



**Long-Term Care & Services for Seniors Division**  
**Hillsdale Terraces Newsletter**  
**Issue 1, March 2025**



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**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

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**LTC and Services for Seniors Division news**

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**Director's message**

As we welcome spring 2025, it's a time of renewal, fresh beginnings and looking ahead with optimism. The changing season brings longer days, warmer weather, and a sense of energy and possibility– much like the work we continue to do in long-term care.

Recently, our divisional leadership team, alongside Family Council presidents, came together to develop our annual plan, reaffirming our commitment to the strategic pillars of care and service, embracing innovation and workplace excellence. These priorities will guide us as we strive to enhance the quality of life for residents and support our dedicated staff.

Spring is also a time of welcoming, and we extend a warm greeting to all new residents, staff and volunteers who have recently joined our homes. We encourage you to connect with our team, ask questions and know that we are here to support you.

Enjoy this edition of the newsletter.

~Laura MacDermaid, Director, Long-Term Care and Services for Seniors



**If you require this information in an accessible format, please contact Ann Nicoll,  
Administrative Assistant at 905-579-3313 ext. 5108.**

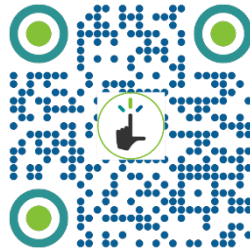
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## Policy and practice update

### Mandatory training

A huge shoutout to all staff for their dedication and hard work in completing the 2024 training— what an incredible achievement with a flawless 100 per cent completion rate!

This year, we've launched the training program earlier, giving everyone the opportunity to check it off their list early. Ready to get started? For tips on logging in and navigating the platform, visit the user guide by scanning the QR code below. Let's keep the momentum going!



### Program improvements

All program committees have been actively working to enhance the services at our homes. Learning needs assessments for 2024 have been completed and the training team is currently reviewing the results to prepare the divisional training plan.



### Skin and wound care education

We are focused on improving skin, wound and continence care within our homes. Clinical Leads Kim Burns, Chrystol Kennedy and Brett Chiasson will participate in the Skin Wellness Associate Nurse (SWAN™) Program, which is part of the Ministry of Long-Term Care initiative. Additionally, Jean San Luis, Manager of Nursing Practice at Hillside Estates, is pursuing education as a Nurse Specialized in Wound, Ostomy and Continence (NSWOC). These initiatives are designed to enhance shared expertise and improve care for the residents.

### Fall prevention and management

The Fall Prevention and Management program is preparing for a policy review this year.



## Pain management

Our Pain Management program will focus on enhancing training and compliance related to pain management.

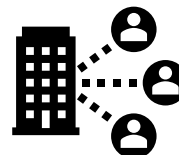
## Palliative care

Training will highlight a palliative approach to care, with collaborative palliative projects taking place at Hillside Estates and Fairview Lodge.



## Student placements

We continue to welcome students from various disciplines. Between January and December 2024, 289 student placements took place across the four homes and the divisional office.



## Research collaborations

Our research collaborations on Virtual Reality Reminiscence Therapy (VRRT) and exergaming with Ontario Tech are ongoing. Ontario Tech has gathered feedback from our teams to make the prototype more user-friendly. As the studies progress, there will be opportunities for staff, residents and families to provide input.



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## Infection Prevention and Control



The cold months are almost behind us as we look forward to spring and summer. The past few months carried high activity in our community of respiratory viruses (COVID-19, influenza and respiratory syncytial virus) as well as gastrointestinal viruses such as norovirus. As a result, we saw an increase in infections and outbreaks in our long-term care (LTC) homes. The LTC homes monitored this activity closely and implemented measures as needed to help mitigate the spread of infection. Some homes implemented universal masking for staff and visitors to help keep our residents, staff and visitors safe during these times of higher infection rates and outbreaks. We thank you for your diligence in wearing a mask and staying home when ill to keep everyone safe.

Wearing the appropriate personal protective equipment (PPE) is also an important measure if you are visiting a loved one who is ill or in isolation. If you see PPE outside of your loved one's room, please ensure you wear all the appropriate PPE that is listed on the sign attached to the resident's door. This will help keep yourself and others around you safe. If you have any questions regarding the PPE required, please speak to your home area's Registered Practical Nurse or Registered Nurse when visiting.

### Candida auris

#### What is it?

Candida auris (*C. auris*) is a fungal pathogen that is often resistant to several different treatments and disinfectants. *C. auris* can infect any body part, including the blood, a wound and be found on an infected person's skin. Signs and symptoms depend on the location and severity of the infection, but may include chills, fever or extreme lethargy.

Cases of *C. auris* have increased in many different parts of the world, including the United States. Cases in Ontario remain low at this time, however due to the increase in cases seen in other parts of the world, Ontario has designated *C. auris* as a disease of public health significance. Cases will continue to be monitored closely with our local public health unit.

As an added safety measure, our four long-term care homes will be screening new admissions and re-admissions from other health care facilities (i.e., a return from hospital) for *C. auris*. If a resident fails the screening tool, then contact precautions of personal protective equipment may be initiated, along with a test performed to rule out *C. auris* infection.

If you have any questions, please reach out to your home's Infection Control Practitioner.



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## Caring Connections Durham update

### Exciting update: Launch of the "Change Ideas" phase for Caring Connections Durham at Lakeview Manor

We are excited to announce the launch of the "Change Ideas" implementation phase for the Caring Connections Durham Pilot Project at Lakeview Manor this February. This marks a pivotal moment in our project as we shift from planning to action.

In January, Beaver River staff participated in a two-day training session designed to equip them with essential tools and strategies to enhance the social and emotional well-being of our residents. This training will lay the foundation for the changes we are now implementing.

Our approach involves rolling out two change ideas per week. This allows the project team to gather valuable feedback from staff, residents and families, enabling us to adjust before introducing changes to other resident homes.

In February, we've already rolled out several key initiatives, including:

- **Noise Reduction and Stress Management:** A focus on reducing noise and stress in the dining room to create a calmer, more comfortable atmosphere.
- **Engagement Enhancements:** Introducing activity placemats to support residents who benefit from additional engagement before meals.
- **"All About Me" Form:** A newly updated version of this form is now in use, helping staff better understand the unique preferences and needs of each resident.
- **Community Connections:** We're excited to connect our residents with local schools and organizations in Beaverton through intergenerational programming.

Looking ahead, the project team will soon focus on:

- A new resident orientation program.
- Job opportunities for residents.
- An early breakfast dining initiative.
- Environmental enhancements, including personalized doors and the addition of vibrant murals.

The project will continue to evolve as we incorporate ongoing feedback from staff, residents and families to assess the impact of our new care model. In the coming months, we will expand training and project implementation to the entire home, and we're eager to witness the positive effects this initiative will have on our residents, families and staff

Caring Connections Durham



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# Hillsdale Terraces news

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## Family Council

### January 8, 2025, Family Council meeting

At our January 8, 2025, meeting, Joanne Iacono, Manager of Divisional and Community Supports, presented the results of the 2024 Resident and Family Surveys. 65.8 per cent of eligible Terraces residents who were able to respond rated their overall satisfaction at 80.9 per cent. The family response rate was 33 per cent, with an overall satisfaction rate of 89 per cent. Resident and family feedback through these surveys is used by the home Leadership Team to identify opportunities to enhance programs and services provided to residents at the Terraces.

Lisa Mizzi, Administrator, also attended our meeting and introduced Melissa Lombardi, Acting Director of Care, to families. Welcome to the Terraces, Melissa! Lisa provided an update on the changes to Personal Support Worker (PSW) staffing that were recently implemented, to provide continuity and consistency of care to residents. Family Council welcomes the new PSWs to the Terraces, and wishes them all the best as they get to know and care for our residents.

### February 12, 2025, Family Council meeting

At our February 12, 2025, meeting, we welcomed Corrine Lathangue, Falls and Restraints Clinical Lead. Corrine outlined the falls prevention strategies being introduced to further reduce resident falls. Although resident falls are trending downward, they continue to be above the provincial average/benchmark.

Emila Siwik, Infection Prevention and Control (IPAC) Practitioner, provided her final IPAC update to families before she leaves her position on February 14, 2025. Family Council thanks Emila and wishes her all the best in the future. Emila introduced our new IPAC Practitioner, Nguden (goo-den) Kwaghbo, who has a Bachelor of Public Health degree and is currently working on her Master's. Nguden comes to the Terraces from Manitoba, and she provided families with her experience in Public Health and Long-Term Care. Welcome to the Terraces, Nguden.



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## Family Council continued

### March 12, 2025, Family Council meeting

At our March 12, 2025, meeting, Sean Bailey, Manager of Environmental Services, will introduce Kyle McLaughlin, Supervisor of Environmental Services, to families. Welcome to the Terraces, Kyle!

Sean and Kyle will review on-site and off-site laundry processes, the importance of labelling resident clothing and belongings, and the process for reporting missing items. Laundry staff perform closet audits throughout the year to capture items placed in the wrong closet and unlabelled items. This process has reduced the amount of missing clothing reported. Families were reminded that clothing is laundered at a water temperature of 160 degrees Fahrenheit, as set out by Public Health Ontario. It is for this reason that clothing made of durable materials such a cotton/polyester blend be purchased for residents.

### Therapeutic Recreation Month

February was Therapeutic Recreation month. Family Council would like to thank our dedicated Recreation and Therapy staff for providing meaningful and stimulating activities to our residents.

Every month, activity calendars are full of opportunities for residents to socialize and engage their physical, emotional, cognitive and spiritual needs. Family Council is happy to collaborate with the Recreation and Therapy team through our sponsorship of musical events and the annual garden party during the year.



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## Residents' Council

### Winter basket draw

Residents Council raised \$1,400 from the winter basket draw and will utilize the funds raised to support programs in the home.

### Residents' Council meetings

Residents Council meets the second Wednesday of each month at 1:30 p.m. in the Auditorium. We invite and welcome all residents to attend, come out and hear what is happening in your home, and give us your suggestions to improve programs and care offered.



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## Volunteer Corner

### Thank you holiday volunteers

On behalf of Hillsdale Terraces residents and staff, we would like to give a special thank you to all the volunteers and students who assisted during the busy Christmas holidays. Your assistance was very much needed and highly appreciated!

### Volunteer Community Fair

In January 2025, Volunteer Services attended the 2025 Get Experience Volunteer Community Fair at Ontario Tech University. This was a great way to connect with youth and provide awareness about volunteer opportunities within long-term care.

### Students

A special congratulations to our two co-op students, Will and Rana, for completing their O'Neill Collegiate and Vocational Institute co-op placement with the Terraces— great job!

### Pet therapy visits

Weekend pet therapy visits began in January. Sasha the dog will be away until spring, so please welcome our new furry friends, Roxy the Golden Doodle and Chico the Jack Chi.



### Knitting club

Knitting club is returning! We have plans to make knitted mothers and grandmothers flowers for our residents. If you have extra yarn, please donate to the Recreation Department. Thanks in advance!

### National Volunteer Week

National Volunteer Week is celebrated from April 27 to May 3. The theme this year is “Volunteers Make Waves.” It highlights the power, impact and importance of individuals and collective volunteer efforts across Canada. Hillsdale Terraces and Hillsdale Estates are planning a joint volunteer appreciation event this year. Stay tuned for further information.

### Looking for volunteers

Come out and volunteer! We're always looking for volunteers to join our team. We continue to search for volunteers to assist with our Tuck-Shop, please spread the word!





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## Recreation and Therapy

### Past and present programs and events

#### January

The year 2025 started with exciting events at Hillsdale Terraces! We celebrated Robbie Burns Day with entertainment. Pet therapy visits started with Chico and Roxy, bringing joy and companionship to our residents. Chinese New Year lunch took place to ring in the Year of the Dragon, and a pancake breakfast was enjoyed and is becoming a delicious tradition. Our knitting club started up again and meets monthly— perfect for staying cozy during the winter months.

★ ★ Happy ★ ★  
★ ★ New Year ★ ★

#### February

February brought love and culture to our home.

- Our Valentine's Day pottery class created heartfelt gifts for loved ones.
- We indulged in a program called “Family Ties and Sweet Pies,” a special Family Day celebration.
- We celebrated Black History Month and enjoyed a lively steel pan drum performance.
- We took a trip to the Pickering Casino and tried our luck at the tables.
- We were excited to host our Meet and Greet Wine and Cheese parties for new residents, helping them feel welcome in their new home.



#### March

Spring into action this March with weekend Coffee and Conversations, where we will engage in stimulating discussions on hot topics; and join in on our Friendship Groups, where we will foster new connections among residents.



### Staff news

We would like to welcome Renee Allan and Jodi Leonard to the Therapy Team, and Krista Jeffery and Chantel Rolling to the Recreation Team.

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# Nursing

Happy New Year!

Warm Welcome to all the staff that started on January 12, 2025!

On January 12, 2025, we welcomed 19 PSW transfers that accepted lines during the bidding process in the summer of 2024. Our current staffing model supports a higher ratio of full-time to part-time PSWs, and all shifts are reporting in at 7 a.m., 3 p.m. and 11 p.m. We continue to strive to provide the best quality service and care while staff are learning their new environment and residents.

We have also hired part-time staff to be able to fill in for vacancies and have already started the process to onboard summer students.

It has taken over a year in planning and implementation to increase our full-time to part-time staffing ratio. Thank you to all our staff and families for your kindness and consideration, to be able to make this all happen.

~Melissa Lombardi, Acting Director of Care

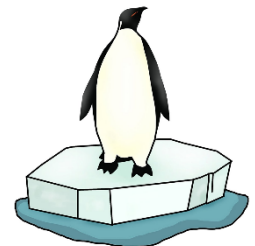
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## Environmental Services

### Winter safety



A friendly reminder to be cautious when coming in and out of the building. If you notice an area on the property that hasn't been serviced and has snow/ice, please let reception know so we can attend to it.

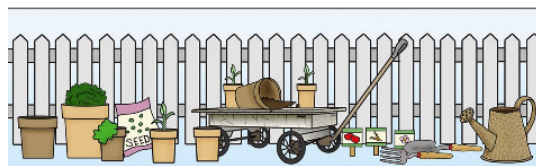


### Serenity Garden



We will be adding some additional concrete pads to the Serenity Garden to expand its use for people who require the assistance of a mobility aide.

We will be adding some new greenery to the Serenity Garden to enhance its beauty.



### Annual fire inspection

The Oshawa Fire Department's Fire Prevention Office conducted our annual inspection in December 2024, just prior to the holidays. We are happy to report that we are in compliance with all of the local and provincial fire codes.

### Smoking

If you are with a resident who is outside smoking, we ask that you remain inside the smoking gazebo and ensure the cigarette is fully extinguished when you leave the gazebo.

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## Food Services

### Food Services updates

The Food Services Team is planning several fun and delicious theme meals for residents this spring, including St. Patrick's Day, Good Friday, Easter Sunday, Mother's Day and barbeques starting in May.

We will be launching our spring and summer menu for residents on May 12, 2025. The new menu will feature many resident favorites, including fresh seasonal produce and more home cooking.

Bon appétit!

### Celebrating the Food Services Team

We shone a well-deserved spotlight on the dedicated Terraces Food Services Team during Pride in Food Services Week from February 3 to 7. Food Services hosted a kitchen open house to give staff a behind the scenes glimpse of our operations. We also held several events to recognize the hard work and dedication of our Food Services team.

Here are a few interesting facts about the Food Services Team:

- The Food Services department consists of four chefs, 44 food service aides, one maintenance worker, two food service supervisors, one clinical dietitian and one director.
- Food Services prepares over 600 resident meals daily, which adds up to 219,000 meals per year. In addition, Food Services provides resident snacks three times a day.
- Across eight dining rooms, we offer therapeutic and texture modified foods, as well as thickened fluids to meet residents' nutritional needs.
- Resident menus are three weeks in length and change seasonally.
- Food Services staff are required to have current Food Handler Certification.
- Food Services holds monthly Resident Food Committee meetings to gather feedback.
- Surplus food is donated to a community agency that supports those in need in Durham Region.

### March is Nutrition Month

National Nutrition Month in Canada is celebrated during the month of March. This annual event is organized by Dietitians of Canada to highlight the importance of nutrition and promote healthy eating habits. During Nutrition Month 2025, dietitians across the country will come together to recognize their diverse roles in influencing the well-being of Canadians. Dietitians work across all areas of food and nutrition, including long-term care, to address the nutritional needs and challenges of the many varied and unique communities they serve.

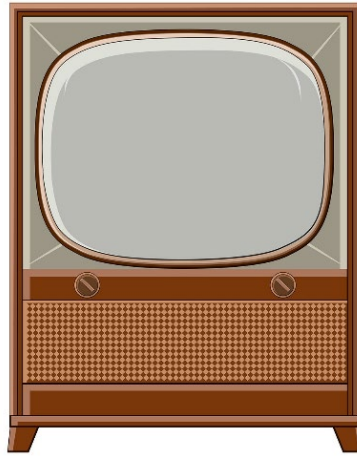


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## Administration

### Cable television update

We heard you! On February 5, after approval by the Hillsdale Terraces Residents' Council, we implemented an update to the bulk cable services channel line-up. MTV, MuchMusic, YTV and BNN Bloomberg were swapped out for CNN, Turner Classic Movies, Flavour TV (formerly Food Network) and Showcase. Monthly cable rates will remain unchanged. In late February, we were able to complete the necessary infrastructure changes to restore Rogers as a choice of cable service provider to residents. If you are currently subscribed to the Bell bulk cable package but would prefer to switch to Rogers (and by the going market rate for their services), you can contact the Business Office to be disconnected from the Bell service. Residents or their family members will need to contact Rogers directly to set up a new, personalized cable package.



~Allan Latter, Assistant Administrator

### From the Administrator's desk

#### 2024 successes

Thank you to all our staff, residents, families, physicians and volunteers for making 2024 such a wonderful year! Hillsdale Terraces continued to achieve remarkable results in 2024 with a focus on resident quality of care and quality of life. Tremendous work was completed in the areas of antibiotic stewardship, pain management and palliative care, skin and wound care, completion of comprehensive training in clinical areas, abuse awareness and implementation of a cook/serve model.

#### Resident and family satisfaction

We have received the results of the Resident and Family Satisfaction Survey. Thank you to all who took the time to provide their feedback. We have reviewed the results and have collaborated with residents, families and staff on an action plan for 2025. Both Residents' Council and Family Council have received updates on the results and an infographic displaying the results can be found in the front lobby.

#### Quality activities

In alignment with the provincial mandate, Hillsdale Terraces will be submitting its annual Quality Improvement Plan to the ministry by March 31, 2025. Priority areas for 2025 were reviewed and discussed at our business planning day in February.

### **Ministry Inspection**

The Ministry of Long-Term Care arrived on January 13 to conduct a follow-up inspection and critical incident inspection. This inspection followed a new methodology that the Ministry calls a "lean inspection." The inspectors provided real-time feedback, and the report was served on the day of their exit. I am happy to report that our previous order was found to be in compliance and the Ministry did not issue any orders. Great work everyone! There are a few areas the Ministry noted that we can improve on; we will be working on these items.

### **Leadership Team changes**

In November 2024, we welcomed Kyle McLaughlin as our new Environmental Services Supervisor. Kyle brings a wealth of knowledge from the acute care sector, and we are very fortunate that Kyle has chosen the Terraces. Please join me in welcoming Kyle!

In January we said good-bye to Jenn Walker, Director of Care who transferred into the role of Director of Care at Fairview Lodge. Thank you Jenn for your commitment, dedication, and hard work, you will be missed! We wish Jenn all the best in her new role at Fairview Lodge.

In January, the Terraces welcomed Melissa Lombardi into the role of Acting Director of Care. Melissa brings a wealth of long-term care knowledge and experience and has most recently worked at Hillsdale Estates in the capacity of Assistant Director of Care, and previously as a Resident Care Coordinator. Please join us in giving Melissa a warm Terraces welcome!

In January 2025, we welcomed Nguden Kwaghbo, IPAC Practitioner, to our home. Nguden has been working with Emila to transition into the role of IPAC Practitioner for Hillsdale Terraces. Nguden is well-versed in IPAC practices and has previous experience in other parts of Canada. Please join me in welcoming Nguden to the team!

In February we said good-by to Emila Siwik who transferred back into the role of Training Specialist at the Divisional Office. Thank you Emila for all your hard work and dedication to the Terraces since taking on the role of IPAC Practitioner in April 2023. We thank Emila for all that she has done for our home, and we wish her all the best in her future endeavors.

~Lisa Mizzi, Administrator

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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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