



**Long-Term Care & Services for Seniors Division**

# **Hilldale Estates Newsletter**

## **Issue 3, September 2023**

Supported by  
**Ontario**  
**HOME AND COMMUNITY CARE**  
**SUPPORT SERVICES**  
Central East

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### **Mission**

Strong People...Caring Communities...Our Future!

### **Vision**

We will create a diverse, equitable and inclusive community that embraces person-centred care and meaningful connection for all

### **We Value**

Individuality, Collaboration, Accountability, Respect, Excellence

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## **LTC and Services for Seniors Division news**

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### **Director's message**



I hope you have enjoyed our lovely summer and look forward, as I do, to the cooler days and the beautiful fall colours ahead.

With fall comes the start of our "Let's Get Flu-less" campaign. More information will come over the next couple of months on the availability of resident influenza vaccinations. Fall also marks the rollout of our annual Resident and Family Satisfaction Survey. I encourage you to complete the survey and to provide your comments on our areas of strength, as well as opportunities for improvement.

I am excited to share that our Long-Term Care Division will be undertaking a multi-year project to develop and implement an emotional model of care for our homes to improve the quality of care. This new multi-dimensional model of care will:

- build stronger relationships with residents, families, staff, volunteers and community partners.
- improve residents' quality of care and resident clinical outcomes.
- improve residents' and family satisfaction.
- increase staff satisfaction by engaging, empowering and promoting staff autonomy.
- create a home-like environment for residents and a positive work environment for staff.

We will be reaching out to you for your thoughts and ideas, and will provide regular updates as we progress through this important work.

To our new residents, care partners and staff, I hope you have felt welcomed into the home and have met some new friends. If you have any questions, comments or concerns, don't hesitate to reach out to any member of the leadership team. Please enjoy this edition of the newsletter.

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

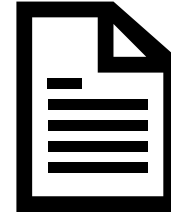
**If you require this information in an accessible format, please contact Tammy Clarke, Administrative Assistant at (905) 579-1777 ext. 6314.**

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## Quality

### Quality Improvement Plan

Each home has developed their annual Quality Improvement Plan (QIP), which was submitted to Ontario Health. The QIP includes accomplishments from last year and improvement topics for this year, and can be found on the Regional website under each home: [durham.ca/ltchomes](http://durham.ca/ltchomes).



### Annual Resident and Family Satisfaction Survey

In September, we will administer the annual Resident and Family Satisfaction Survey. It is very important that residents and families provide us with feedback on the care and services received in the homes. The information we receive helps us to make improvements and guide operational plans.

Residents who are capable will be given the survey and will be assisted to complete, if needed. Families who are identified as the “first contact” will be sent the survey and asked to respond. More details on the Resident and Family Satisfaction Survey will be shared soon.



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## Infection Prevention and Control

Hopefully everyone has enjoyed the summer months! It is a wonderful time to get outside and enjoy the sunshine. Please remember to stay hydrated and wear sunblock when outdoors. If you begin to experience signs of dehydration (extreme thirst) or heat exhaustion (dizzy, overheating, concentrated urine, nausea), move to a cool dark area and drink plenty of fluids. If you continue to experience worsening of symptoms, seek medical attention.





### Summer infection control updates

This past summer, we have gone through various changes related to infection control. On June 28, masks were no longer required in and around the home unless in the series of precautions:

- A resident is in isolation.
- Staff members are being followed by Return to Work and required to wear a mask while at the long-term care home before clearance.
- Following a point-of-care risk assessment.
- Resident Home Area and/or the home is in an outbreak.

In addition, although the home is no longer rapid testing staff, rapid tests are available in the main lobby for personal use. If you require assistance with testing, please speak with Infection Prevention and Control (IPAC) in the home.

### Fall infection control updates



With the end of summer quickly approaching, we are preparing for the winter months ahead regarding infection control. The yearly flu campaign clinic will take place for both residents and staff. Additional details regarding this will be provided in the fall. Staying up to date with your COVID-19 vaccine continues to be the best layer of protection! Additional COVID-19 vaccines are recommended every six months for eligible residents in long-term care. A fall booster campaign is also in the works and will be available to residents and staff if interested. Please speak with IPAC in the home to sign up for a dose. IPAC Week is celebrated in the fall and opportunities for additional staff education will be provided.

### Hand hygiene road show

A hand hygiene education roadshow will occur in September. Staff from each department can participate in a hand hygiene activity.



Fairview Lodge has been fortunate to have a Master of Public Health student, Areej Obaid, completing a practicum on-site this summer. She has been instrumental in increasing the amount of hand hygiene audits, establishing auditing protocols for environmental cleaning and tailoring educational material to suit needs identified by the audits.



### **IPAC reminders**

- If you are sick, please stay home.
- Ensure to perform your four moments of hand hygiene, including when providing meals, snack cart, medications and activity programs. Proper hand hygiene techniques can eliminate 80 per cent of infections.
- Ensure that all resident shower/tub room personal items are labelled. Residents should not be sharing these items.

Thank you for everything you do to keep the homes safe!



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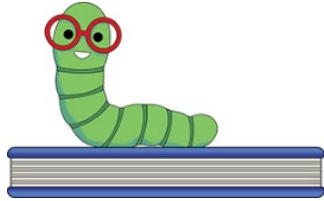
## **Nursing**

### **Education and training**

The nursing and training departments have been busy developing and delivering education and training to staff based on the learning needs assessment from last year. The following are some training opportunities that have taken place over the past couple of months:

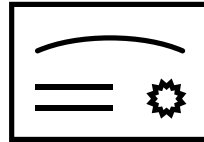
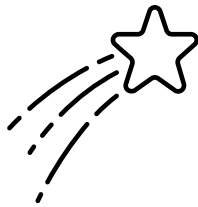
- Three staff have received their Gentle Persuasive Approaches (GPA) coach certification.
- GPA training has been provided for staff at Hillsdale Terraces and Lakeview Manor, with sessions planned for Fairview Lodge and Hillsdale Estates this fall.
- The Clinical Leads and Managers of Nursing Practice attended quality improvement training.
- The Palliative Clinical Leads attended the LEAP Palliative Education and Falls certification training, which is now in progress for the Falls Clinical Leads.

- Wound care education has been planned for the homes with the rollout of the updated skin/wound policy, and the division has purchased a real-life wound care model for staff to practice and update their wound care skills. The wound care model will be making its rounds in the homes in the coming months. We hope you will have fun practicing and polishing your wound care skills!



### Student placements

We are continuing student placements in all four homes and have started using the HSPnet system to streamline and improve student placements. We are always looking for staff to preceptor and mentor students, and we are planning a Preceptor Appreciation Week from October 23 to 27 in the four homes. Stay tuned for more info!



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# Hillsdale Estates news

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## Family Council

Family Council is a great way to connect with other families and understand more about the home and long-term care environment.

Meetings are held on the last Saturday of each month, except for July, August and December, as meetings are cancelled those months. Starting in September, the Family Council will resume their meetings onsite at Hillsdale Estates in the Auditorium.

Hillsdale Estates' Family Council always welcomes new members. If you are interested in learning more about Family Council or wish to join, please visit the Hillsdale Estates' Family Council website at [HillsdaleEstatesFamilyCouncil.com](https://HillsdaleEstatesFamilyCouncil.com) or their Facebook page at [facebook.com/2016HillsdaleEstatesFamilyCouncil/](https://facebook.com/2016HillsdaleEstatesFamilyCouncil/)

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## Residents' Council

Residents' Council aims to empower residents living in long-term care homes to participate in the operations of their homes and be involved in decisions that affect their lives. The Council is run for residents by residents and meets monthly.

The next Residents' Council meeting will be held on September 26 at 2 p.m. The meeting is open to all residents at Hillsdale Estates and if residents are interested in participating, the Recreation staff on their home area can assist.

### Residents' Council Barbecue

A Residents' Council Barbecue was held on August 3 for everyone. Some gathered in the Auditorium and patio for social time, while others were served food on the home area. Members of the leadership team assisted with serving lunch in the Auditorium.



This gathering has been long overdue, and residents were happy to gather, enjoy socializing and getting back to normal now that the restrictions have lifted from long-term care.





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## Volunteer Corner

Fall is right around the corner, which means that it's time to get involved with your community! Come and volunteer to gain great experiences and new friends along the way.

### Thinking of becoming a volunteer?

Visit [durham.ca/LTCvolunteer](http://durham.ca/LTCvolunteer) to download a volunteer application or email it to your preferred home that you would like to volunteer at. You could also drop off your completed application to our front desk. We are currently looking for volunteers to fill the following positions: gift shop assistant, special events and outings, daily program assistant, mail delivery and one-to-one visiting.

Volunteering is very rewarding and enriches the lives of our residents! Join us today, we need your help! As always, if you have any suggestions, questions or concerns, you can email Cladell Rock at [cladell.rock@durham.ca](mailto:cladell.rock@durham.ca) or call her at (905) 579-1777 extension 6332.

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## Recreation and Therapy

### Special events and entertainment

During the summer months, residents and family members enjoyed the annual classic car show and the Pepper Shakers entertainment. We look forward to hosting this event again next year.



## Lemons to lemonade

Making people smile, one glass at a time.

When resident Daniel Burton and his care team at Hillsdale Estates put their heads together for ideas on how to celebrate the end of mandatory masking in long-term care, the idea of setting up a lemonade stand came to mind.

Daniel is a dynamic young man, known for his contagious laugh and beaming smile. Through the support of his family and care team, a lemonade stand was set up to serve residents, staff and guests visiting the home. This kind gesture was a huge success. Thank you so much to Daniel, David, Paige and Erika for giving back to our home!

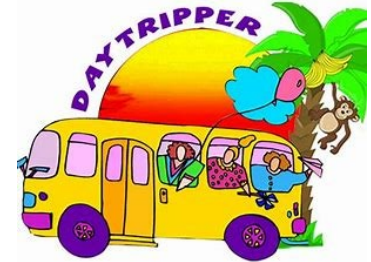




## Community outings

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, either in person or via the email that is included on the recreation calendar (staff and family members can assist if needed).



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.

## Commitment, dedication, success and inspiration



**Success story:** In March 2023, as one of our Social Workers, Erika Gilbert, was working with Mr. Gerard MacNeil, the topic of regaining the ability to transfer and walk arose. Mr. MacNeil had not been able to walk independently since the beginning of October 2021 and was motivated to explore options to improve his mobility. Erika suggested that Mr. MacNeil get an updated physio assessment from Physiotherapist Joy Dinis. Joy met with Mr. MacNeil and assessed him to have functional goals related to transferring and bed mobility, with interventions targeted to improve his strength, balance and standing tolerance. Over the past five months,

Mr. MacNeil has worked incredibly hard with Joy and Physiotherapy Adjuvant Mike Sullivan to improve his functional abilities. He has remained dedicated to engaging in exercises, even up to five times per week, and his optimism and smile has never ceased. Mr. MacNeil has shown remarkable improvement in terms of his standing tolerance and walking, having gone from using a mechanical lift for transfers to a one-person assist, and starting to walk with a walker and one-person assist. Physiotherapy, Social Work and the rest of the

care team are so proud of Mr. MacNeil and all that he has achieved in such a short amount of time, and we are excited to see his continued progress!

Mr. MacNeil wished to share his success story with the rest of Hillside Estates, especially in the event he can inspire others to maintain their physical health:

“Hi. My name is Gerard MacNeil. I am writing this to let you know that I had a very bad experience in my life, which left me not being able to walk. After I met and started working with Joy and Mike, things have turned around for me, big time. Day-by-day, through my exercises, Joy and Mike have taught me all the little things I had to re-learn, and they are both very knowledgeable. I also received specific lessons in being patient (thanks for that too, Joy and Mike!). Joy encouraged me to never give up; he started me with the smaller stuff, and now I am working my way up the ladder. Mike visited me every day and helped with my exercises; the next thing I knew, I was walking with my walker down the hallway (first down the short hallway and then down the long hallway), until we walked longer and longer! Wow, do I feel good now. This has been a great experience. If anybody ever needs any advice, Joy and Mike are there to help.”  
– Gerard MacNeil

### **Spiritual care coordinator and multi-faith space**

In 2023, the Ministry of Health provide the homes with some one-time funding. We have partnered with Hillside Terraces to have the opportunity to hire (until December 31, 2023) a Spiritual Care Coordinator. The funding allows us the opportunity to have someone come in approximately two days per week at Hillside Estates, and approximately once per week at Hillside Terraces. Once hired, the Spiritual Care Coordinator will work as part of the interprofessional team to support the Residents’ cultural, spiritual and end-of-life needs.

As the home transitions from the pandemic, we are looking at how we utilize some of the spaces in the home. One of these areas is what was formally known as the Worship Centre or the Testing Centre. Now that we are no longer required to swab staff and visitors for COVID-19, the Worship Centre has transitioned back to a Resident space, along with a fresh coat of paint and new flooring. Recently, a small group made up of residents, families and staff met to discuss how we can make the space more inclusive. We will be changing the signage to reflect the space as a multi-faith space and making some modifications to ensure we can honour all faiths in the home.

## **Gift shop and mobile cart**

We are working toward re-opening the gift shop as a hybrid model. With the onboarding of volunteers, we are aiming to open the shop on the main floor a couple of days per week, as well as having a mobile cart that will visit each home area. We are currently working out a process for payment, as well restocking items to meet the residents' needs. A big thank you to the Hillsdale Estates Residents' Council, who provided valuable information on behalf of the residents. We look forward to providing this service to you once again.

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## **Nursing**

### **Nursing Leadership team**

There's been some changes in the nursing management team!

Alice Pendo, Resident Care Coordinator (RCC) from the third floor, has taken on a new role as a Manager of Nursing Practice. Alice will be joining Jean San Luis in helping to keep our nursing staff up-to-date on the latest evidence in long-term care nursing practice. Alice has been with the Hillsdale Estates team throughout the pandemic and her work as RCC has helped shape the quality of care for residents across the building. Alice will continue to help on the third floor as we actively recruit her replacement. Congratulations, Alice!

We would also like to welcome Christy Kuruvilla as the new RCC for the second floor. Christy brings a wealth of knowledge from her frontline nursing and nurse manager roles at the City of Toronto's Bendale Acres. Christy joined us August 8 to take up her duties on those home areas. Welcome, Christy!

With the changes in the management team, Melissa Lombardi will be fully transitioning to her role as Assistant Director of Care over the rest of the summer. Melissa has done outstanding work supporting the senior leadership team while continuing to fulfill the duties of our vacant RCC. Congratulations, Melissa!

And finally, congratulations to our two Coordinators of Administrative Services (CAS) in the nursing administration. Alex Siciliano, who successfully managed our COVID-19 clinics through 2022 and 2023, has moved seamlessly into the CAS office this summer, bringing his substantial knowledge of Regional operations with him. He is joined by Jenna Farris, whose work supporting the

operations of community nurses and personal support workers during the pandemic will no doubt prove invaluable to the entire home. Congratulations, Alex and Jenna!

### **Latest in nursing at Hillsdale Estates**

As the pandemic winds down and life at the Estates begins to look more like it did before 2020, the nursing teams at the home will continue its mission-driven approach to resident care. That means creating a long-term care home that looks and acts like a home while continuing to deliver quality care aligned to provincial legislation and regulation.

Hillsdale Estates has already achieved the four hours of average care per resident per day that the Ministry requires by 2025. This includes any direct hands-on support for getting dressed, dining or getting to an activity. Our next steps are ensuring that the roles and responsibilities of staff help build relationships with residents and move us away from checking off tasks to be completed. Our future is an emotional model of care, one which creates connections between residents of the home and the staff that care for them.

That transition is going to take some time and I am sure that there will be questions along the way. If you have any concerns about the care you or your loved one are receiving, please reach out to the Registered Nurse on your home area first and to the RCC if further action is required.

The long years of the pandemic are behind us and we're looking forward to working with you in the new future!

### **Social Work update**



Support groups are held at the Estates as a caregiver resource.

Our Social Work team is excited to update that the in-person, drop-in caregiver support groups have been a wonderful success over these past four months!

Group participants have shared appreciation for being able to come together with other caregivers who can understand what they are going through, and voiced feeling less alone and isolated.



Participants have also expressed feeling supported, heard, validated and safe to discuss the success and challenges they are experiencing in their caregiving journeys, while also fostering peer connections, a sense of community and hope.

With this program's success, these support groups will continue for the rest of 2023 and into 2024, with upcoming dates listed below. Please be advised that **no registration is required to attend**, as this is a drop-in program and caregivers are encouraged to attend whenever they can (even if this is irregularly).

There are two groups being offered:

**1. Caregivers who are spouses and partners of residents** (in the auditorium)

- **September 19.....2 to 3 p.m.**
- **October 17.....2 to 3 p.m.**
- **November 21.....2 to 3 p.m.**
- **December 19.....2 to 3 p.m.**

**2. Caregivers who are adult children, parents, siblings, other family and friends of residents** (in the auditorium)

- **September 19.....5:30 to 6:30 p.m.**
- **October 17.....5:30 to 6:30 p.m.**
- **November 21.....5:30 to 6:30 p.m.**
- **December 19.....5:30 to 6:30 p.m.**

If you have any questions, please reach out to:

**Erika Gilbert**, Social Worker for the fourth floor, Apple Blossom and Moonlight Bay – ext. 6323 and [Erika.Gilbert@durham.ca](mailto:Erika.Gilbert@durham.ca).

**Sherin Surenthiran**, Social Worker for the third floor, Trillium Trail and Pineridge Place – ext. 6441 and [Sherin.Surenthiran@durham.ca](mailto:Sherin.Surenthiran@durham.ca).

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## Environmental Services

### What is Environmental Services?

The definition of Environmental Services that we use at Hillsdale Estates is “professional staff who care about and who nurture the environment.” The skill sets in Environmental Services are endless, and the staff increase their skills by

taking educational courses within and outside the Region of Durham. Some great examples of how the staff in Environmental Services nurture and enhance the environment are: building the pergola at the front entrance; painting, dry walling and decorating the home; practicing exceptional infection control; plumbing; and fixing and repairing almost anything.

We all share the same environment and, at Hillsdale Estates, we try to preserve our environment for future generations. In short, we are proud to be called Environmental Services.

### **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. 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.

It is also important to remember that extension cords are not to be used in any resident room. Power bars with built-in breakers that are CSA approved 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.

### **Missing belongings**

Hillsdale Estates staff does their best to provide a safe and secure environment for residents and their belongings. Unfortunately, there are times when personal items, such as dentures, glasses, hearing aids or clothing, go missing.

#### **What to do if something is missing**

It is important to report missing items immediately to home area staff. Please complete a Missing Belongings form with a staff member or on your own. Please give the completed form to the Registered Nurse for follow-up. Be sure

to note the name of the Registered Nurse who you have given the completed form to, along with the date the form was submitted.

It is important to note that all personal belongings being brought into the home should be labelled by the home with the resident's name and room number. The staff of each home area has access to the record of clothing for labelling forms and will provide you with a carbon listing of the items you are requesting to have labelled.

### **Speed limit**

Did you know there is a speed limit on the main driveway of 20 kilometers per hour? There are often residents and guests out enjoying the grounds so please be mindful of this speed limit and be sure to observe the crosswalk that connects our home with the Terraces.

### **Saving energy**

With 262,000 square feet to light, heat and cool, Hillsdale Estates is a major user of energy. Add to that the growing awareness of environmental damage due to greenhouse gas emissions, and the rising cost of energy due to limited global resources, maintaining this beautiful home requires monitoring and reducing energy consumption with an eye to long-term sustainability.

Decreasing energy costs without compromising the health and comfort of our residents is a major priority for Hillsdale Estates. We are a 24/7 operation and have a diverse range of energy requirements, so cutting energy costs can be a challenge.

Education is an essential part of energy management in long-term care homes. Environmental Services continually improves the efficiency of the home, reducing energy costs and greenhouse gas emissions. One of the most important factors in maintaining a high level of energy efficiency is the active participation and awareness of management, staff and residents alike to ensure that conservation efforts contribute to a better home, cleaner environment and lower costs for long-term care.

You can help by turning off lights, water, televisions and computers when not in use. If we all do a little bit, we will save a lot. Thank you.

## **Upcoming projects and renovations**

### **Solarium renovations**

Over the coming weeks, our solarium will undergo renovations to replace the glass and broken window seals that have worn out over time. Once the work begins, it is expected to take approximately six to eight weeks to complete. Further home-wide communication will be sent out once we have clear timelines.

### **Plumbing repairs**

As with any aging home, there are a number of projects that require the attention of our Environmental Services team. This year, a large focus has been addressing leaks and repairs.

In addition, the Environmental Services team continues to improve lighting and building efficiency. There are some areas of piping that require replacing, which may cause temporary service interruptions for short periods of time.

### **Roof repairs**

While the weather is still good, the Environmental Services team will be addressing some roof repairs over the coming weeks. This will affect some areas of the fourth floor. Our sincerest thank you again to those affected for your patience; we hope this work will be completed before the fall.

### **Grounds maintenance**

You may have noticed that our pond is draining; this is because the storm water levels in the drains are above capacity. The pond was originally designed to be a dry pond for storm water runoff. Over the years, it was converted into a pond to hold a certain amount of water.

Due to some drainage concerns, safe operations of the building and grounds, the stagnant water needed to be removed in order to assess the grounds for any outstanding and necessary maintenance. The assessment identified that major work is needed, which includes clearing all the drain lines because they are backed up and restricting flow. This needs to be done before it causes further disruption to the building and grounds operations.



## **What are the next steps?**

These serious drainage concerns require us to remove the fountain and level the area for better drainage to avoid future problems. The plan is to revert the pond to the original design and intention of a dry pond. This will allow the area to continue to accumulate storm drain water without restrictive flow, as it continues to drain away from the property.

As we continue to work on this area, it will evolve and take up to a year to redevelop. Our goal is to make the surroundings look beautiful, while still maintaining water to drain. First, we need to completely drain and dry the area, remove the sediment left behind and then re-channel the water flow path. By next summer we plan to add seed, soil and greenery to the area. It is likely that the lower part of the grounds will remain damp and possibly have a water creek flowing through it, which could fill up during heavy rain fall.

Our sincerest thank you in advance for your patience while we work through the various projects and needed repairs. Throughout all the projects, there will be communication sent out home-wide to keep everyone informed.

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## **Food Services**

### **Upcoming events**

Thanksgiving greetings from the Hillsdale Estates Food Services team. To celebrate and give thanks this holiday, a traditional Thanksgiving meal will be offered in all 12 dining rooms on Monday, October 9.

### **Fall/winter menu**

As you may know, our menu changes two times per year at Hillsdale Estates and as such we will be launching our fall/winter menu late October. The Hillsdale menu will continue to feature all the familiar and favourite comfort foods highly enjoyed by the residents. It will also feature new fall/winter items, which will reflect the feedback and preferences expressed to our team by the Hillsdale Estates resident community and respective families.

With nutrition, freshness, safety and taste driving our food service initiatives, the Hillsdale Food Services team will continue to strive at procuring local Ontario ingredients and products for the new fall/winter menu. We look forward to making the next two seasons warm and nourishing for the residents and, as always, the Hillsdale Estates Food Services team highly values ongoing feedback from residents and families, so keep it coming!



*Hello Fall*



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## **Administration**

### **Summer students**

We would like to wish a fond farewell to all our summer students as they head back to their respective programs. We wish them all the best for a successful year!



### **Queens's University medical residents**

Hillsdale Estates welcomes the Queen's University medical residents from the Family Physician program. An orientation session was held in July and the student residents will begin their placements in August.

### **Roam alert system**

Hillsdale Estates has a roam alert system to assist those residents who are a risk for wandering away from the home.

If a resident who is wearing a roam alert bracelet comes within ten feet of the door, the roam alert system will be activated and a chirping noise will sound at the door. The doors will lock, allowing no exit or entrance. Once the resident moves away from the door, the alarm will silence, the system will reset, doors will

unlock and all alarms will end. It is important to be aware of who is around you because if the doors are already open, a resident with a roam alert bracelet will be able to exit the doors behind you.

If you are unsure if a resident should be going out on their own, please check with the front desk before assisting them out of the building.

### **Business office**

The Business office will be closed on the following dates:

- September 4 to observe Labour Day.
- October 9 to observe Thanksgiving.
- November 10 to observe Remembrance Day.

### **Dates to remember**

#### **September**

- 4 – Labour Day
- 23 – First day of fall
- 30 – National Day for Truth and Reconciliation

#### **October**

- 9 – Thanksgiving Day
- 31 – Halloween

#### **November**

- 5 – Daylight Savings ends and clocks fall back one hour
- 11 – Remembrance Day



### **Wi-Fi access**



Wi-Fi access is available in most areas. To ensure the connection to Wi-Fi remains strong, we ask that you refrain from streaming and downloading when possible. This access is also used by staff to send and receive scheduling-related emails and phone calls. A password is not required to connect to the public Wi-Fi.

## 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.:**

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 allow you to exit.

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

## Electronic greeting cards

This is a reminder that family and friends can still send electronic greeting cards to their loved ones in any of the Region's long-term care homes. To send an e-card, visit [durham.ca/LTC](http://durham.ca/LTC) and click on the Long-Term Care Homes tab on the left side. Then:

1. Click "Send a greeting card to your loved one in long-term care"
2. Fill out the resident's information
3. Select the type of greeting
4. Send message

Messages will be printed and delivered to residents during the week. Senders should consider these messages like an electronic postcard, as the contents of the greeting will not be private.



## Heading into fall

### Did you know?

1. Trees prepare for winter
  - a. A major sign for autumn is the turning of leaves. The shorter days are a sign for trees to begin preparing for winter.
  - b. During winter, there is not enough light for photosynthesis to occur, so as the days shorten throughout autumn, the trees begin to close down their food production systems and reduce the amount of chlorophyll in their leaves.
2. The chemistry of colour
  - a. Chlorophyll is the chemical that makes tree leaves green, as it declines other chemicals to become more prominent in the leaves.
  - b. Chemicals are responsible for the vibrant ambers, reds and yellows of autumn. The chemicals responsible are types of flavonoids, carotenoids and anthocyanins. Some of these chemicals are the same ones that give carrots and egg yolks their colours.



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

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