



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 1, March 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



As we move from a long, cold winter into the promise of spring, there's a real sense of renewal across our long-term care community. In January, our Senior Leadership Team met with our Family Council Presidents to review our Strategic Plan, reaffirming our shared commitment to our pillars of Care and Service, Embracing Innovation and Workplace Excellence.

2026 is shaping up to be a particularly busy and exciting year. We are preparing to open our new 200-bed long-term care home, Seaton Village, in north Pickering in late fall; completing the final stage of our journey toward Accreditation Canada recertification next January; and expanding our Caring Connections Durham emotional model of care to our other homes following a successful implementation at Lakeview Manor.

We extend a warm welcome to all new residents, families, staff and volunteers— please stay connected, ask questions, and share your feedback with your care team or leadership. We are here to support you.

Enjoy this addition 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.**

Quality

2025 Satisfaction Surveys

Thank you to all residents and family members who completed the 2025 Satisfaction Survey. Both resident and family satisfaction came in at all-time highs this year.

We also had the highest level of response rate from residents, with 81.5 per cent of capable residents completing the survey. Our divisional overall satisfaction from residents came in at 84.5 per cent.

Our Family Satisfaction Survey response rate was lower this year, at 27.4 per cent. The Canada Post mail strike at the time may have been a contributing factor to this lower response rate. Our family satisfaction rate came in at 94.8 per cent.



Each home is currently reviewing their individual reports and creating action plans for 2026 on how they can continue to improve quality care and services.

Policy updates

Throughout the year, we will now be providing information in this newsletter on some of our recent policy changes that impact residents and families.

- **Transfer of Resident within the Home:** this policy has been updated with a new statement that the home reserves the right to move a resident to a different room or home area if there is an imminent safety risk.
- **Release of Personal Effects:** this policy was revised to indicate when personal effects are not picked up after discharge or death, the home will communicate with the family with deadline dates. If items are not picked up by the date, the items will be deemed abandoned and donated or disposed of.
- **Smoking:** this policy had wording changes to clearly identify that residents can only smoke outside in designated smoking areas while on property. It also states that staff, family members and visitors are to follow the Regional by-law and not smoke on Region of Durham property.
- **Privately Hired Services:** this policy is new and replaces several former policies. This policy explains the process for residents and family members who wish to bring in private hired services into the home. The process has been streamlined to make the process easier for residents and family members, while still maintaining the requirements of the Region.

Copies of policies are available upon request; please speak to the homes' Administration.



Infection Prevention and Control (IPAC)

As we continue navigating the winter respiratory season, we want to thank all families, visitors and staff for your ongoing support in keeping our homes safe and healthy. Below are some important updates and reminders from the IPAC team.



Winter vaccine campaigns: thank you!

This winter, each of our divisional homes ran successful vaccine campaigns to help protect residents and staff from seasonal respiratory illnesses.

Across all homes, we offered RSV, influenza and COVID-19 vaccines, and we are grateful to everyone who participated. Vaccination remains one of the most effective ways to prevent severe illness— your participation makes a meaningful difference in keeping our community safe.

IPAC reminders for families, visitors and staff

To help reduce the spread of respiratory and gastrointestinal illnesses, please continue following these core IPAC practices:

1. Hand hygiene

- Clean your hands **following the four moments of hand hygiene:**
 - Before resident/environment contact
 - Perform hand hygiene before entering a resident's environment or touching any items in their care space.
 - Before aseptic procedures
 - Clean hands before performing any procedure that requires a clean technique, such as:
 - wound care
 - handling a sterile device
 - preparing medications
 - After exposure risk to bodily fluids
 - Perform hand hygiene immediately after possible exposure to bodily fluids—even if gloves were worn.
 - Examples: after toileting care, after handling soiled linens, after removing gloves.
 - After resident/environment contact
 - Clean hands when leaving the resident's environment or after touching anything in their care space.
- Use alcohol-based hand sanitizer or wash with soap and water when visibly soiled.



2. Mask wearing

- Please ensure you follow the masking policy for your respective home, and when you have recently felt unwell and are being watched by the Return-to-Work Program.
- Masks help protect vulnerable residents during peak respiratory illness season.



3. Stay home when sick

- If you have symptoms such as fever, cough, sore throat, vomiting or diarrhea, **please stay home** and avoid visiting.
- Staff are to complete passive self-screening and follow Return-to-Work guidance before returning to work.

4. Respiratory and cough etiquette

- Cough or sneeze into your elbow.
- Use tissues and discard them immediately after use.
- Sanitize/wash your hands after.



5. Follow all posted signage

- Please adhere to any unit-specific precautions, outbreak signs or personal protective equipment (PPE) requirements.

Thank you for keeping our homes safe

Your ongoing co-operation helps protect residents, staff and families throughout the year– but it's especially important during the winter months. IPAC practices are most effective when we all do them consistently.

If you have any questions or need more information, please feel free to reach out to the home IPAC lead.

Practice and Innovation

In 2025, learning across our homes continued to support safe, respectful and person-centred care. Education focused on everyday practices that matter most to residents and families, including dignity and communication, safety, infection prevention, falls prevention, and supporting independence and well-being.

Updates to orientation and onboarding helped new team members feel prepared and supported as they begin working with residents and families, contributing to more consistent practices across all homes.

Looking ahead, Practice and Innovation will continue to focus on education that strengthens safety, quality of care and consistency in care delivery.



2026 mandatory training

This year's annual mandatory training will be released in February and refreshed to reflect current standards and expectations.

Thank you to our staff, residents, families and volunteers for your continued partnership in creating safe, welcoming and compassionate homes.



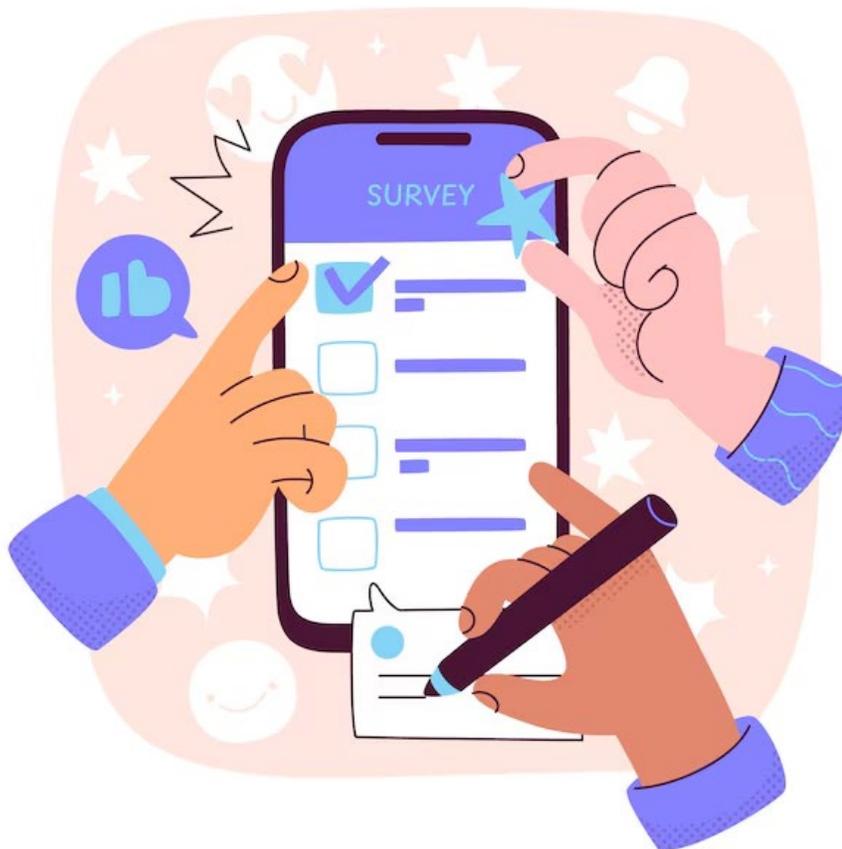
Caring Connections Durham

Building meaningful connections in everyday care

Caring Connections Durham (CCD) continues to make strong progress at Lakeview Manor. Over the past year, residents, families, staff and leaders have worked together to create and embed an emotional-based model of care focused on connection, dignity and relationships. Key milestones include extensive engagement sessions, the launch of resident and family-centred change ideas, and comprehensive training for frontline staff and leaders. Early wins are already visible: staff report increased confidence in relational care, families are more engaged as partners in care, and meaningful everyday moments are being intentionally built into routines, dining and activities.

As we move forward, CCD is entering an important next phase. Ontario Tech University is currently conducting post-testing at Lakeview Manor to evaluate the impact of the model on residents, families and staff. In addition, readiness assessments have now been completed across long-term care homes in the division. These findings are helping shape a staggered and tiered rollout of CCD across homes in 2026, beginning with Hillsdale Terraces.

Thank you to everyone who continues to contribute to this shared work. Your commitment is helping to build a more connected, compassionate care environment for all.



Seaton Village

Occupancy timeline update

The projected occupancy readiness date for our new long-term care home, Seaton Village in north Pickering, is currently planned for October 2026 but is subject to change. Admissions will then continue over an 85-day period, in accordance with the Ministry of Long-Term Care Fill Rate guidelines. This will be a very busy and important period for everyone involved.

Construction update

The building is approximately 68 per cent complete. Most mechanical and electrical systems are nearing completion and interior finishing components – such as, drywall, flooring, kitchen and laundry installations – are underway. These developments are helping to bring a clearer vision of the final building to life. Installation of the exterior façade is scheduled to begin in March, once insulation is fully completed.



The construction team continues to work diligently to mitigate any further delays and remains focused on achieving the October timeline. While there are still some challenges to work through, steady progress is being made. There is a significant amount of work to be completed over the next nine months in preparation for the Ministry of Long-Term Care occupancy inspection.

Regular updates will be provided as we continue toward occupancy. A Seaton Village email address has been set up to answer questions related to our new LTC home. Please send to SeatonVillageInfo@durham.ca.

Hillsdale Terraces news

Family Council

Family Council meetings

January 14 meeting

Joanne Iacono, Manager of Divisional and Community Supports and Akash Patolia, Programs Specialist, presented the results of the 2025 Resident and Family Satisfaction Surveys. 74.2 per cent of eligible residents rated their overall satisfaction at 81.4 per cent. The family response rate continues to be low, at 28 per cent, with an overall satisfaction of 96.2 per cent. The Home Leadership Team uses feedback from these surveys to identify ways to improve the programs and services offered to residents at the Terraces.

We also welcomed Ewa Wolanin, RPN SWAN, Clinical Lead, Skin, Wounds and Continence. Ewa outlined the 2025 successes and 2026 opportunities for improvement for her Skin and Wounds program, including involving families and residents in updating the plan of care and emphasizing with PSWs the importance of repositioning, turning and offloading residents.

Family Council members congratulated Ewa for achieving her Skin Wellness Associate Nurse (SWAN) designation. This achievement demonstrates Ewa's commitment to advancing her professional knowledge in wound, ostomy and continence to improve the quality of care for residents at the Terraces.

February 11 meeting

We welcomed Ge Liu, RPN, Clinical Lead for Pain, Palliative Care and Hydration. In 2025, successes in pain management included reaching the six per cent provincial benchmark for residents reporting worsening pain. In palliative and end-of-life care, the number of health status care conferences increased from 60 per cent to 78 per cent, and there was greater use of Continuous Ambulatory Delivery Device (CADD) pumps to help manage pain and provide comfort to end-of-life stage residents.

Initiatives for pain management in 2026 include continuing work on weekly analgesics look-backs and monthly analgesics audits, and performing safety checks and pain evaluations for residents who are on prescribed pain patches. Initiatives for palliative and end-of-life care include connecting with families and care partners to introduce the program, share information and collect feedback. Ge plans to continue her work improving the number of health status care conferences.

Emila Siwik, Infection, Prevention and Control (IPAC) Practitioner, provided an infection prevention and control update and was welcomed back to the Terraces by families. Since her return, Emila has completed the immunization campaign for residents and staff; facilitated an IPAC fair for staff, families, and residents; and completed an IPAC audit for 100 per cent of staff in relation to their department. The urinary tract infection (UTI) program continues to see positive results, with fewer than five UTIs per month. In 2026, Emila will create an essential caregiver education booklet, maintain personal protective equipment (PPE) and hand hygiene audits, and attend unit and department meetings to support IPAC education for staff.

Family Council continued

Therapeutic Recreation Month

February was Therapeutic Recreation Month. Family Council thanks our Recreation and Therapy staff for providing meaningful and stimulating activities to our residents.

Activities and events improve residents' quality of life as they socialize and engage their physical, emotional, cognitive, and spiritual needs. Families are welcome to attend events with their loved ones whenever possible and to connect with other families.



Residents' Council

Christmas raffle

Thank you to everyone who purchased tickets for this year's Christmas raffle! Our prizes included a holiday-themed gift basket and a festive money tree decorated with various gift cards. Thanks to your support, we raised funds that will help sponsor upcoming events and holiday celebrations for residents at the Terraces.

Residents' Council sponsored events

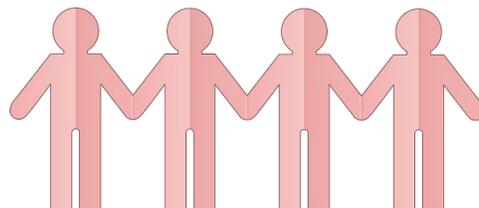
New this year, you will notice Residents' Council sponsored programs listed on the monthly activity calendars. These events are chosen by residents, and designed to provide opportunities to learn, explore, and try something new.

Meeting reminders

Residents' Council meets monthly on the second Wednesday of each month at 1:30 p.m., except for July, August and December. These meetings are a great opportunity to share ideas, ask questions and learn more about the home.

In 2026, we have several special guests scheduled to present on topics of interest. Last month, Sean Bailey, Manager of Environmental Services, spoke about emergency preparedness. In March, Sheryl Thorpe will be presenting on Caring Connections Durham.

We look forward to seeing residents join us as we continue building a strong, informed and engaged community together.



Volunteer corner

Happy New Year 2026!

Thank you, volunteers!

We would like to thank all volunteers of Hillsdale Terraces for their dedication during the winter months. Your efforts do not go unseen!



Volunteer opportunities

We continue to look for new volunteers who are interested in giving back to the community and spending time with our residents. If you would like to volunteer please visit: [Volunteer in one of our homes - Region of Durham](#), or connect with Verlynn Gaspard, Volunteer Coordinator, Hillsdale Terraces at 905-579-3313 extension 5017.



Recreation and Therapy

Past and present programs and events

January

It's been a lively start to the year here at Hillsdale Terraces. We kicked off 2026 with a cozy New Year's morning, sharing stories, coffee and treats. January was filled with celebrations, including residents' birthdays and a special party with Elvis on his own birthday. We also hosted a wine and cheese meet and greet to welcome new residents, enjoyed hearty meals together at Breakfast Club and Diners' Club, and spent time each week with our littlest visitors during Grand Friends, where songs, movement, and intergenerational fun created some truly meaningful moments.

Recreation and Therapy continued

Past and present programs and events continued

February



BLACK HISTORY MONTH

February brought culture, connection and community spirit, as well as plenty of cheering for our favourite athletes during the 2026 Olympic Games. Residents explored and celebrated the diversity within our home through programs like banner making for Black History Month, a festive Chinese New Year lunch, and a musical presentation highlighting stories of love, courage and resilience in Black History.

Valentine's Day was full of warmth and creativity with card-making, love-song trivia, and an afternoon of beautiful musical entertainment. Olympic-themed word games kept our minds sharp, while ski races, balloon volleyball, axe throwing and an Olympic-style Minute to Win It kept everyone moving and laughing.



March

As we look ahead, there's even more to celebrate before spring arrives. This month, we are excited for International Women's Day with a Beauty Hour in the auditorium, our monthly birthday party, St. Patrick's Day festivities, and National Indigenous Languages Day.



Staff news

At the end of 2025, we welcomed Jennifer to the therapy team in the adjunct role on Rose Garden and Vinyard View. We also said goodbye to our recreation student, Jade, who spent six weeks with us and enjoyed meeting all the residents.

Nursing

New home, new chapter

Happy New Year!

As we welcome the start of a brand-new year, our team is excited about the journey ahead. This year is especially meaningful for us, as we are preparing to open our fifth long-term care home in Durham Region, Seaton Village.

The coming months will be filled with:

- Hiring our new Seaton team.
- Rolling out education to support staff excellence in care.
- Supporting our sister homes in launching programs we have successfully implemented.
- Preparing for the roll-out of Caring Connections Durham, our resident-centred care model to support a caring, individualized, meaningful and inclusive environment.
- Continuing to foster a culture that embraces creativity and innovation and implementing new opportunities for integrating technology.
- Continue to create an engaging working environment that is diverse, inclusive and promotes positive outcomes and experiences for residents, families and staff.

2026 will be a year of growth, learning and new beginnings.

We can't wait to share updates, milestones, and stories as we move toward opening the doors of our new home. Thank you for your continued support and participation in the planning and roll-out of new programs.

~Melissa Lombardi, Director of Care

Environmental Services

Laundry process

The Environmental Services Department is excited to let you know we have formed a Laundry Process Mapping Review Committee. This team consists of front-line staff, managers and family members. The goal is to review our current laundry process, from admission offer to the current day-to-day process, to find areas for improvement. Stayed tuned for future updates.



Snow removal

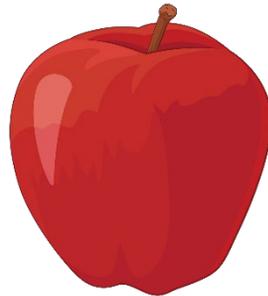
Our landscape contractor and his team work very hard to clear the grounds of snow as quickly as possible. It is very important that vehicles do not park along the roadways of the property, as the equipment cannot effectively clear these roadways.



Food Services continued

Spring Food Services fun facts

- Rhubarb is one of the first plants to pop up in Canadian gardens each spring, often pushing through the soil when there is still snow on the ground. It's tough, tart, and practically a Canadian mascot.
- The first greenhouse tomatoes of the year in Canada often come from Ontario, where growers use natural sunlight and energy-efficient systems to get a head start on spring.
- The average Canadian eats more than 30 pounds of apples a year, but very few know that apples are part of the rose family. Yes, your favorite fruit is basically a floral arrangement.



March is Nutrition Month

National Nutrition Month in Canada is celebrated in March. This annual event is organized by Dietitians of Canada. The 2026 theme, “Nourish to Flourish,” emphasizes that food is more than nutrients—it brings comfort, connection, and joy. This theme reinforces the importance of enjoyable meals and shared dining experiences that support quality of life. It also celebrates the essential role dietitians play in helping Canadians make informed food choices that promote health at every age.

The Food Services department remains committed to reviewing and enhancing our dining practices in 2026.



Administration

I would like to share my appreciation for our residents, families, staff, and partners who continue to always support our home.

The beginning of the year is a time for reflection, planning and renewal. The focus at Hillsdale Terraces has remained on providing safe, compassionate and resident-centered care. I am incredibly proud of the dedication shown each day by our staff, who consistently go above and beyond to ensure residents feel supported, respected and valued.

During this first quarter, we continued to focus on maintaining strong Infection Prevention and Control (IPAC) practices and ensuring the best possible quality of care and quality of life for our residents. These efforts help protect our residents while maintaining a welcoming and comfortable environment.

This year, Hillsdale Terraces will focus on implementing Connecting Care Durham (CCD), our divisional emotional model of care. CCD was implemented successfully at Lakeview Manor in 2025 and will be rolled out to the remaining Region of Durham homes in 2026. This model will enhance and re-emphasize the importance of meaningful connections and increase staff-to-resident bonding. As this is an area for opportunity for the Terraces, according to our recent Resident/Family satisfaction survey, the implementation of CCD is very much welcome.

The first quarter has also allowed us to set priorities for the year ahead and I would like to thank the residents, families and staff who participated in our Business Planning Day. Our focus remains on continuous improvement and ensuring our home meets both regulatory standards and the expectations of those we serve.

As we move forward in 2026, we remain committed to open communication and partnership. Please do not hesitate to reach out to a team member with questions, suggestions or concerns.

~Lisa Mizzi, Administrator

The Regional Municipality of Durham
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