



Long-Term Care & Services for Seniors Division

Hillsdale Terraces Newsletter

Issue 2, June 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



This time of year offers a chance to recognize the people who support resident care and to celebrate the community we share across our homes. During National Nurses' Week and Personal Support Worker (PSW) Day, both in May, we recognized the dedication and compassion of our nurses and PSWs, who play such an important role in the delivery of care. Of course, they can't do it alone and I would also like to acknowledge the many other team members who work together to create a safe, comfortable, and welcoming environment for residents and families.

June is also Seniors' Month with a focus on fostering wellness, social connection and community engagement. There will be a variety of activities and events across our homes, celebrating the lifelong contributions of older adults who have shaped, and continue to shape, our communities.

We also recognize World Elder Abuse Awareness Day on June 15. This is an important reminder of our shared commitment to ensuring every resident feels safe, respected and supported at all times. We encourage you to wear purple that day to show your support.

Construction of Seaton Village continues to move forward. While there has been a slight delay, we are now anticipating an opening in early 2027. Progress is being made, and we look forward to sharing further updates as the project advances.

Finally, a warm welcome to all new residents, families, staff and volunteers. If you have any questions or concerns, please don't hesitate to reach out to any member of the leadership team.

~ 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

Privacy changes by Ontario Health

Ontario's Electronic Health Record (EHR) contains a secure digital record of individuals' personal health information and is made available electronically for health care providers, to care for their patients, as permitted by law. Ontario Health is updating its consent model — the rules governing how patients can block or allow access to their health information — for the provincial EHR.

If you, or your substitute decision maker, do not want your health information shared with members of your health care team through the EHR, you can restrict access by contacting Ontario Health at 1-888-411-7742. You would request a “consent directive” be applied to your health information.

If you have any questions about consent directives, or how your personal health information is managed in the EHR, please visit <https://ehealthontario.on.ca/en/patients-and-families/managing-access-to-your-ehr> or contact:

Ontario Health Privacy Office

Phone: 416-946-4767 or 1-888-411-7742

Email: OH-DS_privacy@ontariohealth.ca



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.

- **Emergency policies** – all 12 emergency policies have been updated. They can be found on our website durham.ca/LTCHomes.
- **Pet Policy** – this policy was revised to indicate that no pet ownership is permitted other than birds and fish.
- **Disclosure of Harm** - this policy had been updated to provide clear guidance to homes on how to disclose adverse and or sentinel events based on best practice from the Institute of Healthcare Improvement and the Canadian Disclosure Guidelines.

Quality plans for 2026

This year, the homes will continue to focus on our emotional model of care program, “Caring Connections Durham.” This was a large-scale initiative that was piloted at Lakeview Manor in 2026 and is now ready for spread. Homes will also continue to work on falls reduction, ER avoidance when possible, deprescribing of antipsychotic medications where possible and accreditation readiness.

The homes have now completed their 2026 Annual Quality Improvement Reports that highlight their successes from last year and their plans for 2026. The homes annual plans can be found on our website under each specific home: <https://www.durham.ca/LTCHomes>

Practice and innovation

To support consistent care delivery, staff education, and resident and family communication, several practice and program initiatives were recently implemented across the division.



Nursing Week 2026

National Nursing Week took place from May 11 to 17, 2026. The Canadian Nurses Association (CNA) theme for 2026 was "The Power of Nurses to Transform Health."

This theme highlights the critical role nurses play in shaping health care, driving innovation and advocating for patient-centred care. Nursing Week continues to serve as an important opportunity to celebrate and acknowledge the contributions of nursing staff in delivering safe, high-quality care.

Personal Support Worker (PSW) Day 2026

PSW Day is celebrated annually on May 19 in Ontario to recognize the essential contributions of PSWs across the health-care system.

PSWs in long-term care play a vital role in supporting residents' comfort, safety, dignity and independence. This day provides an opportunity to acknowledge their compassion, dedication and impact on the lives of residents, families and care teams.

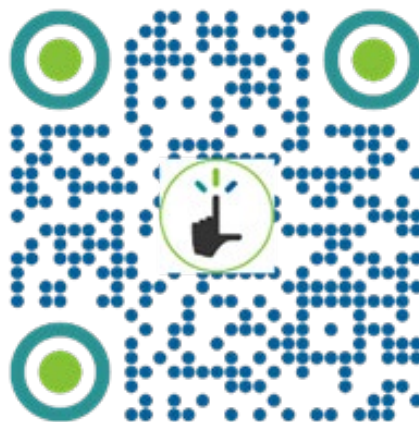
Staff education and training

Thank you to all staff who have completed their mandatory training early. Your commitment supports the delivery of safe, high-quality care for residents.

Annual cybersecurity training is available to all staff, reinforcing awareness and shared responsibility in protecting residents, staff and organizational information.

In addition to mandatory education, optional courses remain available in Learnici to support ongoing professional development and competency across clinical areas.

Log in to Learnici to explore available learning opportunities. For tips on logging in and navigating the platform, use the Learnici login and navigation guide link, scan the QR code below or visit https://qr.scanned.page/uploads/pdf/ts3RmH_a79f8b6bc50b8c08.pdf.



Clinical programs (resident and family information)

Clinical program information is provided to residents and families through standardized admission binder materials. These resources outline key programs and what residents and families can expect in care delivery.

Medication management program



The Medication Management Program supports safe and consistent medication practices, including standardized processes for ordering, storage, administration, monitoring and documentation. Monitoring for effectiveness and potential side effects occurs as appropriate, with interdisciplinary collaboration supporting quality and safety.

Skin, wound and continence programs

These programs support the prevention, early identification, and management of skin integrity concerns and continence needs. Residents receive regular assessments, ongoing monitoring as part of daily care, and individualized care plans to support comfort, healing and risk reduction.

Falls Prevention Program

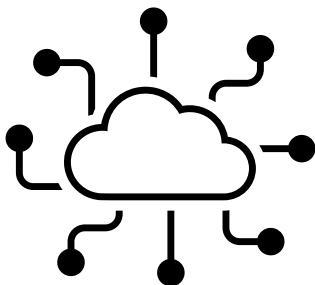
The Falls Prevention Program focuses on reducing falls and related injuries through assessment, individualized care planning, environmental safety measures, and ongoing monitoring to support resident safety and mobility.

Pain and palliative care programs

Pain and palliative care approaches support comfort, symptom management and quality of life. Care is individualized and developed in collaboration with residents, families and the interdisciplinary team, with a focus on dignity and person-centred care.

Clinical program brochures are included in standardized admission binder materials and are available in homes. Copies of the brochures and additional information about these programs can be requested through home leadership teams or program leads.

Research and innovation



Research activities continue in collaboration with academic and community partners, including Ontario Tech University, the University of Toronto and CityStudio Durham. Current or emerging areas of work include exploring exergaming in staff training, participation in University of Toronto initiatives examining how infection prevention and control measures can be balanced with person-centred care in long-term care, and involvement with the PREVENT trial in collaboration with the Geras Centre for Aging Research, focused on falls and fracture prevention.

Infection Prevention and Control (IPAC)

Spring is a time of renewal, and a perfect opportunity to refresh not only our routines, but also our workspaces. Our desk spaces, shared offices, and personal belongings play an important role in maintaining a safe and healthy work environment.

Why desk spaces matter from an IPAC perspective

Desks, offices and home area workstations are frequently touched but often overlooked when it comes to routine cleaning. Keyboards, mice, phones, iPads, pens and desktops can become reservoirs for microorganisms, especially in environments where staff move between work areas or share equipment. Clutter can make it difficult to clean effectively, increasing the risk of contamination and cross-transmission.



A clean, well-organized workspace supports:

- Effective environmental cleaning and disinfection.
- Reduced risk of indirect contact transmission.
- Improved workflow and staff well-being.

Spring cleaning tips for an IPAC-safe workspace

1. Declutter before you disinfect

Remove unnecessary items from your desk. Fewer personal items mean fewer surfaces to clean and fewer places for dust and germs to accumulate. Keep only what you need for daily work.

2. Clean and disinfect high-touch items

Pay special attention to frequently touched items such as:

- Keyboards and computer mice.
- Desk phones and headsets.
- Mobile devices and chargers.
- Desk surfaces, drawer handles and chair armrests.



Use approved disinfectant wipes or solutions according to manufacturer's instructions, ensuring appropriate contact time.

3. Rethink personal belongings

Items like handbags, reusable mugs, water bottles and sweaters can bring contaminants from outside into the workplace. Store personal items in designated areas and clean reusable items regularly—especially before placing them on desk surfaces.

4. Be mindful of shared equipment

If desks, printers or phones are shared between staff, clean and disinfect before and after use. Hand hygiene before returning to your personal workstation remains a key IPAC measure.

5. Maintain good hand hygiene

Spring cleaning is a great reminder that **hand hygiene remains one of the most effective IPAC practices**. Perform hand hygiene after cleaning, handling waste or touching shared items.

Make it a habit, not a once-a-year task.

While spring cleaning provides a seasonal reset, maintaining an IPAC-safe workspace is an ongoing responsibility. Setting aside a few minutes each week to tidy and disinfect your desk can make a meaningful difference in maintaining a safe environment for everyone.



Spring COVID-19 vaccines

Like the last few springs, the Ministry of Health and National Advisory Committee on Immunizations has announced a recommendation for all eligible long-term care residents to receive a spring COVID-19 vaccine.

Communication was sent to all Power of Attorney (POA) contacts in April to contact the home area nurse to provide consent if they would like their resident to receive this vaccine. The home area nurse will also follow-up with residents who are capable of providing their own consent.

The spring COVID-19 vaccine will be offered in May and June. If you would still like your resident to receive this vaccine, please contact the home area nurse.

New Social Services online hub!



Durham Region Social Services provides a wide range of high-quality supports in our community—including:

- Child Care and Early Years
- Emergency Social Services
- Community and Counselling Services
- Housing Services
- Income, Employment and Homelessness Support
- Long-Term Care and Seniors' Services

No matter where life takes you, Social Services is here to help.

Our team offers professional, compassionate support that many people rely on at some point in their lives.

To make it easier for residents to learn about helpful programs and services, Social Services launched an online central hub! Explore the hub and discover all that Social Services has to offer at durham.ca/SocialServices.

Hillsdale Terraces news

Caring Connections Durham

Hillsdale Terraces is pleased to begin the next phase of Caring Connections Durham (CCD), with staff training starting on the third floor during the first week of June. This phased rollout will begin in two home areas and gradually expand to other areas of the home.

In May, Sheryl Thorpe, Manager, Long-Term Care and Services for Seniors, visited Hillsdale Terraces to present at the Residents' Council meeting and share the goals of the initiative. She also hosted an information booth, offering staff and families the opportunity to learn more about CCD and ask questions.

All CCD change ideas focus on strengthening meaningful connections, supporting residents in experiencing more purposeful interactions with staff, other residents, families and visitors. Some changes you may begin to notice include weekly discussion topics to spark conversation, All About Me pages for residents who wish to share more about themselves (more details to come), fun facts about staff to help build familiarity, and updates to the library space to create a more accessible and welcoming family area.

We look forward to sharing more as CCD continues to roll out across the home.



Family Council

Meetings

March

At our March 11 meeting, Family Council welcomed Kaitlyn Rose, Medication Management Clinical Lead. Kaitlyn explained her role and the process for filing medication incident reports. She outlined Medi System Pharmacy's duties in medication ordering, receipt, administration, audits, staff training, resident reviews and reconciliation. Kaitlyn recently developed and implemented a topical treatment program for PSWs. With continued education, PSWs are now permitted to apply select topical creams, such as Rub A535. The Medication Management Team has initiated monthly meetings in preparation for Accreditation scheduled for 2027.

Family Council continued

Meetings continued

April

At our April 8 meeting, Family Council welcomed Corrine Lathangue, Falls, Restraints and Personal Assistance Service Devices Clinical Lead. She delivered a presentation outlining the strategies implemented by her interprofessional team to reduce the incidence of resident falls. Guided by the RNAO's Best Practice Guidelines, the team employs a range of preventative strategies, including the use of hip protectors, floor mats, lowering beds to their minimum height, and utilizing clip and bed alarms to promptly alert staff. Intentional Rounding is being implemented, using structured checks on residents to assess the four Ps: Pain, Positioning, Personal Needs (toileting) and Placement/Possessions.

May

At our May 13 meeting, Family Council welcomed Jackie Manuliak, RPN, and Amy Kozak, PSW, from the Terraces Behavioural Supports Ontario (BSO) Team. They provided families with an overview of their specialized approach to behavioural care for residents exhibiting responsive behaviours. Each resident's care plan is developed by the care team that incorporates person-centred strategies and gentle, persuasive support methods. Additionally, families were provided with information about Gentle Persuasive Approaches (GPA).

Monthly Family Council meetings

Family members and friends of residents are welcome to join our monthly meetings, which take place at 2 p.m. on the second Wednesday of each month. It is a wonderful opportunity to connect with other caregivers and staff, and discover the programs and services available at Hillside Terraces.

National Nurses Week and PSW Day

National Nurses Week was observed from May 8 to 14, with PSW Day recognized on May 19. Families extend their sincere gratitude for the commitment, compassion and service provided by our staff throughout the year. In appreciation, Family Council offered a selection of coffees and teas for staff members to enjoy.

Family Council Week

Family Council Week is June 6 to 12. To celebrate, we displayed information and photos in the front lobby, to promote the role and benefits of being a member of Family Council. We raffled three gift baskets to raise funds towards weekend entertainment for residents, support, staff recognition, residents at Christmas and our annual Garden Party.



Residents' Council

Residents' Council presents

Residents' Council has been working hard on behalf of the residents of Hillsdale Terraces. Through their efforts, they have sponsored engaging workshops and learning opportunities that encourage residents to explore new skills and interests. These sessions are noted on the activity calendar as "Residents' Council Presents."

In addition, Residents' Council selected and purchased new centerpieces for all dining room tables, helping to create a warmer and more inviting dining atmosphere. Members have also enjoyed learning through special presentations and meaningful conversations with a variety of guest speakers.

In April, residents enjoyed a sweet and informative demonstration about maple syrup. The Sugar Shack presentation guided residents through each step of the maple syrup-making process, from tree to table, and of course, included tasting some delicious syrup samples.



In celebration of Mother's Day, residents participated in a hands-on workshop focused on butter making. They created their own personalized butter using edible additions and enjoyed sampling their creations on freshly baked lavender bread.

Coming up this month is an interactive demonstration titled "From Tree to Chocolate." Residents will learn how chocolate is made and finish the session by enjoying brownie tastings.



A sincere thank you to the Residents' Council for providing these enriching opportunities for residents to learn, connect and explore new interests. Be sure to check the monthly activity calendar for upcoming events.

Meeting reminders

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

Several Clinical Leads are scheduled to present on topics of interest. Last month, Corrine, Falls Prevention Clinical Lead, presented strategies and interventions used to prevent harmful falls. This month, Ewa, Skin and Wound Clinical Lead, will present on skin integrity, pressure wounds and strategies to reduce pressure injuries. In September, Kaitlyn, Medication Management Clinical Lead, will provide an overview of the Medication Management program.

We look forward to welcoming residents as we continue to build a strong, informed and engaged community together.

Volunteer Corner

Volunteer Appreciation Week

Volunteer Appreciation Week was celebrated April 19 to April 25, recognizing the invaluable contributions of volunteers around the world. The 2026 theme, Ignite Volunteerism, highlights a year-long effort to elevate civic participation, rebuild volunteer infrastructure, and celebrate the stories and impact of volunteers everywhere.

On behalf of all Hillsdale Terraces residents, staff and family members, we extend our thanks to our amazing volunteers for your continued dedication and support. Your generosity of time and care makes a meaningful difference in the lives of our residents. We truly value your commitment and are honoured that you choose Hillsdale Terraces as the place to make that difference.

Volunteer updates

Ghena, our co-op student, will be completing her placement with us in June. A very special thank you to Ghena for choosing Hillsdale Terraces as a place for growth and learning. We have been fortunate to have you spend your time with our residents, including visiting one-on-one and volunteering in the Tuck Shop. Your contributions have been greatly appreciated.

Become a volunteer

We are always looking for enthusiastic volunteers to assist with our Tuck Shop and a variety of Recreation Programs. Some of the areas where volunteers enjoy helping include:

- Resident outings.
- Entertainment programs.
- Special events and celebrations.
- Resident socials.
- Friendly visits.

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.



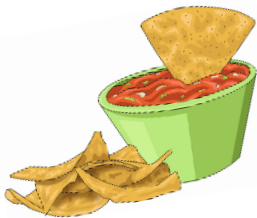
Recreation and Therapy

Spring



Spring has sprung into action at Hillside Terraces, beginning with a very busy and festive Easter season. Residents enjoyed a variety of holiday-themed programs that highlighted their creativity, showcased their knowledge and even got everyone moving, especially during Bunny Bowling, where residents showed off their co-ordination and friendly competitive spirit.

Although April stayed true to its wet and rainy reputation, spirits remained bright. Residents stayed cheerful and dry while enjoying community outings, a concert by our very own Bell Choir, visits from our littlest “grandfriends,” and meaningful social connections during the Meet and Greet and Friendship Group gatherings.



May was filled with celebrations and special moments. Residents marked Cinco de Mayo with a themed movie night, complete with chips and salsa as a spicy treat. They proudly supported Nurses Appreciation Week by creating a banner and enjoyed lively entertainment from a Polish Folk Band in celebration of Polish Heritage Month. For Mother’s Day, residents took part in a hands-on butter-making experience and sampled their creations on freshly baked lavender bread.

The month continued with an Alzheimer’s Awareness Walk, bringing together residents, family members, friends and staff in a shared show of support. We wrapped up May on a sweet note by celebrating National Smile Day, with a morning full of smile cookies for everyone to enjoy.



June and Seniors’ Month

June is Seniors’ Month, a special time dedicated to celebrating and recognizing our senior community. We will kick off Seniors’ Month on June 1, with a party featuring entertainment by Robert D’Cruz. On June 6, Hillside Terraces will partner once again with Hillside Estates to host a much-anticipated car show, complete with live entertainment. This annual event is a favourite for residents, families and staff alike, and offers an opportunity to enjoy the outdoors while connecting with local car enthusiasts and our neighbours across the way.

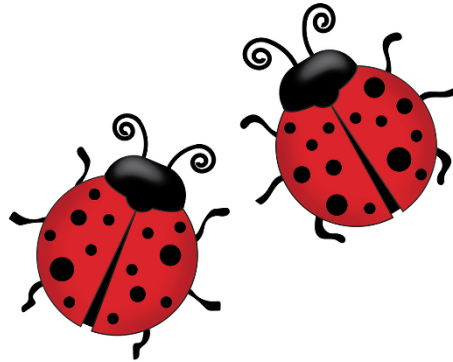
Later in the month, residents can look forward to live music by Joe Thistel at Pub Night, sponsored by the Residents’ Council. Father’s Day will be celebrated with a movie matinee and a drop-in viewing of the Toronto Blue Jays game in the auditorium. Be sure to check the June activity calendar for even more exciting programs.



Recreation and Therapy continued

Staff news

With the arrival of summer, we would like to welcome two summer students to the Terraces! In the Recreation Department, we welcome back Mackda. Many residents and families may remember Mackda from last summer and the holiday season. We are excited she has returned and are looking forward to her creative and engaging programs. We would also like to welcome Sydney. Sydney will be working with the adjuvants, physiotherapists and occupational therapist to help support the team.



Visiting pets

A reminder for pet visitors: all pets must have a completed Visiting Pet Agreement Form, including up-to-date vaccination records. Forms are available at reception. If you've already submitted a form, please continue to provide updated vaccination information.

While visiting, pets must be supervised at all times, clean and well-groomed, and must be appropriately restrained, confined or on a short leash.

Please note that pets are not permitted in a resident home area that is in outbreak, and pets may not visit the Home if the entire Home is under a declared outbreak.

Thank you for helping us keep Hillside Terraces safe and welcoming for everyone.



Nursing

Nursing Week



We're excited to celebrate Nursing Week from May 11 to 15.

Nursing Week is an opportunity to recognize and celebrate nurses across Canada. The annual celebration of the nursing profession always coincides with the birthday of Florence Nightingale, the founder of modern nursing, on May 12. Florence Nightingale was known for caring for sick and wounded soldiers. She had the idea to educate and transform caregiving into the nursing profession. She established one of the first training schools for nursing and was the founder of some key elements of health care that we see in modern day.

This year we are celebrating the College of Nurses of Ontario (CNO) theme, A Lifetime of Care. The theme acknowledges nurses' incredible commitment and dedication to providing extraordinary patient care throughout their careers. We truly appreciate our nurses and everything they do!

Fun facts about Florence Nightingale

Famous for being the 'Lady with the Lamp' who organized the nursing of sick and wounded soldiers during the Crimean War, Florence Nightingale's far-sighted ideas and reforms have influenced the very nature of modern health care. Her greatest achievement was to transform nursing into a respectable profession for women and in 1860, she established the first professional training school for nurses, the Nightingale Training School, at St Thomas' Hospital. She campaigned tirelessly to improve health standards, publishing over 200 books, reports and pamphlets on hospital planning and organization, which are still widely read and respected today, including her most famous work 'Notes on Nursing: What It Is and What It Is Not'. Florence's influence on today's nursing ranges from her ward designs (known as Nightingale Wards), which were developed in response to her realization that hospital buildings themselves could affect the health and recovery of patients; through to pioneering infection control measures and the championing of a healthy diet, as a key factor for recovery. Florence also believed in the need for specialist midwifery nurses and established a School of Midwifery nursing at King's College Hospital.

~Britannica, Florence Nightingale Biography and Facts

Environmental Services

Laundry process trial



Environmental Services will be running a month-long laundry process trial on Cedar Heights, in an effort to improve service to our residents.

We have re-labeled the soiled linen carts to better identify the personal clothing and standard linens (bedding, towels, etc.).

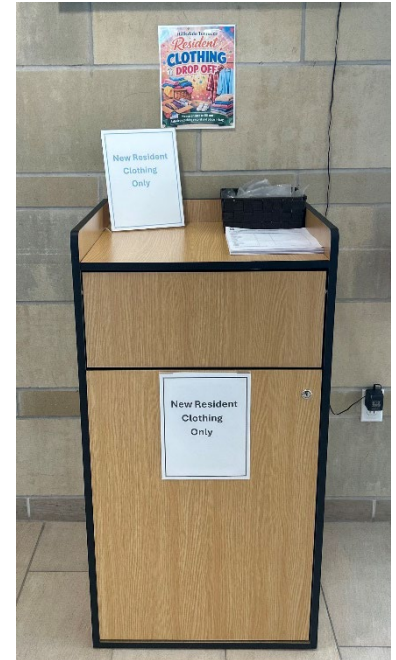
Environmental Services continued

Labeling of new clothing

Hillsdale Terraces is undergoing a laundry process refresh with the assistance of staff, families and residents. The working group is happy to announce an update to our resident clothing labelling process.

On May 7, we implemented a revised approach to how resident clothing is labelled to improve accuracy, efficiency and accountability. The key changes are as follows:

- A central clothing receptacle has been placed in the main lobby, on the wall to the left of the main entry doors when you enter the building.
- Labelling request forms and plastic bags are available on the top of the receptacle.
- Families and residents are to fill out the documentation at the receptacle, place it in the bag with the clothing and place the bag in the receptacle.
- This new process can be used for existing clothing that is missing a label or for new clothing being brought into the home.
- If a resident requires assistance with the documentation or having the items taken to the receptacle, Environmental Services staff on the resident home area will assist.
- Environmental Services staff will take the belongings to the laundry to be labelled, each day at approximately 1:30 p.m.
- The clothing will be returned to resident rooms the following day with the regular laundry delivery.



If you have any questions regarding this process please contact Sean Bailey, Manager of Environmental Services, at 905-579-3313 extension 5050.

Food Services

Spring/Summer Menu

The Spring/Summer 2026 Menu was launched on May 11. We hope you are enjoying the menu offerings. Seasonal flavours, resident feedback and fresh ingredients continue to guide our planning whenever possible.

Like many households and organizations, we are seeing increases in food prices. While this may influence how we source certain products, our commitment to quality, nutrition and resident choice remains the same. Any adjustments we make will be thoughtful and focused on maintaining a positive dining experience wherever possible.

We will continue to share our enhancement initiatives at the Resident Council and Food Committee meetings in the coming months. Residents and families are encouraged to participate or share feedback with the Food Services team.

Food Services continued

Dining room refresh

We're beginning to explore opportunities to refresh our dining rooms. This includes looking at ways to gather resident and family feedback on enhancements—such as updated décor or a fresh coat of paint—to help make these shared spaces feel more pleasant, welcoming and renewed. Our goal is to ensure the dining experience feels just as warm and inviting as the meals themselves.

Hydration



With temperatures rising, staying hydrated becomes even more important. Drinking fluids throughout the day helps regulate body temperature, supports digestion and keeps you feeling comfortable. Water, milk and teas are all great choices. We'll also have hydrating snacks available such as fruits, puddings, applesauce etc. Fun fact: watermelon is made up of about 92 per cent water, making it one of the most refreshing—and hydrating—treats of the season.

Thank you for letting us be part of your summer—here's to good food, good company and staying cool all season long.

Administration

Spring into summer at Hillsdale Terraces

I am pleased to share a warm welcome to spring and the approach of summer at Hillsdale Terraces. The changing season brings renewed energy, longer days and meaningful opportunities to enhance quality of life for the residents we are privileged to serve.

On behalf of the leadership team, I would like to thank our residents, families, staff and volunteers for your ongoing trust, collaboration and commitment to resident-centred care.

With the arrival of warmer weather, Hillsdale Terraces is embracing safe and enjoyable seasonal programming that supports residents' physical, emotional and social well-being. This will be further enhanced with the ongoing work related to Caring Connections Durham, our emotional model of care that we will be implementing this year. Please stay tuned for further communication regarding the next steps in this very important initiative.

As always, we encourage families and friends to participate in resident events to further support meaningful connections.

Hillsdale Terraces 20th anniversary

This June is very special for Hillsdale Terraces, as we celebrate our 20th anniversary. Please take a moment to view the 20th Anniversary board just outside the administration office for a glimpse of our 20-year journey. Plans are under way to celebrate this milestone, and further information will be shared at a later date.

Administration continued

Summer safety and resident well-being

Resident safety and well-being are our top priorities as we prepare for warmer temperatures. In alignment with Ministry expectations and best practices, Hillsdale Terraces will continue to follow the Heat-Related Illness Prevention and Management Plan to ensure residents remain comfortable and well-hydrated during the warmer months.

As a reminder, the Terraces has a water station 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.



Looking ahead

Hillsdale Terraces remains committed to maintaining a safe, respectful and welcoming environment that supports dignity, choice and quality of life for every resident.

Thank you for being a valued part of our Hillsdale Terraces community. We look forward to sharing a vibrant and engaging spring and summer together.

~Lisa Mizzi, Administrator

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

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

 www.twitter.com/regionofdurham

 www.youtube.com/regionofdurham

 www.facebook.com/regionofdurham

