gentle persuasive approaches to care.

Over the past three years, Amy and Jackie have provided training on Gentle Persuasive Approaches to over 155 staff, and have served as an important resource and support to families and staff

May 7

At our May 7 Family Council meeting, Kaitlyn Rose, RN, Medication Management Clinical Lead, provided an update to families on the quality initiatives she is working on related to medication management at the Terraces.



June

There will not be a meeting in June, as we will be busy with Family Council Week activities, attending the Family Council Ontario Conference and volunteering at various events.

September 10

Our September meeting is scheduled for September 10 at 2 p.m. in the third-floor boardroom. Family and friends of residents are welcome and encouraged to attend.

Regional Family Council

On April 11, Hillsdale Terraces Family Council hosted representatives from Hillsdale Estates, Lakeview Manor and Fairview Lodge Family Councils (FC). This was the first meeting of the Region of Durham Long-Term Care Homes' FCs since 2019.

Joanne Iacono gave an informative presentation on the InterRai Long-Term Care Facilities Assessment being implemented this year to replace the current assessment tool.

The four Family Councils discussed initiatives being undertaken at each of the homes in response to the opportunities identified from the annual Resident and Family Satisfaction Survey results.

The next Regional Family Council meeting will be held at Lakeview Manor in October.

Family Council continued

National Nurses' Week and PSW Day

National Nurses Week was celebrated May 12 to 18, and PSW Day was celebrated on May 19. This is a special time for families to express their gratitude and appreciation for the exceptional care nurses and PSWs provide to our residents at the Terraces. As a thank you for all you do, Family Council is happy to provide an assortment of coffees and teas for all to enjoy.



Family Council Week

Family Council Week, "Creating Champions," will be held from June 7 to 13.

Family Councils will celebrate the role we play to advocate and support our residents and their families in the home. Information about the achievements and contributions Family Council has made in 2024 will be displayed in the front lobby. Three gift baskets will be raffled to raise funds to support resident recreation programs, staff recognition events and residents at Christmas. These include a barbeque basket, a date night basket, and Capitol Theatre tickets and a restaurant gift card. Winners will be posted on the Family Council board and announced in our September newsletter.

Annual Garden Party

Over the summer, Family Council will collaborate with Recreation Therapy staff on the annual Garden Party and continue volunteering at the many activities in the home.

We encourage families to join their loved ones at these events, to the extent they are able, as it means a great deal to them.

Thank you

We thank families for their continued support of Family Council. It is your involvement that helps to make a difference in the lives of your loved ones.

Residents' Council

Easter basket draw

Residents' Council raised over \$656 in April towards programs and services through an Easter basket draw.



Residents' Council continued

Garden Gate resident and family kitchenette

Residents' Council is thrilled to announce that the Garden Gate resident and family kitchenette and dining area has been put to great use. This is a wonderful space for residents and their families, to enjoy quality time together.

This cozy space is located off of the Garden Gate dining room and is designed to provide all residents with a comfortable, intimate space to enjoy meals, treats and chats with their loved ones. The kitchenette can be reserved by contacting Reception.

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

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

After use, kindly clean up the kitchenette so the space can be enjoyed by all who use it.

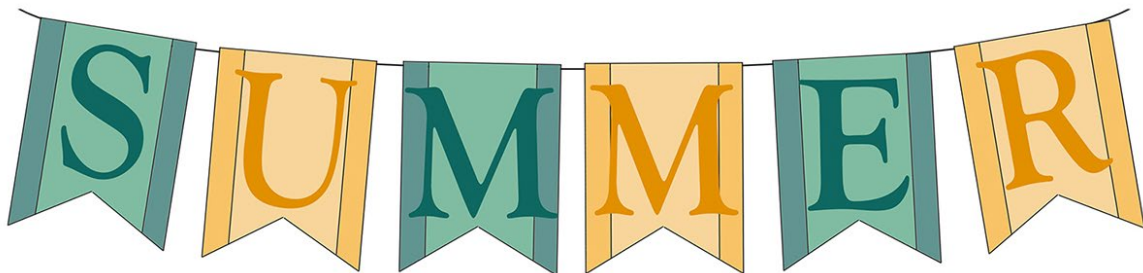
Thank you to Environmental Services for helping to create this welcoming space!



Residents' Council meetings

Residents' Council is always looking for feedback, suggestions and ideas. We encourage all residents to join our meetings on the second Wednesday of each month at 1:30 p.m. in the Auditorium.

Residents' Council meetings will not take place in July and August, as Residents' Council members take a much-deserved break. Residents' Council meetings will re-convene in September.



Volunteer Corner

Volunteer Appreciation Week

The theme for National Volunteer Week 2025 was “Volunteers Make Waves.” April 27 to May 3 highlighted the power, impact, and importance of individual and collective volunteer efforts across Canada. Like a wave, volunteering is movement building.

Hillsdale Terraces residents, staff and family members send a special thank you to our dear volunteers— thank you for all you do!



VON Volunteers

As we move into the summer months, we would like to welcome the new VON Volunteers, Kate and Deborah.

Welcome and thank you for taking the time to spend with our pain/palliative residents.

Welcome new volunteers

We would like to welcome our new recruits, Darryl, Edwina and Heidi. We appreciate your commitment and time towards the residents!

Hailey, co-op student, will be completing her placement in June. A special thank you to Hailey for considering Hillsdale Terraces as your choice for growth and learning, and congratulations on finishing high school!



Volunteer Corner continued

Knitted hearts and flowers

Volunteer Mary has taken on the task to make knitted hearts for our residents nearing end of life, and knitted flowers for our Mothers Day celebration. Thank you to Mary and her team for their kind gesture.

Pickering Community Crafters also donate to this initiative throughout the year. It is a great feeling to have such amazing support from our volunteers!

Become a volunteer

We are always looking for volunteers to assist with our tuck shop— please spread the word to your contacts.

As we move into the summer months, the student volunteers will put forth efforts to make time for the tuck shop, especially on weekends. Please come out and volunteer, and if you know of someone interested, please refer them!

Below is the QR code to access to the Durham Region volunteer webpage, durham.ca/LTCvolunteer, and volunteer application form.

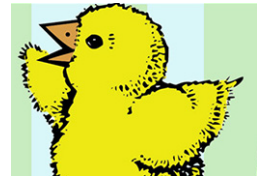


Recreation and Therapy

Chicks and cows

Recreation has been busy this spring ensuring we are ready for the summer months.

We are thrilled to announce that this spring we hatched eggs right here at our home. Residents had the unique opportunity to witness the miracle of life as baby chicks emerged from their shells one peck at a time. This hands-on experience is not only educational but provides reminiscing from when some of the residents lived on farms.



In addition to our baby chicks, we were excited to welcome two adorable baby cows to our facility. These beautiful babies moo-ved throughout the home, providing residents with the chance to interact with them up close. The presence of these baby cows brought smiles and laughter and some great photos, offering a therapeutic and enriching experience.

We believe that these activities will create lasting memories and foster a sense of community and connection among our residents.

Recreation and Therapy continued

New newsletter

What better way to celebrate our community and get the good news out, but through a monthly resident-focused Terraces newsletter, titled Hillsdale Highlights!

Each month the newsletter will highlight new residents, new staff, highlights of the home, birthdays, games, mind trivia, theme months and seasonal celebrations, department successes, community events, and advice and information from our residents.

June is Seniors' Month



June is Seniors' Month and we always enjoy events to acknowledge our senior population.

Our Seniors' Month kickoff event is scheduled on June 1, with the Peppershakers!

On June 7, Hillsdale Terraces and Hillsdale Estates will be hosting a car show with live entertainment. This event is a great way to partner with our community and our friends across the way to enjoy a day outside with local car enthusiasts.

Keep an eye on your activity calendars for fun and exciting June events and programs. We are looking forward to strawberry hulling and enjoying the fruits of our labour.

Staff news

This summer we welcome back Mackda Donkor to our Recreation and Therapy team. Mackda is our summer student who will assist with programs and help cover staff summer holidays.

Nursing

National Nurses Week

We celebrated National Nurses Week from May 12 to 16, and PSW Day on May 19. We celebrated with food, draws and fun activities.

A big thank you to all our staff for all their hard work and dedication to providing the best care and services for our residents and families.



Nursing continued

Long-Term Care Facilities project

The interRAI Long-Term Care Facilities (LTCF) Assessment is completed when an individual is admitted to long-term care, and also on a quarterly basis. It is a comprehensive clinical assessment that is person-centred and evaluates the needs and preferences of each resident.

The goal of the interRAI assessment is to maximize a person's functional capacity by addressing their physical and mental health needs and promoting their independence.

The team at Hillsdale Terraces has started the preparation and training to support the transition to the interRAI LTCF assessment, which will be launching in July.

Environmental Services

Serenity garden

We are exploring the idea of adding additional concrete pads in the serenity garden to allow more access for residents using mobility aides.

New clothing

Just a reminder to have new clothing articles labelled right away to avoid the chance of them being lost in the system.



Parking lot line painting

We will again be painting the parking lot lines before the summer, so there will be a short overnight interruption to available parking.

Electric vehicle parking spots

The electric vehicle parking spots are only to be used when charging an electric vehicle; they are not to be used for any other parking.

Thank you for your cooperation.



Food Services

Resident dining

There is always something delicious cooking in Food Services!

Our spring/summer menu was launched on May 12.

Over the coming months, we have planned barbeques and many tasty theme meals for our residents' dining enjoyment.



Resident Food Committee

Did you know Hillsdale Terraces has a Resident Food Committee?

Meetings are held in the auditorium on the second Monday of each month at 10:30 a.m. Please note the Resident Food Committee takes the summer off and does not meet in July and August. All residents are welcome to attend.

The goal is to have a Resident Dining Ambassador for each dining room who can share feedback such as menu choices, meal and snack services, and dining experience on behalf of all residents in each area.

Food Services staff updates

You may notice some new faces in Food Services. Please join us in welcoming several new Food Services team members who have joined our department recently.

Hot weather and hydration

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 Terraces is fully climate controlled through the building automation system (BAS). This system helps keep the temperature consistent and comfortable during these hot periods.

Food Services continued

Hot weather and hydration continued

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?



What can we do to stay hydrated?

1. Stop frequently throughout the day to have sips of a drink.
2. The average healthy adult requires a minimum of eight cups (two litres) of fluid per day.
3. Aim for two glasses of fluids at each meal.
4. Try to remain cool in heat waves or heat alerts. Stay in air-conditioned spaces.
5. Wear a hat and sunscreen outside to reduce exposure to the sun.



Administration

Welcome summer

As summer arrives, we are excited to welcome the warmer weather, bright skies and opportunities to get together. Summer is a time for connection, renewal and having fun.

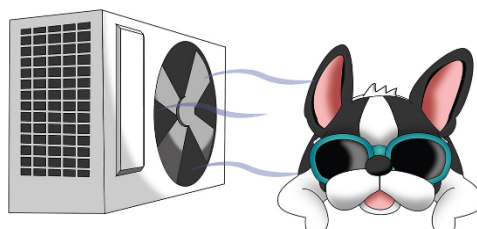
There are many activities being planned at Hillsdale Terraces for residents, families and staff to enjoy the summertime to the fullest.

Summer safety

With the rising temperatures, it is very important to remember to stay well hydrated. The Terraces has a water station located in the front lobby.

Sun safety is of utmost importance during the warmer months and practicing good sun safety includes wearing hats, lightweight clothing that covers exposed skin and using sunscreen. There is a sunscreen station located in the main lobby vestibule for your convenience.

We encourage family and friends to visit and create new memories during this wonderful time of year! Thank you for being part of the Hillsdale Terraces family, we look forward to sharing this vibrant season with all of you!



Administration continued

Leadership team changes

We said a temporary goodbye to Allan Latter, Assistant Administrator, in May. Allan joined the Business Services Division (BSD) through a Knowledge Transfer Secondment (Special Projects) to support the continued re-design within the Social Services Division. The length of Allan's secondment will last up to two years and is dependent on the progress of the project timelines. Allan's official start date with BSD was April 7, however Allan transitioned gradually to his new position while continuing to support Hillsdale Terraces—thank you, Allan! We wish Allan the greatest success in his secondment.

On May 5, we said goodbye to Tanis Head, Manager of Recreation and Therapy, who transferred to Fairview Lodge. Tanis has transitioned to Fairview Lodge and continues to support the team at Hillsdale Terraces until her replacement is hired. Tanis started her long-term care career at Fairview Lodge and has spent the last 19 years at Hillsdale Terraces. Tanis will be greatly missed. We wish Tanis great success and cannot thank her enough for all her contributions over the years. Please join me in congratulating Tanis on this new adventure and in thanking Tanis for her many years of hard work and dedication to Hillsdale Terraces.

Please watch for announcements regarding our new Assistant Administrator and Manager of Recreation and Therapy.

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

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