



Long-Term Care & Services for Seniors Division
Hillsdale Estates 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 Tammy Clarke, Administrative Assistant at 905-579-1777 ext. 6314.

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 <https://www.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: 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.

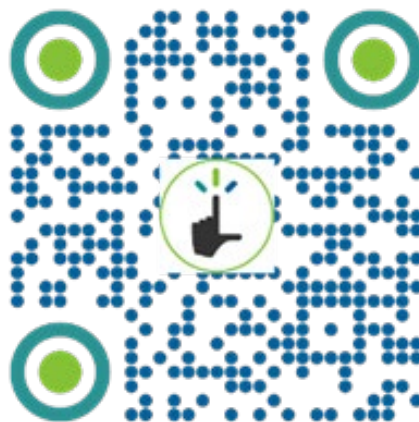
Staff education and training

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

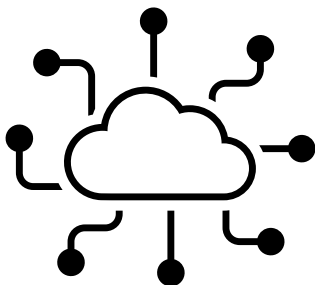
The Falls Prevention Program focuses on reducing falls and related injuries through assessment, individualized care planning, environmental safety measures, and ongoing monitoring to support resident safety and mobility.

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 Estates news

Welcome to the summer edition of our newsletter!



Celebrating our seniors: June is Seniors' Month!

As we head into June, it's time to recognize and celebrate Seniors' Month across Ontario. This is a special time dedicated to honouring the millions of older adults who have built our communities, mentored our teams, and continue to contribute their wisdom and experience to our society. The focus for this year is "Ontario Seniors — Let's Get Moving", highlighting programs and initiatives that promote wellness, social engagement and education for older adults.

Why we celebrate

Seniors' Month is more than just a date on the calendar; it is an opportunity to acknowledge the vital role seniors play in our families and workplaces. Whether they are volunteers, caregivers, residents or active professionals, their impact is immeasurable. The goal of this month is to promote healthy aging, encourage social silver-connections, and ensure that older adults feel valued and supported.

Family Council

The Hillsdale Estates Family Council is a voluntary, self-directed group of family members and friends of residents, united by a shared commitment to enhancing the quality of life for all who call Hillsdale home. Together, we advocate for respectful, dignified care in a safe, comfortable and supportive environment.

The Family Council is dedicated to:

- Educating and informing families about resident care and services.
- Advocating on behalf of residents and their loved ones.
- Providing peer support to families, friends, caregivers and residents.
- Collaborating to identify solutions and share ideas.
- Fostering open communication among families, residents, staff and administration.
- Working collectively to improve the overall quality of life and care.

Family Council Executive:

- **Chairperson:** Carlo Molinaro
- **Vice-Chairpersons:** Cheryl Borg and Catherine Mossop
- **Treasurer:** Christine Carr
- **Secretary:** Janet Gammon

If you're interested in joining or learning more, we warmly invite you to connect with any member of the Executive team.

Contact

Reach out via email at hillsdalefamilycouncil@gmail.com or share your thoughts anonymously through the **Family Council Suggestion Box** located at the Reception Desk.

Upcoming meetings

Family Council meetings usually take place on the last Saturday of the month at 10 a.m. in the Auditorium. The Council takes a recess in July, August and December.

The Family Council welcomes your involvement— your voice matters! Whether you're looking to connect, contribute or simply stay informed, the Family Council is available for support.

Residents' Council

Empowering our residents: Residents' Council

As we celebrate Seniors' Month this June, we want to spotlight the most important governing body in our community: the Residents' Council.

At Hillsdale Estates, Residents' Council is a vibrant, resident-led group that champions the voices, ideas and experiences of everyone who calls our home, home.

What is Residents' Council?

- It's an independent, self-directed group made up entirely of our residents, working together to shape a more connected, caring and empowering community for all.

Here's what Residents' Council is all about:

- **Amplifying every voice** – Representing the collective voice of all residents, whether or not they attend meetings.
- **Driving positive change** – Meeting regularly to share ideas, offer feedback, and recommend ways to enhance care and quality of life.
- **Fostering connection** – Offering peer-to-peer support and building meaningful relationships.
- **Taking action** – Planning events, partnering with community groups, reviewing home operations, and helping resolve concerns with compassion and collaboration.

Residents' Council is a powerful reminder that every resident matters, and that together, we can create a home where everyone feels heard, valued and inspired.

Residents' Council Executive:

- The Residents' Council is guided by a passionate and dedicated elected Leadership Team, made up of residents who care deeply about making our home the best it can be.

- The Council is proudly supported by Sherin Surenthiran, social worker and Residents' Council Liaison, who helps ensure every voice is heard and every idea has the chance to grow.

Interested in getting involved or learning more?

- You are welcome to connect with any member of the Council or reach out to the Liaison.

Upcoming meetings:

Residents' Council meetings usually take place on the fourth Tuesday of the month at 2 p.m. in the Auditorium. Please note: 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.

The Resident Council welcomes your involvement— your voice matters! Whether you're curious, ready to participate or simply want to share your thoughts, the Council would love to hear from you!



Volunteer Corner

Celebrating National Volunteer Week

From April 19 to 25, 2026, we joined communities across Canada to celebrate National Volunteer Week. This year's theme, "Ignite Volunteerism," is part of a year-long national effort to rebuild volunteer infrastructure and elevate the role of civic participation in our daily lives.

A special message of gratitude

We want to take this opportunity to extend our deepest thanks to the volunteers who support our mission. Your generosity of spirit and dedication are truly invaluable. Whether you have been with us for years or are just starting your journey, please know that your contributions are seen, felt and sincerely appreciated. You are the spark that ignites positive change in our community.

A volunteer appreciation BBQ is planned for Estates and Terraces volunteers on July 8 at Hillsdale Terraces Garden.



Thinking of becoming a volunteer?

Summer is just around the corner, which is the perfect time to get involved in your community! Volunteering is a great way to gain valuable experience, meet new people and make a meaningful difference.

To get started, visit durham.ca/LTCvolunteer to download a volunteer application. Once completed, you may email your application to the long-term care home where you would like to volunteer, or drop it off at the front desk.

We are currently seeking volunteers for the following roles:

- Gift Shop Assistant
- Special Events and Outings Support
- Daily Program Assistant
- Mail Delivery
- One-to-One Visiting

Volunteering is a rewarding experience that truly enriches the lives of our residents. Join us today— we would love your help!

If you have any suggestions, questions, or concerns, please contact Cladell Darmanie at cladell.darmanie@durham.ca or call 905-579-1777, extension 6332.



Recreation and Therapy

Community outings

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

- 1) Choose an outing you wish to participate in.
- 2) Contact the Recreation Programmer in your home area (staff and family members can assist if needed).
- 3) Be sure to leave a message stating your name and the order of preference of the outings you wish to participate in.

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



Nursing

National Nurses' Week

National Nurses' Week was celebrated May 11 to 17. This is a special time for families to express their gratitude and appreciation for the exceptional care provided to our residents at the Estates. The theme for 2026 is, "The Power of Nurses to Transform Health."

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



Hot Weather Illness Prevention and Management Program

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

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



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

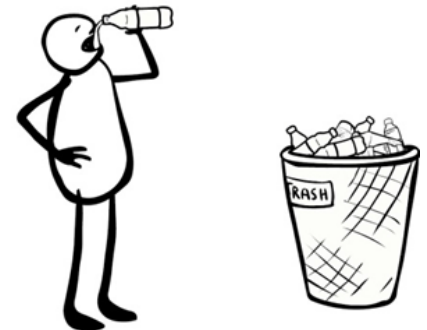
Hillsdale Estates is fully climate controlled through its Building Automation System (BAS), which helps keep the temperature consistent and comfortable during these hot periods.

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

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

Tips for staying hydrated in the warmer weather:

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



It is especially important that balcony doors be kept closed when not in use, in order for the cooling system to operate effectively and efficiently.

Caregiver support groups

You're not alone: Join our caregiver support groups in 2026

The Social Work team warmly invites all caregivers to take part in our ongoing drop-in support groups throughout 2026. These sessions are a welcoming space where caregivers come together to share, connect and feel truly understood.



Past participants have shared how meaningful it is to meet others who “just get it”— those walking similar paths and facing similar challenges. Many have expressed feeling less alone, more supported and deeply validated in their caregiving journeys.

Whether you're navigating daily stressors or celebrating small victories, these groups offer a chance to:

- Speak openly in a judgment-free space.
- Build genuine peer connections.
- Discover a sense of community and hope.

No registration is required—just drop in whenever you can, even if it's only once in a while. Every visit makes a difference.

We're currently offering two group options to suit different needs. Please see the upcoming sessions listed below:

1. Caregivers who are spouses and partners of residents

- June 16 – 2 to 3 p.m.
- July 21 – 2 to 3 p.m.
- August 18 – 2 to 3 p.m.
- September 15 – 2 to 3 p.m.

2. Caregivers who are adult children, parents, siblings, other family and friends of residents

- June 16 – 4 to 5 p.m.
- July 21 – 4 to 5 p.m.
- August 18 – 4 to 5 p.m.
- September 15 – 4 to 5 p.m.

If you have any questions, please reach out to:

- **Erika Gilbert** – Social Worker for the fourth floor, Apple Blossom and Moonlight Bay, 905-579-1777 extension 6323 or Erika.Gilbert@durham.ca.
- **Sherin Surenthiran** – Social Worker for the third floor, Trillium Trail and Pineridge Place, 905-579-1777 extension 6441 or Sherin.Surenthiran@durham.ca.



Celebration of Life

Honouring lives, sharing memories – Celebration of Life

On Friday, May 29, our home came together in a beautiful and heartfelt tribute to honour the lives of residents who passed between January to April of 2026. The gentle melodies of our Resident Bell Choir and Music Therapist filled the Auditorium, creating a warm and reflective atmosphere that touched everyone in attendance. It was a moving celebration of love, remembrance and community.

Our next Celebration of Life will take place on **September 25, 2026, from 2 to 3 p.m.** in the Auditorium. During this gathering, we will lovingly remember residents who passed between May to August of 2026. All are welcome to join us in honouring their memory and the lasting impact they've had on our home. Further details will be shared closer to the date.

Let us continue to celebrate lives well lived and the connections that remain in our hearts.



CVITP Free Tax Clinic

On March 30 and 31, our home proudly partnered with Service Canada's Community Volunteer Income Tax Program (CVITP) to host a free tax clinic for residents and caregivers. This meaningful initiative was thoughtfully spearheaded by social worker Sherin Surenthiran, and Senior Accounting Clerk, Mary-Anne, whose dedication helped bring this service to life for our community.

The CVITP program supports organizations like ours in offering accessible tax-filing assistance, with trained CRA volunteers completing returns for individuals with a modest income and a simple tax situation. Over both days, the atmosphere was warm, supportive, and full of gratitude as volunteers worked one-on-one with attendees, helping to ease what can often feel like an overwhelming annual task.

We are overjoyed to have supported 29 people in completing their taxes this year! We are sincerely heartened to know that this service delivered both peace of mind and valuable support to those who participated.

We look forward to continuing this partnership next year and to offering more opportunities that strengthen our community and support the well-being of those we serve.

Environmental Services

Environmental Services Manager



Congratulations to Emery Kizigenza who is the successful candidate of the Manager of Environmental Services role at Hillsdale Estates. Most of you already know Emery as he has been with us in the Supervisor of Environmental Services role since August 2018.

Emery brings over 20 years of experience in environmental services and facility management within long-term care. Previously serving as Environmental Services Supervisor at Hillsdale Estates, he has been instrumental in overseeing operations, leading teams in a unionized environment, and ensuring compliance with regulatory and safety standards.

Previously, Emery has held Environmental Services Manager roles within retirement residences and long-term care homes, where he led departmental operations, managed maintenance programs and supported capital improvements.

With strong expertise in regulatory compliance, preventative maintenance and team leadership, Emery is well-equipped to succeed in this role.

Please join me in congratulating Emery on this achievement.

Furniture and supplies in resident rooms

Residents are encouraged to keep and display personal possessions, pictures and furnishings in their rooms. This is your home and, as in any home, it is important to have personal items around that are special to you or make you feel more comfortable.

Prior to bringing in any electrical items or furniture, please contact Environmental Services at extension 6326. The Environmental Services team will ensure your items are in good working order to ensure the safety of everyone living in the home.

Please note that extension cords are not to be used in any resident room. Power bars with built-in breakers that are Canadian standards approved (CAS) are the best option.

Please be aware that air purifiers, humidifiers and aerosols are not permitted in any resident rooms because they interfere with the facility's HVAC system and Fire Suppression System.

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



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

Fire alarm triggers

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

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

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

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



Food Services

Spring/Summer menu

The Spring/Summer 2026 menu was launched on May 11, 2026, and 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 initiatives at the Residents' Council and Food Committee meetings in the coming months. Residents and families are encouraged to participate or share feedback with the Food Services team.

Room bookings and family/resident meals

Room bookings: Families can book private gatherings in the Auditorium to a maximum of 20 people; Lavender Lane Family Dining Room to a maximum of eight people; and Primrose

Path Family Dining Room to a maximum of eight people. These rooms can be booked at the front reception and require four days advance booking.

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



Administration

Regular visiting hours at Hillsdale Estates

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

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

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

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

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



Students returning

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

From the Business Office

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

- Canada Day: July 1.
- Civic Holiday: August 3.
- Labour Day: September 7.
- National Day for Truth and Reconciliation: September 30.



**SORRY WE'LL BE
CLOSED!**

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

Business Plan

A business planning session was held in February 2026. Business planning is a time for the home to set goals for 2026 and to develop a plan to operationalize the Divisional Plan into the home. The Business Plan is broken down into three pillars as follows:

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



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

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

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